



• ★ ★ ★ ★ ★ •  
Life and Pensions

# Unwavering. 5 star service.

It's an honour to receive our eighth 5 star award as recognition that we provide the service clients need and advisers expect.

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# Thank you for your vote.



We've always been focused on delivering exceptional service and flexibility - reacting to changes in the marketplace and making it easier for you to do business. It's why we're delighted to announce that we've been awarded our eighth 5 stars at the Financial Adviser Service Awards. This award is voted for by IFAs and we are the only bespoke SIPP provider to receive eight 5 star ratings. It's what makes us self invested pension specialists.

## Dentons 5 star service standards.

- ★ **Dedicated, named Consultant and Administrator**  
for timely and appropriate responses to enquiries
- ★ **Expert and technically competent staff**  
enable us to handle complex and simple enquiries efficiently
- ★ **Technical CPD training and regular technical webinars**  
keeping you up-to-date with SIPP and SSAS industry issues and opportunities
- ★ **Using the latest technology**  
to enhance efficiency and access client information through streamlined processes
- ★ **Experienced regional sales team**  
assisting you with new client opportunities



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## Financial Adviser Service Award winners, Life & Pension Providers 2020

### Five star providers

#### Excellent service



#### Dentons Pensions

Curtis Banks  
Guardian  
InvestAcc  
Just  
LV=

MetLife Europe  
Payment Shield  
Quilter  
Royal London  
Scottish Widows

### Four star providers

#### Good service



AIG  
Aviva  
Embark  
Fidelity FundsNetwork  
Holloway Friendly

Legal & General  
Standard Life  
Talbot & Muir  
Vitality Life  
Zurich Life

### Three star providers

#### Average service



Aegon  
AJ Bell  
B&CE  
British Friendly

Canada Life  
Cirenster Friendly  
Prudential

### Two star providers

#### Poor service



Axa PPP Healthcare  
Friends Life  
James Hay  
Rowanmoor

Smart Pension  
Unum  
Utmost Wealth Solutions

### One star providers

#### Very poor service



Hodge Lifetime  
Hornbuckle Mitchell

Nest

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