

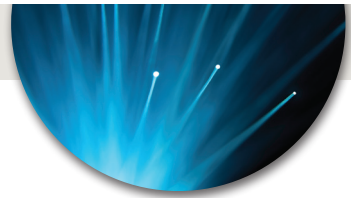


Independent Trustees

# Client Satisfaction Survey Results 2016

Trusteeship  
Governance  
Risk management

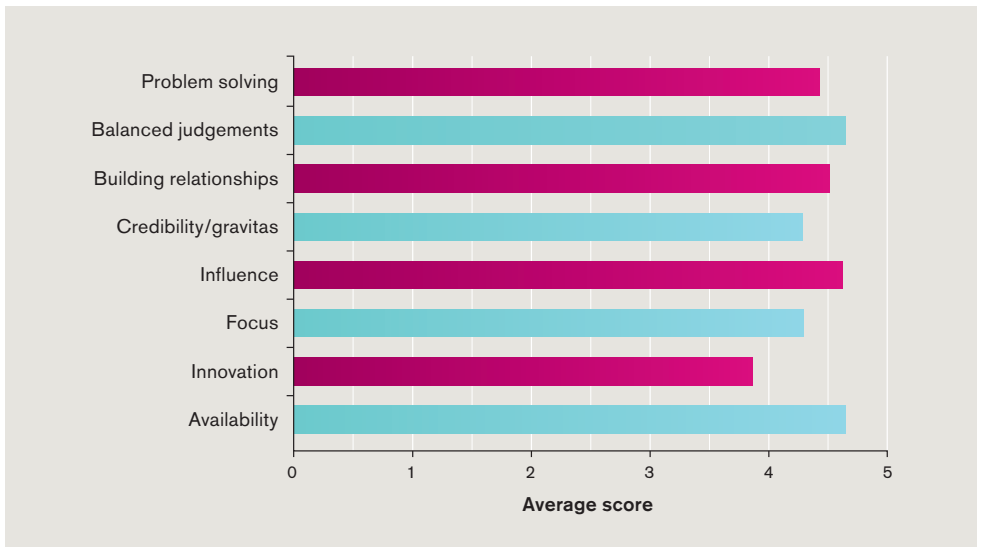
Secretarial services  
Pensions management  
Communications



**In December 2016 we carried out our latest client satisfaction survey, using an independent consultant to conduct telephone interviews together with an online survey.**

This document summarises the results. It demonstrates what our clients truly think of us, the service we provide to them and how well we meet their expectations.

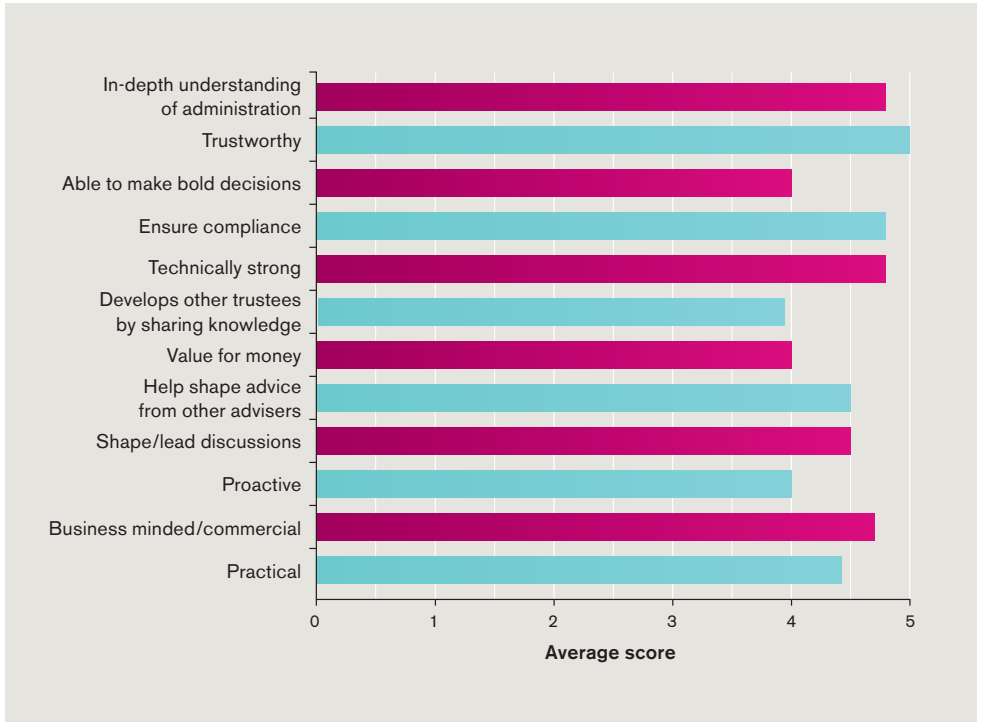
Please rank the following **characteristics of PSIT's trustee service** on a scale of 1 to 5 where **1 is very poor** and **5 is very good**:



“Very professional and engaged service.”

Danny Nussbaum - HR Director, Volvo

The following is a list of key attributes PSIT believe are at the core of their business. These results show how strongly trustee clients agree or disagree that they are attributes of the business, where 1 is strongly disagree and 5 is strongly agree.

