

Trafalgar House achieves Investor in Customers Gold for eighth consecutive year

Press release: 25 March 2025

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

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: “Strong administration is the foundation of a well-managed scheme, and with initiatives like GMP equalisation and upcoming dashboard staging dates, it’s never been more important. This heightened focus is a positive force: attention drives action, and action drives change. As a result, pension funds are dedicating more time and resources to getting their data and administration in order. We lead this change by constantly innovating while remaining pragmatic and efficient.

“At Trafalgar House, delivering the best possible experience for our clients and members is at the core of everything we do, and we are always looking for ways to enhance it – we refuse to stand still. To achieve IIC Gold for an eighth consecutive year, speaks for the consistency and hard work of our fantastic team. Their expertise, dedication, and customer-first mindset, mean they are always seeking out ways to improve. We are thrilled this has been recognised with another gold status.”

Tony Barritt, Managing Director at Investor in Customers said: “We are delighted that Trafalgar House have maintained their Investor in Customers Gold status, continuing to excel in both customer experience and employee engagement. By its nature administration can be quite remote with fewer opportunities to ‘wow’ than some other businesses. However, The team at Trafalgar House are encouraged and empowered to put their customers first at each stage of their journey, with the senior team leading by example with a hands-on approach to delivering an exceptional experience”

Trafalgar House retained their Gold Status across all key categories and continued to improve its performance, achieving an overall score of 9.16, up from 9.04 last year. The assessment highlighted particularly strong results in customer understanding, responsiveness, digital transformation, service delivery, and client satisfaction, reinforcing the company’s commitment to consistently enhancing its service.

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 180 staff. We hold internationally recognised accreditations for quality, security, development, customer service and environmental protection.

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