

RFI Retirement Fairness Index



WHAT IS THE INDEX?

The Index will “name and shame” pension providers and highlight the time scales in which they release money to consumers.



It might seem like a long time but at **28 days Sanlam UK** were the quickest provider in the past 6 months* to release money to customers. But how does this compare to the 5 worst companies?

We've compared Sanlam's 28 days to the 5 worst companies in the past 6 months below. Identifying the **extra income** consumers missed out on.

Position	Company	Days more than Sanlam	Cost
①	MERCER	85 days	£889.95
②	RELIANCE LIFE	67 days	£701.49
③	CAPITA	50 days	£523.50
④	Countrywide Assured	48 days	£502.56
⑤	WillisTowersWatson	41 days	£429.27

SO WHAT DOES THAT MEAN TO THE CONSUMER?

Between January and March 2018 it meant on average **£10.47** was lost per day per customer. On average the whole sector took **52 days** to release the money held.

That's **£544.44** lost that the consumer will never get back!

'Time is Money'



* Data Source: My Pension Expert Limited- average time to return money to customer between Oct 1st 2017 and March 31st 2018.