

SIPP Member Survey Full Results – 2013/14

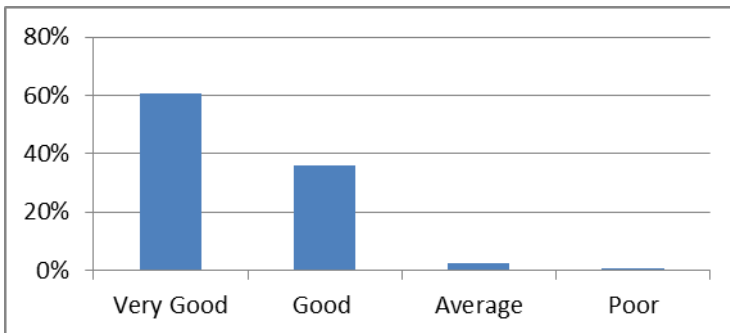


During the year to March 2014 we issued our first customer survey to members of our Minerva SIPP, SIPP Lite and Flexi SIPP arrangements. We chose a set of questions that would allow us to gauge the views of members in a way that allows us to consider improvements to our offering, and at the same time providing something that would help us demonstrate to potential new customers what it is like doing business with InvestAcc.

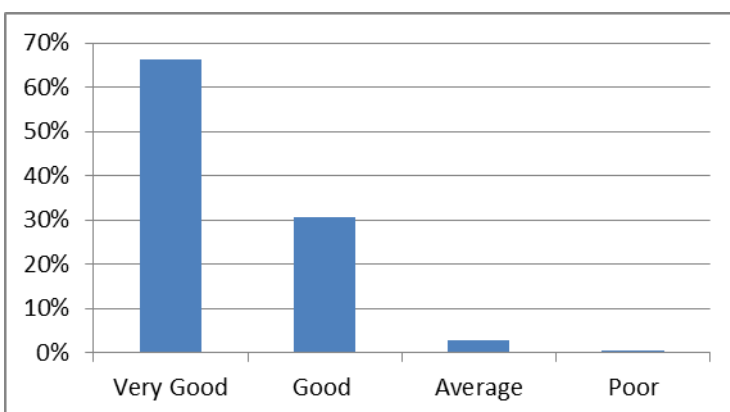
We are grateful to all those that took the time to respond to the survey – we have already made changes to some items e.g. literature and our website, and we will continue to ensure that we offer a market leading service based proposition.

The full results of the survey are detailed below:

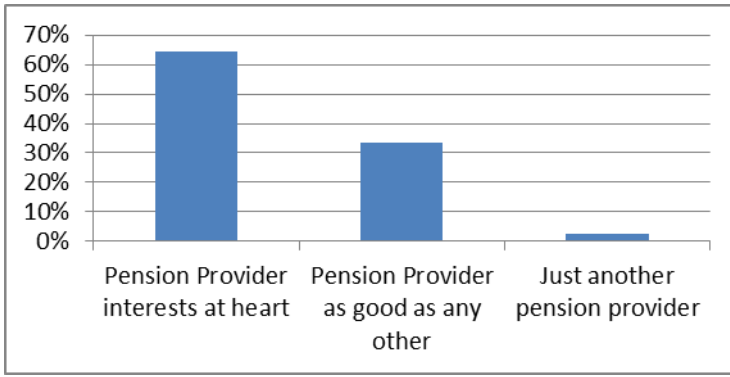
The level and quality of information from InvestAcc is:



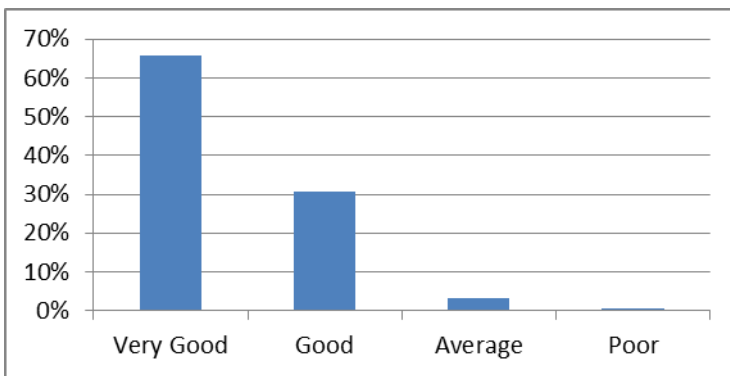
The level of service from staff is:



