

Trafalgar House awarded 'exceptional' Investor in Customers Gold Standard

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Trafalgar House, the pensions administration specialist, today announced the successful achievement of the Investor in Customers (IIC) Gold Award, the highest accolade available.

Garry Wake, Managing Director at Trafalgar House, commented: "Attaining any IIC Award is no mean feat, so we really are proud to have achieved the Gold Standard at our first attempt. The IIC framework judges teams against its four principles of customer service: understanding customer needs; meeting customer needs; delighting customers; and creating loyalty - all of which are then split into four different areas of focus. As such, the assessment process gives an extremely comprehensive insight into what's going on behind the scenes and we are very pleased to have scored so highly across every category.

"We already know that our team goes above and beyond for members every day, but this achievement is an outward demonstration to our clients and the industry of the quality of our people and how we always put members first. Administration is a vitally important part of the trustee role and can have huge ramifications if not done well, so we believe accolades such as these go a long way to helping them assess the credibility of an existing or potential provider."

Tony Barritt, Managing Director at Investor in Customers added: "Trafalgar House have done amazingly well to achieve IIC Gold at their first attempt. The company scored highly across all the IIC core principles and themes and also across all areas of their business. Operating in a sector not always associated with customer centricity, Trafalgar House have clearly shown the benefits that can be achieved through focusing on the needs of customers and ensuring that employees at all levels are engaged and motivated to putting customers first."

(ENDS)

Notes to editors:**Trafalgar House**

Trafalgar House is a pensions administration specialist. Trafalgar House provide administration, payroll, accounting & treasury and trustee secretarial services to all types of occupational pension scheme.

We are experts in the field of administration, providing a first-class experience to pension scheme members and trustees, evidenced by our Investor In Customers Gold Award. Our long track record of excellent service delivery is supported by state-of-the-art systems and a highly experienced team.

We deliver services through a single team of named contacts; we do not operate functional teams or offshore any services. This enables clients and their scheme members to enjoy personal service from a team of UK-based experts, where quality and delivery are closely controlled. We are an AAF 01/06 accredited operation.

Pension scheme members have direct contact with our administration experts, supplemented with access to My Work Pension, a cutting-edge online self-service solution. Working in partnership with specialist communication consultants we have also crafted a suite of highly engaging core communications that are available to all of our clients.

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Investor in Customers

We are a leading independent customer experience agency with a unique assessment methodology and more than 10 years' experience. We carry out in-depth assessments for organisations, interpreting the results for them and delivering detailed and personalised action plans for improvement.

An Investor in Customers (IIC) assessment can also deliver an accreditation in the shape of our industry-recognised IIC Gold, Silver and Bronze Awards. Putting you head and shoulders above your competition.

By uncovering the truth behind the customer experience you deliver, we can help your business be remarkable. More importantly, we can help you prove regularity compliance and make you more profitable too. Experts agree that the quality of the customer experience that an organisation delivers is the single largest factor in determining its profitability and long-term success. Investor in Customers exist to help companies harness the power of insight to improve customer experience.

For FCA regulated industries, our assessment provides independent validation of your customer principles, culture and delivery, to show you treat customers fairly. It demonstrates you have an ongoing commitment to measurement, feedback and improvement, as the insights gathered will help you address weak spots and enhance strengths, year on year.

Investor in Customers have been operating since 2006 and are trusted by a wide variety of businesses to deliver insight, pinpoint issues and verify their customers' experience. We've already surveyed more than 2 million people and accredited over 250 businesses, including many from the Insurance, Pensions, Investment and Financial Advisory markets, as well as Professional Services sector.

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