

Independent Professional Trustee Survey 2026



First Actuarial's 2026 survey of independent professional trustees

What are today's Independent Pension Trustees (IPTs) working on? And what do they think of First Actuarial?

We surveyed 65 trustees from 12 IPT firms to find out. All the firms have responsibility for both Defined Benefit (DB) and Defined Contribution (DC) pension schemes.

The results provide valuable insights into how IPTs view First Actuarial – including our service delivery, value for money, responsiveness, technology and the areas where trustees believe we add most value.

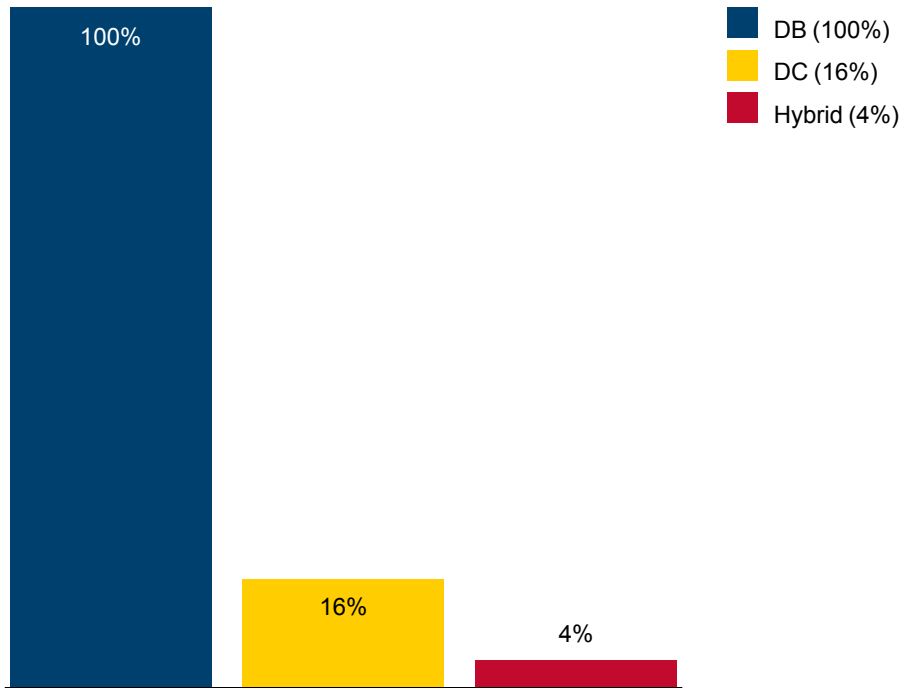
If you took part in the survey, thank you. We will use your feedback to improve the support we offer to IPTs.

If you'd like to discuss any of the themes raised in the survey – or how we could support your schemes – we'd be delighted to speak with you.



01

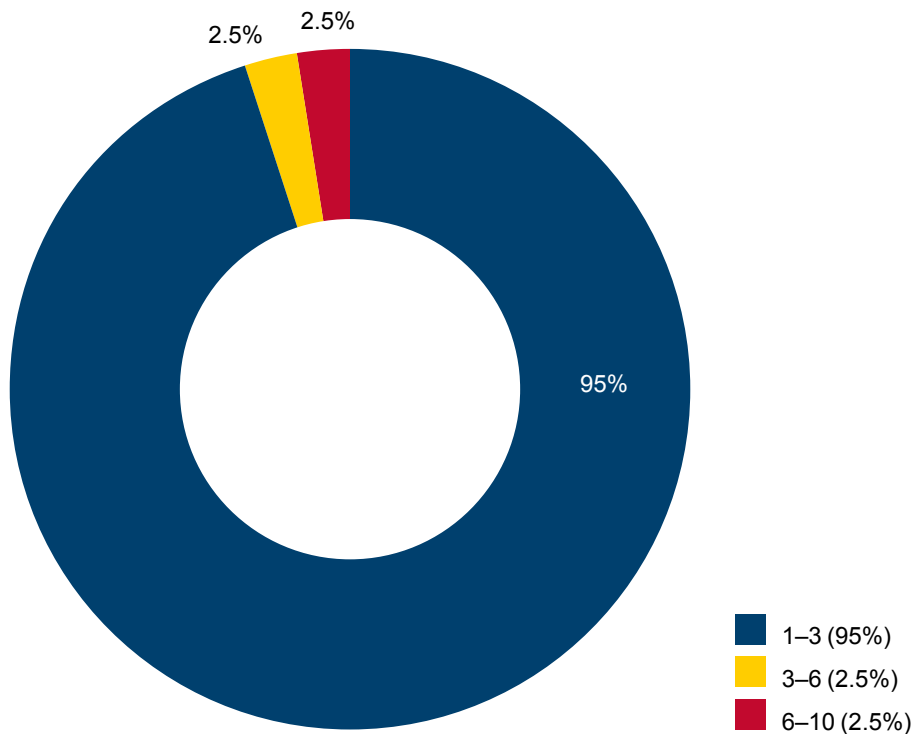
What scheme types do respondents currently work on with First Actuarial?



