

# Excellence in Mortgage Lending 2018



## Lenders – League Table


		2018	2017
1 <sup>st</sup> PLACE	 <b>DILOSK</b>	3.446	2.883
	↑		
2.	Haven	3.349	3.525
	↓		
3.	Pepper ↔	3.329	3.104
4.	KBC ↔	3.262	3.088
5.	Permanent TSB ↓	3.224	3.322
6.	Ulster Bank ↔	2.978	2.745

Base: Haven 71/ KBC 66/ PTSB 71/ Pepper 41/ Ulster Bank 34/ Dilosk 34

# Excellence in Financial Products 2018



## Excellence in Financial Products League Table

	2018	2017
<b>1<sup>st</sup></b> <b>PLACE</b>  <span style="margin-left: 20px;">↔</span>	<b>4.105</b>	<b>4.005</b>
2. Royal London <span style="color: blue;">↑</span>	4.033	3.785
3. Aviva <span style="color: red;">↓</span>	3.885	3.805
4. Irish Life <span style="color: yellow;">↔</span>	3.647	3.654
5. New Ireland <span style="color: yellow;">↔</span>	3.539	3.557
6. Standard Life <span style="color: yellow;">↔</span>	3.483	3.497

Base: Zurich: 423, Royal London: 315, Aviva: 398, New Ireland: 361, Irish Life: 352, Standard Life: 226

# Investment Provider Excellence 2018



## Investment Excellence – League Table

	2018	2017
<b>1<sup>st</sup></b> <b>PLACE</b>  	<b>3.956</b>	<b>3.800</b>
2. Irish Life 	3.616	3.528
3. New Ireland 	3.428	3.406
4. Aviva 	3.428	3.377
5. Standard Life 	3.265	3.319


Base: Zurich: 423, Royal London: 315, Aviva: 398, New Ireland: 361, Irish Life: 353, Standard Life: 226

\* Royal London has been excluded from this section as it is not applicable.

# Service Excellence 2018



## Service Excellence – League Table

	2018	2017
<b>1<sup>st</sup></b> <b>PLACE</b> 	<b>3.935</b>	<b>3.783</b>
2. Zurich ↔	3.904	3.744
3. Irish Life ↔	3.693	3.696
4. Aviva ↔	3.656	3.603
5. New Ireland ↔	3.512	3.530
6. Standard Life ↔	3.472	3.497


Base: Zurich: 423, Royal London: 314, Aviva: 398, New Ireland: 361, Irish Life: 353, Standard Life: 226



# Excellence in Broker Support 2018



## Excellence in Broker Support – League Table

	2018	2017
<b>1<sup>st</sup> PLACE</b>  ↔	3.956	3.772
2. Royal London ↔	3.750	3.549
3. Aviva ↑	3.654	3.538
4. New Ireland ↓	3.471	3.543
5. Standard Life ↔	3.443	3.453
6. Irish Life ↔	3.366	3.333

Base: Zurich: 423, Royal London: 314, Aviva: 398, New Ireland: 361, Irish Life: 353, Standard Life: 226

# Overall Financial Broker Excellence 2018



## League Table 2018

### Overall Financial Broker Excellence Winner

Position	Supplier	Score 2018	Score 2017	Score 2016	Score 2015	Score 2014	Score 2013
1 ↔	Zurich Life	3.992	3.849	3.941	3.876	3.859	3.701
2 ↔	Aviva	3.666	3.597	3.695	3.558	3.423	3.405
3 ↔	Irish Life	3.589	3.565	3.755	3.679	3.759	3.806
4	Friends First	-	3.509	3.786	3.534	3.399	3.328
5 ↔	New Ireland	3.490	3.509	3.982	3.979	4.091	3.920
6 ↔	Standard Life	3.414	3.442	3.635	3.645	3.552	3.595
-	Royal London	-	-	-	3.544	3.372	3.309

Base: 485

Ranking was tested and verified to three decimal places.

# 2018 Service Excellence Awards