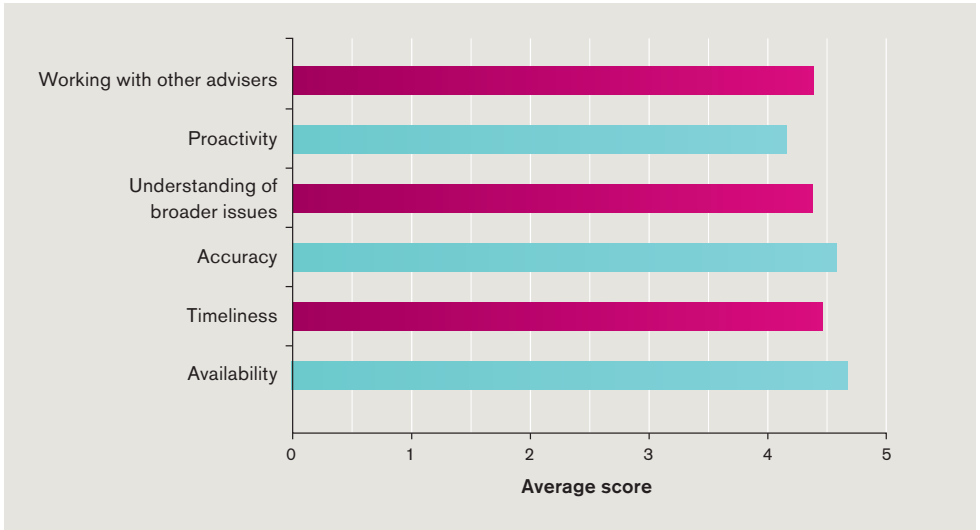


“So much more proactive than the previous company. On the ball - thinking in advance of things needing doing - very proactive.”

Paul Rudd - Chairman of Trustees, Express Newspapers

## Client Satisfaction Survey Results 2016

Please rank the following **characteristics of PSIT's secretarial service** on a scale of 1 to 5 where **1 is very poor** and **5 is very good**:



**How would you rate your satisfaction with PSIT's service?** On a scale of 1 to 5 where **1 is very poor** and **5 is very good**:

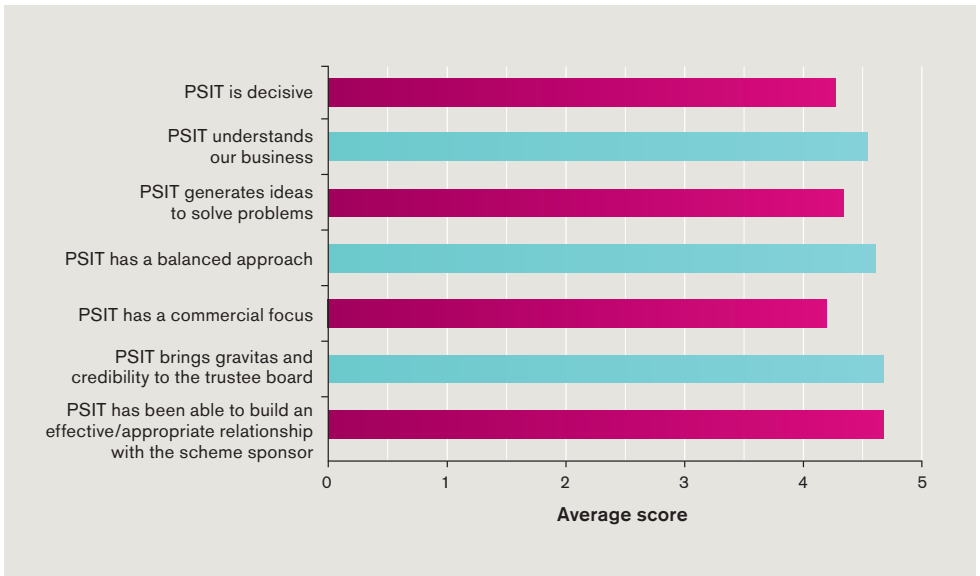
Very poor (1)	Poor (2)	Average (3)	Good (4)	Very good (5)	Average score
0	1	0	6	17	<b>4.6</b>

	Yes	No
<b>Has PSIT delivered to the expectations you had at the time you made the appointment?</b>	96%	4%

**46% of clients said we had exceeded their expectations.**

## Questions for the sponsor's representative

The following is a list of statements about how PSIT work with the sponsor of a scheme they are appointed to. Please assess how strongly you agree or disagree with the statement where **1 is strongly disagree** and **5 is strongly agree**.



“Excellent service - as expected and why PSIT was chosen.”

Stuart Barker - Independent Occupational Pensions Consultant, RSPCA

“They deliver above expectation when the scheme has a particular challenge.”

Ian Edwards - Comet

## Contact us

For further information about our professional trustee, secretarial and pensions management services, or to discuss any questions you may have, please contact one of the team by phone or email.

Alternatively, visit our website at [www.psitl.com](http://www.psitl.com)

### We operate from the following locations:

#### Wokingham

Albion, Fishponds Road  
Wokingham, RG41 2QE

**Tel:** 0118 313 0888

#### Birmingham

1 Colmore Row  
Birmingham, B3 2BJ

**Tel:** 0121 230 1900

#### Edinburgh

7 Castle Street  
Edinburgh, EH2 3AH

**Tel:** 0131 230 0300

#### London - Strand

11 Strand  
London, WC2N 5HR

**Tel:** 020 3327 5000

#### London - City

5th Floor, 80 Leadenhall Street  
London, EH3A 3DH

**Tel:** 020 3327 5000