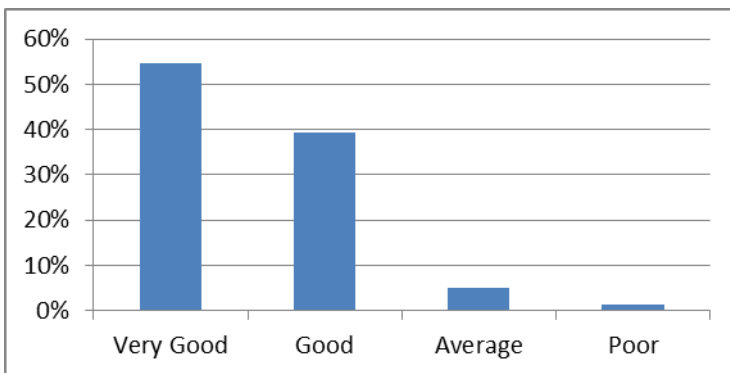
How would you describe us to a friend?



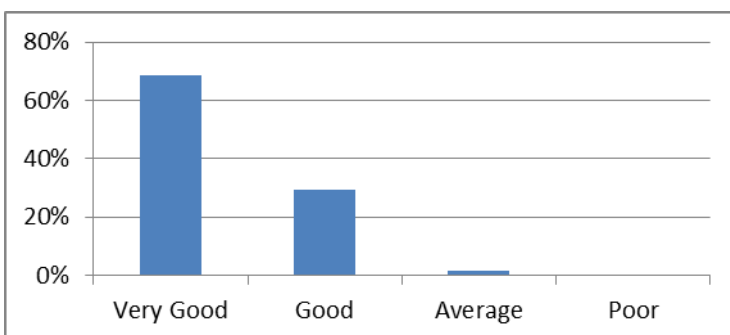
How would you rate us on *Service*?



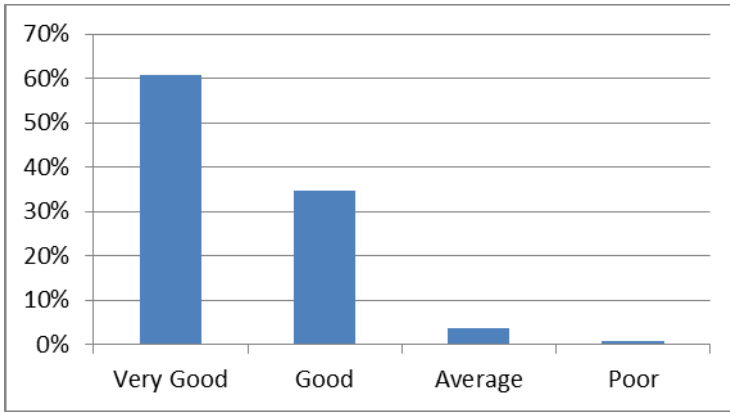
How would you rate us on *Investment Flexibility*?



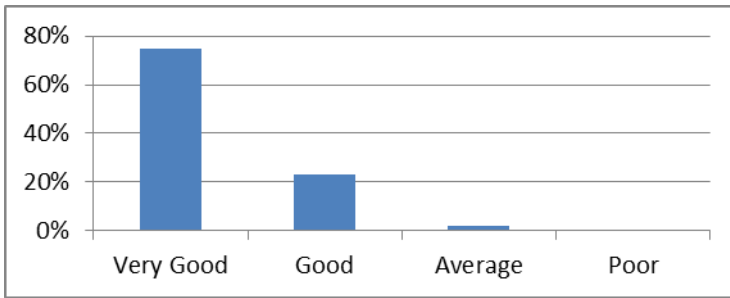
How would you rate us on *Professionalism*?



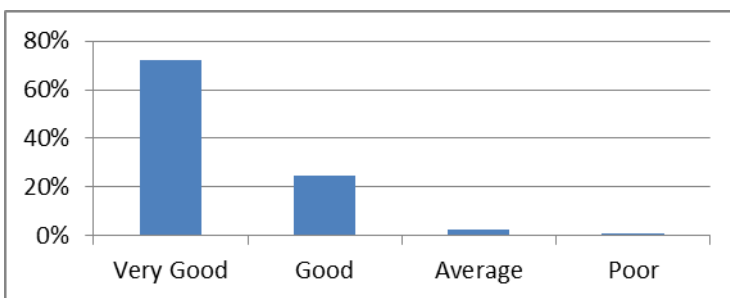
How would you rate us on Depth of Knowledge?



