

PRESS RELEASE

PERFORMANCE FIGURES UNDERLINE COMMITMENT TO EXCELLENCE

**Leading pension specialist BBS Consultants & Actuaries has announced its latest service standards figures which show it continues to outperform rivals.**

The firm's latest performance figures show that in the three months up to June its administration team dealt with 99.6 per cent of client enquiries within five working days against an industry average of about 90 per cent of work completed in 10 to 15 days.

And, in the 12 months leading up to June, BBS completed a full 99.1 per cent of work in line with its agreed service standards underlining its market-leading credentials.

Paul Bowden, Director of Pension Administration at BBS, which is one of the UK's largest independent firms of pensions experts, said: "Even in the one per cent where we do not meet our agreed five-day turnaround pledge, the work is typically carried out within six or seven days, whereas it is not unusual for some of our competitors to have over-targeted work left for two or even three months.

"My colleague recently waited for four weeks for a transfer value quotation from one of the leading national firms, whereas our average turnaround for such work is well within our five-day target."

He added: "In four weeks' investment, opportunities can be missed so any delay can cost members money."

Mr Bowden said the firm's success lay in its excellent in-house monitoring systems coupled with a fully resourced and motivated administration team.

"We do not cut corners or attempt to operate on a minimum resource basis under any circumstances," he said. "By being single-minded and sticking to these principles we never allow a backlog of work to build up and, as a consequence, don't waste our time fire-fighting."

He added: "Our commitment to efficiency allows us to constantly update and improve the services we offer and we always take pension scheme member and trustees' feedback on board to look at ways of improving those services where we possibly can."

ENDS

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