

Trafalgar House achieves ninth consecutive Investor in Customers Gold accreditation

Press release: 19 February 2026

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

Awarded following a rigorous independent assessment, the prestigious IIC accreditation recognises organisations that deliver an exceptional customer experience. It is based on feedback from pension scheme members, clients and staff, alongside evidence of how organisations understand and meet client needs, build loyalty and consistently deliver high standards of service. Gold status is reserved for those who excel across all areas.

Daniel Taylor, Director at Trafalgar House, said: “Achieving Investor in Customers Gold for the ninth consecutive year is a strong endorsement of the standard of pensions administration we deliver and the consistency of our client and member service. In our world, service is not theoretical - it is measured in accurate calculations, timely payments and clear communication at critical moments in people’s lives.

“There is a huge amount happening in pensions administration right now. Dashboard preparation, ongoing data improvement, transfer activity, retirements and increasing trustee scrutiny all sit alongside the day-to-day responsibility of paying the right benefits, to the right people, at the right time. None of that stops while strategic projects move forward.

“It would be easy in that environment for core member and client service to become background noise. But for a member waiting for a retirement quotation, a transfer value or a bereavement settlement, that interaction is everything. Good administration should never be assumed, and it should certainly never be taken for granted.

“Our own Trust & Confidence Index shows that clear communication and positive interaction remain central to building trust in pensions. At the same time, the industry continues to face challenges around consistency of service and member experience. Maintaining high standards year after year requires discipline, investment and an unwavering focus on fundamentals.”

Taylor concluded: “As we mark our 20-year anniversary this year, this accreditation reflects not just where we are today, but the culture that has shaped our business over the past two decades. In pensions administration, reputation is built on what you deliver every single day. We remain firmly focused on ensuring trustees and members receive the level of service they should expect and deserve.”

ENDS

Notes to editors:

Notes to editors:

Trafalgar House is a specialist pensions administrator, dedicated to delivering exceptional service and setting the benchmark for quality pensions administration.

As we mark our 20-year anniversary in 2026, our mission is to set the highest standard of pensions administration by any recognised measure. We do this through sustained investment in our people, processes and technology.

We started life as an in-house administrator built on a commitment to quality and member experience. Today, we are recognised as a business of pensions administration experts, adopting the best in technology and innovation from across the market.

With offices in London and Farnborough, our team of 185 specialists serves more than 200,000 members across 35 clients. We hold internationally recognised accreditations covering quality, security, professional development, customer service and environmental protection.

Media Contacts

For all media enquiries please contact KBPR using the details below:

KBPR.

keeping you connected

Kate Boyle

kate@kbpr.agency | 07930 442883