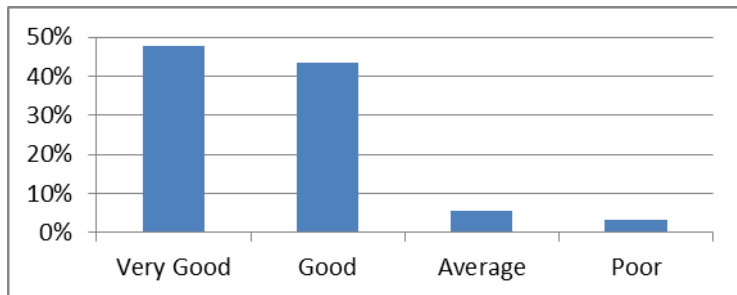
How would you rate us on Staff Friendliness?



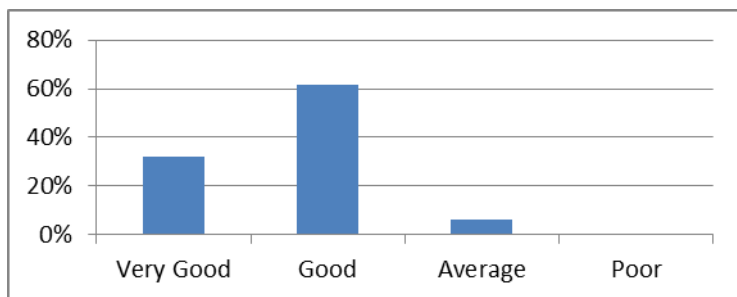
How would you rate us on Staff Helpfulness?



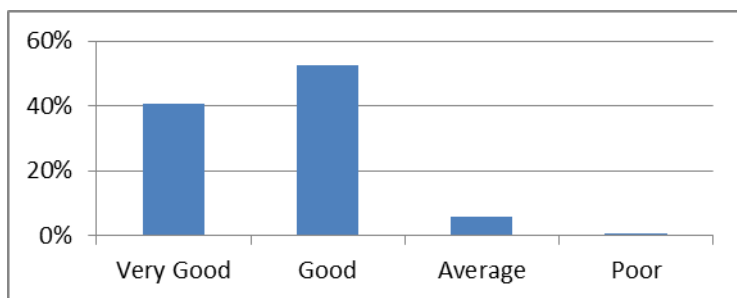
How would you rate us on Value?



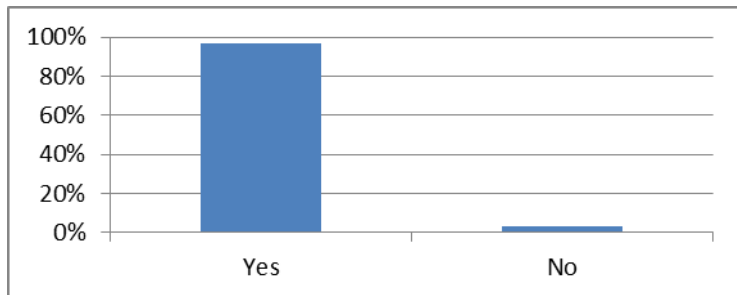
How do you rate our website www.minervasipp.co.uk?



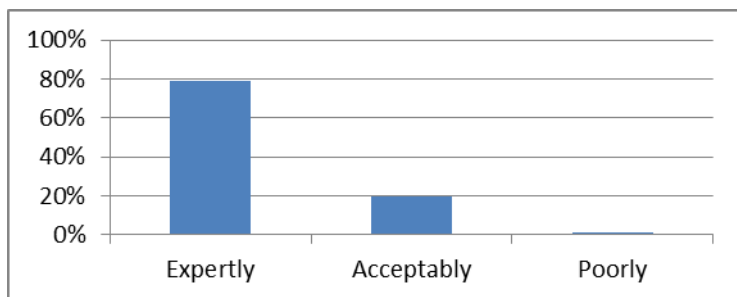
How would you rate our literature?



When you telephone our office, do you speak to the appropriate individual?



When you ask for guidance over the phone, is it dealt with?



If you SIPP was set up in the last 12 months, how do you feel about the setup process?

