



Legal & General Retirement Institutional awarded CCA Global Standard Accreditation for fourth successive year

Legal & General Assurance Society Limited (“Legal & General”) today announces that its Retirement Institutional (“LGRI”) Client Services team has been awarded the Customer Contact Association’s (“CCA”) Global Standard Accreditation for its excellent customer service operations.

The CCA Global Standard is a globally recognised framework that assesses organisations’ continual improvement and commitment to providing excellent service to customers. The CCA completed its assessment in early December 2022 reviewing several criteria including customer engagement, talent development, security and risk management.

Awarding Legal & General its globally recognised accreditation for a fourth successive year, the CCA Standards Review Board noted: “The assessment highlighted your key strengths: continuous focus on customer experience, your robust processes, various improvement initiatives and your colleagues’ engagement.

“Some of the initiatives outlined in the report, including business leaders focusing on and supporting career engagement, will undoubtedly help secure and retain talent within the organisation by actively encouraging colleagues to own and reach their potential. This is great for everyone involved.”

Dave Poulton, Chief Customer Officer, Legal & General Retirement Institutional (LGRI), comments:

“We are very pleased to have achieved this global accreditation for the fourth year in a row, a true reflection of the team’s commitment to providing the highest quality service to our customers. I’m particularly proud to hear the words our team used to describe L&G to the assessors: inclusive, friendly, fair and hardworking. This encapsulates everything we want to be for the benefit of both our colleagues and our customers. It is rewarding to see our continued investment in the development of our customer service recognised.”

Andrew Kail, Chief Executive Officer, Legal & General Retirement Institutional (LGRI), said:

“Our customers are at the heart of everything we do. We value our relationships with them and take pride in the tailored services we offer. Through consistent dedication and hard work, we support our clients through each step of the services we provide them. I’m immensely proud of the team’s dedication and delighted they are being credited for their efforts.”

Notes to editors

About CCA Global Standard

CCA Global is the provider of choice for organisations seeking continuous improvement in customer service excellence, together with a progressive approach to the development of customer experience strategy. Find out more [here](#).

Notes to editors

About Legal & General

Established in 1836, Legal & General is one of the UK's leading financial services groups and a major global investor, with over £1.4 trillion in total assets under management* of which a third is international. We also provide powerful asset origination capabilities. Together, these underpin our leading retirement and protection solutions: we are a leading international player in pension risk transfer, in UK and US life insurance, and in UK workplace pensions and retirement income. Through inclusive capitalism, we aim to build a better society by investing in long-term assets that benefit everyone.

** As at 31 December 2021*

About Legal & General Retirement Institutional

Legal & General Retirement Institutional (LGRI) works with trustees and sponsoring companies of defined benefit (DB) pension schemes of all sizes to settle their pension obligations and secure scheme members' benefits, through a full range of buy-ins, buyouts and other de-risking solutions.

Our UK Retirement annuity book stands at over £89 billion as at 31 December 2021, of which over £28 billion is invested in direct investments that deliver positive social and environmental impacts, such as clean energy and affordable housing.

Our Client Services' 12-month rolling Net Promoter Score (NPS) is above +70, which is widely regarded as being at a "world class" level.

Further information

Name: Sinead Andrews

Role: Communications Manager

Division: Legal & General Retirement Institutional

Tel: 07384452353

Email: Sinead.andrews@landg.com

Name: Hugh Morris

Role: Account Director

Company: Hanover Communications

Tel: 07860527280

Email: LGRI@Hanovercomms.com