



### 2017 Platform Service Ratings

Provider	2017 Satisfaction score	2017 Service Rating	2016 Satisfaction score	2016 Service Rating
Parmenion	89%	Gold	81%	Gold
Aegon	86%	Gold	79%	Gold
Transact	86%	Gold	80%	Gold
Wealthtime	85%	Gold	81%	Gold
Nucleus	84%	Gold	63%	Bronze
Seven Investment Management (7IM)	84%	Gold	64%	Bronze
Old Mutual	83%	Gold	77%/76%	Gold
Standard Life Wrap	82%	Gold	75%	Gold
Zurich	80%	Silver		Not rated
AXA Wealth	80%	Silver	76%	Gold
Ascentric	80%	Silver	70%	Silver
James Hay	78%	Silver		Not rated
Aviva	77%	Bronze	71%	Silver
AJ Bell	75%	Bronze	72%	Silver
FundsNetwork	72%	Bronze	71%	Silver
Cofunds	70%	Bronze	63%	Bronze

**Please note:**

Providers not listed above were either not rated because the feedback on their service did not meet the minimum required or we received an insufficient number of responses for the provider.