



## Customer satisfaction ends the year in record numbers

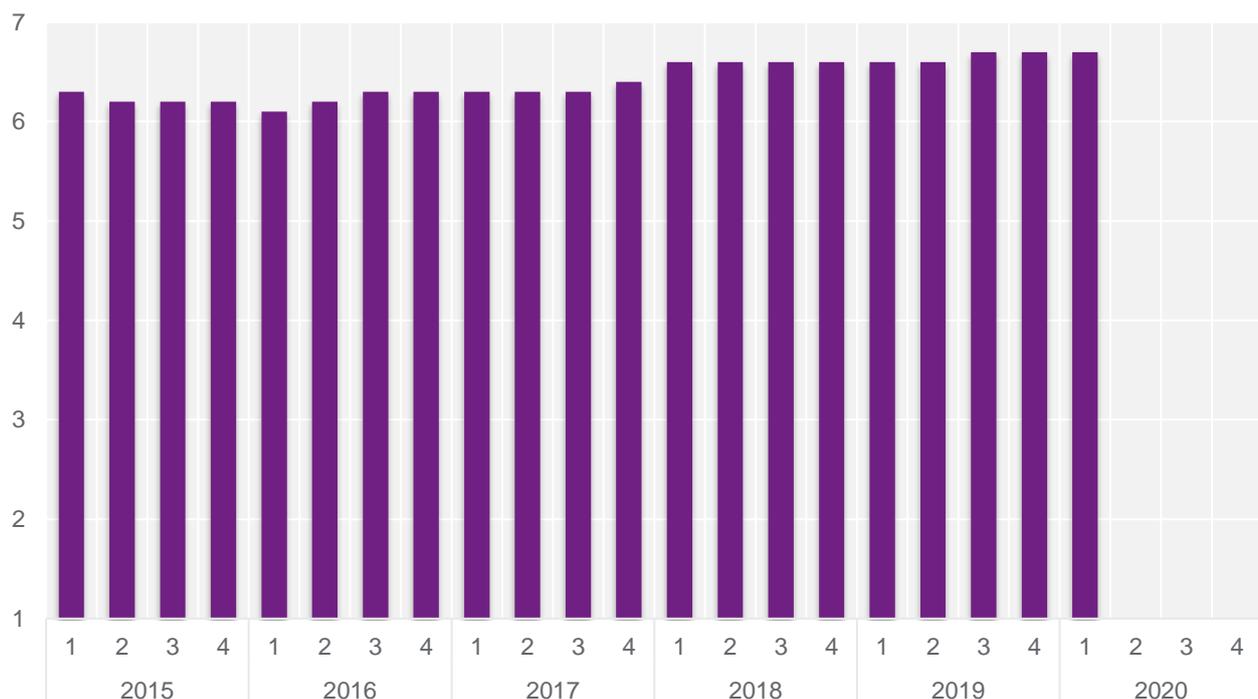
**Employees have been even more satisfied with Willis Towers Watson's retirement counselling in the second half of 2019.**

*By Martin Wex*

6.6 on a scale of 1 to 7, with 7 being the best. That is the average satisfaction of the employees who received pension counselling by Willis Towers Watson in 2019. In the third and fourth quarters, satisfaction even reached a record high of 6.7 – and that has continued into the first quarter of 2020.

»We only have one success criterion for our pension advice, and that is that employees are satisfied with the advice they receive. Therefore, it is of course extremely gratifying that our pension consultants have managed to maintain the high customer satisfaction – and even been able to increase it by the end of the year. It is very impressive – and the best possible evidence that impartial counselling – and a genuine desire to find the solution that best serves the employee's needs and interests – creates great value for clients,« says Head of Department Anni Wiese Høgholm of Willis Towers Watson.

### Client satisfaction since 2015 (on a scale from 1 to 7)



## Tailor made scheme

The pension consultant helps the employee tailor the pension scheme to his or her own needs and wishes. The meetings can be conducted through a face-to-face meeting or as a web meeting where the employee talks on the phone with the advisor and follow along on his or her own screen. The web conferences can be conducted inside and outside normal working hours.

The meeting provides answers to:

- Am I saving the right amount in relation to my wishes for disposable income as a pensioner?
- Are my savings invested in the best possible way in relation to the employee's age and risk appetite?
- Do I have the right insurance cover for loss of earning capacity, critical illness and death?

»The goal is for the employee to leave the meeting with the feeling that all questions have been answered and that the pension scheme has been adapted to his or her current need for insurance coverage and future desired income as a pensioner. It provides financial security for the employees and their families and peace of mind,« says Anni Wiese Høgholm.

Willis Towers Watson sent out 12,093 questionnaires in 2019 and received responses from 7,272 – equivalent to 60 percent.

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## The five statements

All employees receiving counselling by Willis Towers Watson will receive a questionnaire after the counselling session containing five statements about the session. The employee can agree to a larger or lesser degree on a scale of 1 to 7, with 1 being strong disagreement and 7 strong agreement.

- We went through the topics that were important for me to discuss
- The consultant spoke in an understandable language and gave good insights into my options (e.g. insurance cover, investment, etc.)
- The consultant was welcoming and interested in creating a solution that suited my needs and wishes
- I have been briefed on Willis Towers Watson's role as impartial advisor
- The meeting met my expectations

[martin.wex@willistowerswatson.com](mailto:martin.wex@willistowerswatson.com)