



▶ Client Survey 2019

Future-proofing pension services at First Actuarial

How well do we support our clients through change?

first actuarial

It's been an exceptionally busy year in the pensions world. No sooner do schemes get towards the end of GMP reconciliation and rectification work than GMP equalisation steps out of the courtroom and into our working lives.

While First Actuarial supports clients with the day-to-day running of their schemes, we're meeting new and emerging needs by developing services such as financial wellbeing and scheme secretarial. We're also growing our presence in sectors such as housing and not for profit. We'll be surveying clients on these new areas next year.

Mindful of the pressures trustees and employers are under, we truly appreciate the efforts our clients make to respond to First Actuarial's annual survey. We were all delighted to see that 100% of respondents rated the quality of our work as Excellent or Good, with 84% rating it as excellent. But with one eye on next year's survey, we know there's no room for complacency.

“

We are extremely pleased with the service provided from the actuarial and admin teams, and now the investment advice as well.

We have a strong team for all our core requirements.

”

▶ What does our annual client survey say about your experiences of First Actuarial this year?

100% of trustees and employers said our standard of work was **EXCELLENT** or **GOOD**.

84% rated our overall standard of work as **EXCELLENT**.

In 2018 we also achieved 100%.



EXCELLENT

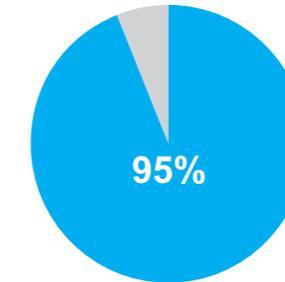
OR



GOOD

95% said we delivered **EXCELLENT** or **GOOD** value for money, with **52%** saying we delivered **excellent value**.

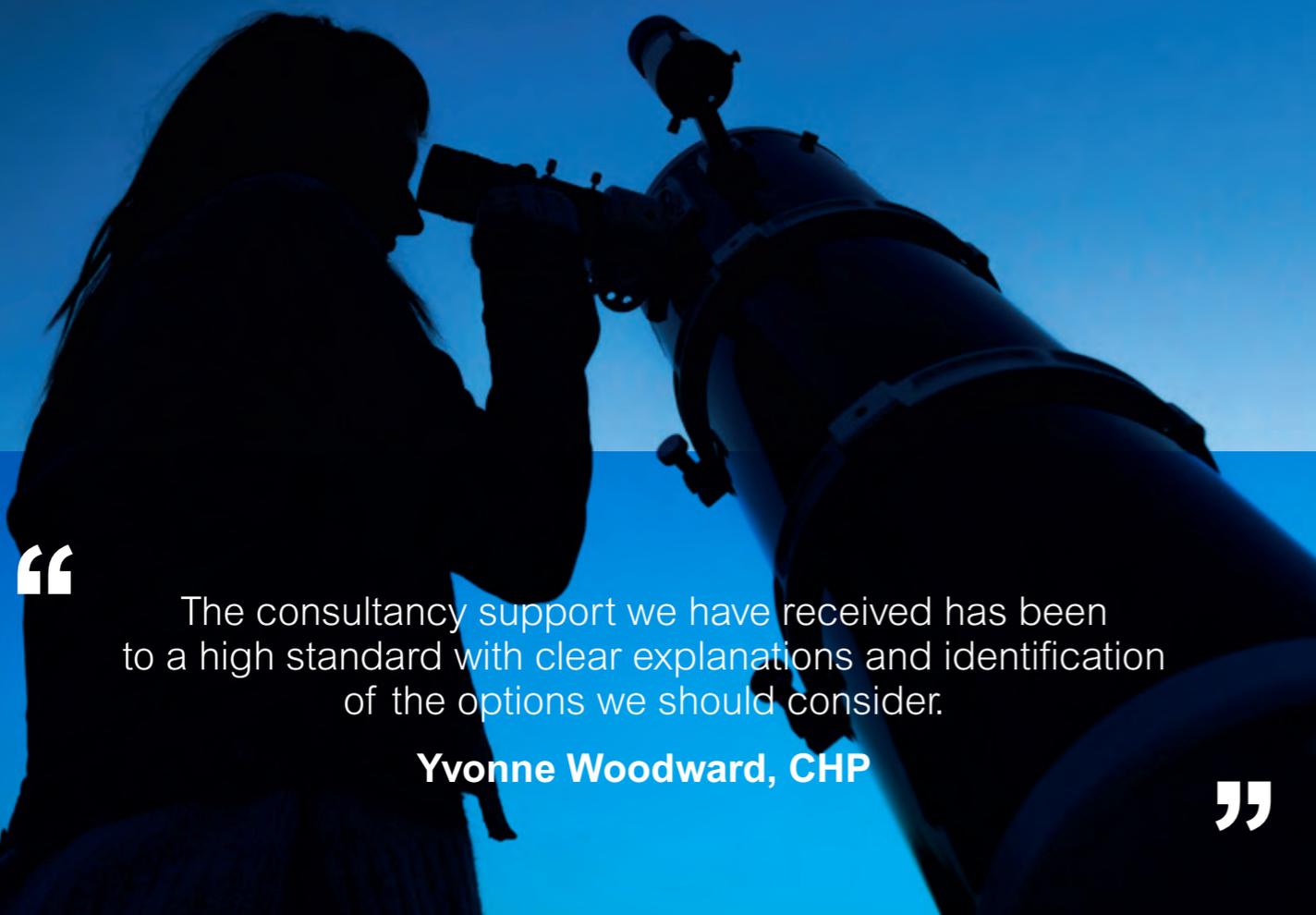
This compares with last year's 96%.



100% of respondents would be happy to recommend us to other organisations.

