

Trafalgar House achieves seventh consecutive Investor in Customer Gold status

Press release: 22 April 2024

Trafalgar House, a specialist third-party pensions administrator, today announced they have achieved their seventh consecutive Investor in Customers (IIC) Gold Status.

Following rigorous assessment, the prestigious IIC accreditation is awarded to those organisations providing an exceptional customer experience and is based on feedback from pension scheme members, clients and staff. Organisations must also have demonstrated key principles around understanding and meeting client needs, delighting clients and engendering loyalty. The top gold status is given to those organisations who excel in all areas.

Garry Wake, Managing Director at Trafalgar House; said: “We pride ourselves on leading the way when it comes to customer service and satisfaction. Our clients rely on us, and we take that extremely seriously. Good administration underpins every well managed pension scheme, get administration right and much of the rest will follow. With administration often suffering from a bad reputation when it comes to client and member care this achievement is even more rewarding and very clearly demonstrates that schemes should expect nothing less than excellence from all their providers.”

Wake continued: “To have achieved this acknowledgement and to have upheld it for the seventh year running is testament to the consistency our hardworking team – not only experts in their respective fields but committed, friendly and conscientious individuals, always putting members first. And we never rest on our laurels, we will continue to proactively seek out all ways we can further enhance our support to clients and members not just over the key milestones in their journeys but in their day-to-day experiences.”



(ENDS)

Notes to editors:

Trafalgar House is a specialist pensions administrator.

Founded in 2006, our mission is to set the highest standard of pensions administration by any recognised measure. We achieve this through sustained investment in our people, processes and systems.

We started life as an in-house administrator. Our foundations are in quality and member experience. Since our creation, we have grown as a third-party administrator. Adopting technology and innovation from across the market, we have emerged as a business of administration experts.

We have offices in London and Farnborough, over 30 clients and 160 staff. We hold internationally recognised accreditations for quality, security, development, customer service and environmental protection.

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