



Legal & General Retirement Institutional attains CCA Global Standard Accreditation for a third year

Legal & General Assurance Society Limited (“Legal & General”) today announces that its Retirement Institutional (“LGRI”) Client Services team has successfully attained the Customer Contact Association (“CCA”) Global Standard Accreditation for 2022, marking the third consecutive year that LGRI has received this accreditation.

The highly regarded accreditation is a globally recognised framework that assesses the reliability and effectiveness of customer service operations. The accreditation was awarded after a two-day assessment carried out in early December 2021. Spanning seven different modules, the independent assessment covered a comprehensive range of criteria such as strategy, customer feedback, leadership engagement and business continuity planning.

The assessor identified a positive work environment, and an upbeat warmth from the individuals taking part, and went on to say: “Overall, this was a very satisfying assessment and is particularly impressive given the challenges of the pandemic. L&G clearly embrace the Global Standard criteria as best practice and apply them to how they operate. Achieving CCA Global Standard Accreditation is an outstanding accolade that requires dedication, hard-work, courage and ambition – all of the things recognised in you by our assessment team.”

LGRI provides income and security in retirement to over half a million customers and has had a Net Promoter Score (“NPS”) of over +70 for four years, which is widely regarded as being at a “world class” level.

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

“I am immensely proud of my teams for this fantastic achievement and for maintaining such a high level of service, despite the significant and ongoing challenge presented by the pandemic. This accreditation recognises the enormous efforts and continued commitment of our frontline team to support our customers and keep them at the heart of everything we do.”

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](#).

About Legal & General

Established in 1836, Legal & General is one of the UK's leading financial services groups and a major global investor, with international businesses in the US, Europe, Middle East and Asia. With almost £1.3 trillion in total assets under management*, we are the UK's largest investment manager for corporate pension schemes and a UK market leader in pension risk transfer, alternative asset origination, life insurance, workplace pensions and retirement income. Through inclusive capitalism, we aim to build a better society by investing in long-term assets that benefit everyone.

** at 30 June 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 £85 billion as at 30 June 2021, of which over £25 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: Margrit Williams

Role: PR & Communications Director

Division: Legal & General Retirement Institutional

Tel: 07796696133

Email: Margrit.Williams@landg.com

Name: Daniel Henry

Role: Senior Account Executive

Company: Hanover Communications

Email: LGRI@Hanovercomms.com