In 2018 we also achieved 100%.





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The consultancy support we have received has been to a high standard with clear explanations and identification of the options we should consider.

Yvonne Woodward, CHP

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▶ How well do we meet deadlines?

71% said we met every deadline every time.

This drop, from last year's 81%, reflects the high volume of one-off work we have done this year. We discuss how we are addressing increased workload later in this document.



The strong relationships we have with our clients mean that where we did miss deadlines, **100%** said we let them know in advance and kept them informed.

▶ How clear is our advice?

98% of clients understood our advice first time, or required only minor clarification.

This is unchanged from last year.



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Every person I have dealt with at First Actuarial I have found to be friendly, approachable and focused on ensuring my expectations are met first time.

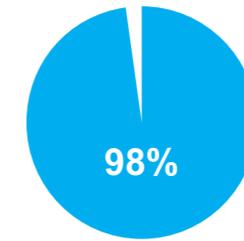
Darren Garner, Saffron Building Society

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▶ How do you rate our actuarial services?

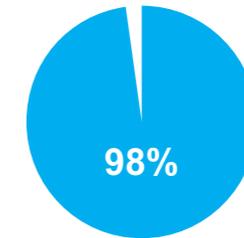
98% of respondents using actuarial services were satisfied or very satisfied with our consultants.

More than 9 out of 10 said they were very satisfied.



98% of respondents using actuarial services were satisfied or very satisfied with the quality of advice we gave.

More than 9 out of 10 said they were very satisfied.



85% said our actuarial services were better than their previous provider. 65% said they were much better, and no respondent expressed a preference for a previous adviser.



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All aspects of our interaction are excellent. Our actuary always explains complex issues in as simple a way as possible and is always very professional in his approach.

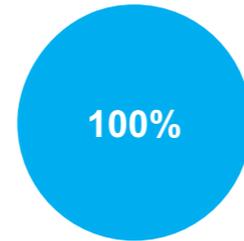
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▶ How do you rate our administration services?

100% of respondents using administration services were satisfied or very satisfied with our consultants.

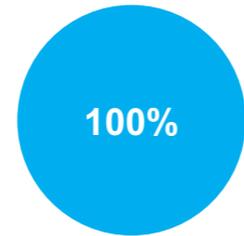
This is up from last year's 98%.

Almost 9 out of 10 said they were very satisfied.



100% of respondents using administration services were satisfied or very satisfied with the quality of advice we gave.

Almost 8 out of 10 said they were very satisfied.



93% said our administration services are better than their previous provider. This is an increase of 8% compared with last year.

75% said they are much better, and no respondent expressed a preference for their previous provider.



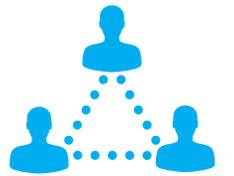
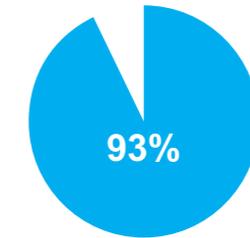
Ours is quite a small scheme but the team seem to go the extra mile to provide good service to members.



▶ How do you rate our investment consulting services?

93% of respondents using investment consulting services were satisfied or very satisfied with our consultants.

5 out of 10 said they were very satisfied.



76% said our investment consulting services are better than their previous provider. This is an increase of 11% compared with last year.

The remaining 24% felt our services were at least as good.



First Actuarial adopts a proactive approach and makes suggestions that are relevant to our strategy of de-risking our exposure.



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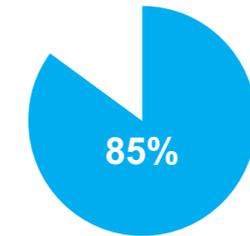
First Actuarial provides sound and reliable advice.

Johnson Bello, National Autistic Society

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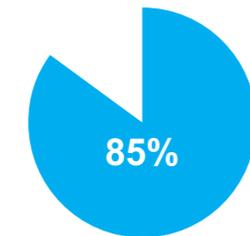
▶ How do you rate our DC consulting services?

85% of respondents using DC consulting services were satisfied or very satisfied with our consultants.



Almost 5 out of 10 said they were very satisfied.

85% of respondents using DC consulting services were satisfied or very satisfied with the quality of advice we gave.



Almost 5 out of 10 said they were very satisfied.



55% said our DC consulting services are better than their previous provider.

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Very good service, always responding well to any query. Everything is explained well and information that is delivered is clearly set out.

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I have been extremely impressed by the level of diligence and professionalism continually displayed. Reports provided are very clear and easy to read with the right level of detail and great care always appears to be taken to ensure matters are dealt with appropriately. A pleasure to deal with.

Rachel Balbi, Arran Isle Ltd.

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▶ How can we step up to the challenges of 2020?



Our rating on meeting deadlines went down by 10% this year – an uncomfortable finding for everyone at First Actuarial. We believe this is due to the large amount of one-off work we undertook this year, such as GMP reconciliation and rectification.



We will continue to increase our recruitment activities to attract the best people – from talented graduates to experienced professionals – making every effort to match the growing volumes of work with the right headcount throughout our five offices.



We continue to work hard to increase our 'very satisfied' scores across all areas of First Actuarial. We won't be happy while some of our clients are just satisfied.

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Your staff that we have dealings with are excellent.
On top of excellent service, they are also
people we like and can relate to.

Paul Turner, Rawle Gammon and Baker Holdings Ltd

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▶ Get in touch

Contact us now to find out how we can help you.



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▶ About us

First Actuarial LLP is a nationwide partnership with around 300 staff covering five offices. Each office provides our whole range of services.

We help you run your scheme smoothly and effectively at reasonable cost.

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