Respondents could select all options that applied

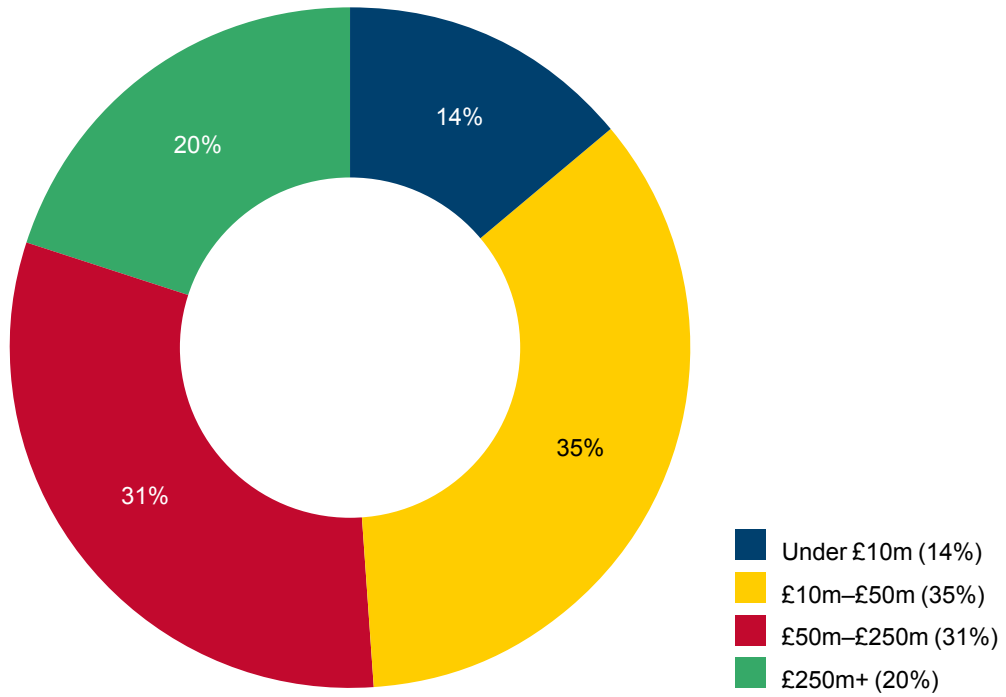
02

How many schemes do respondents actively manage in partnership with First Actuarial?



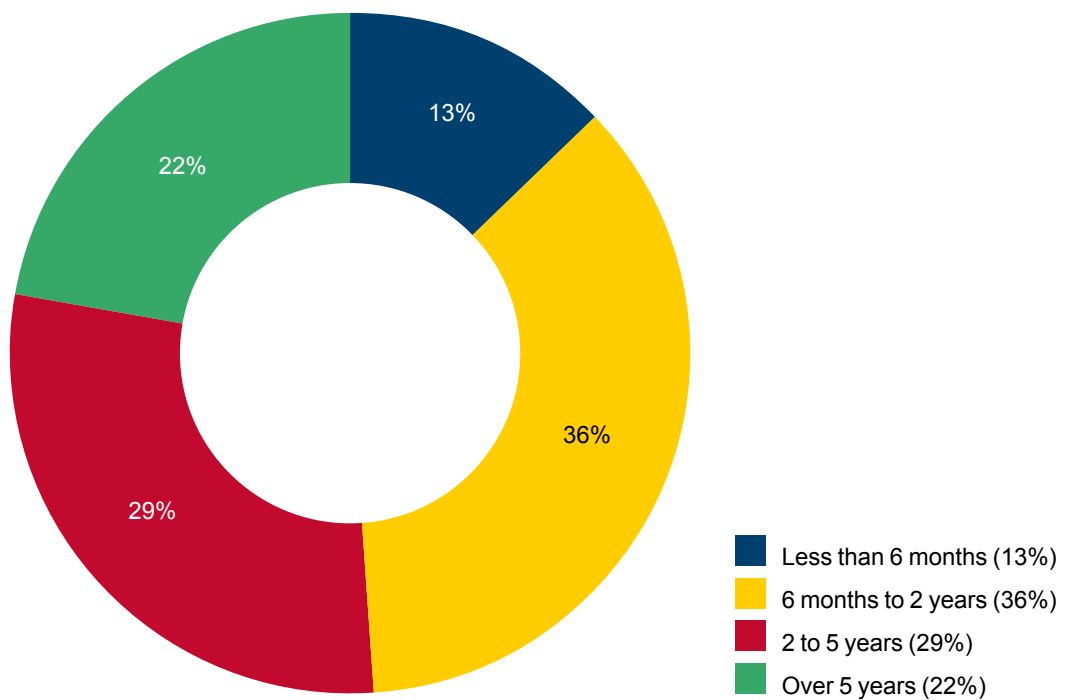
03

What scheme sizes do respondents typically work on?



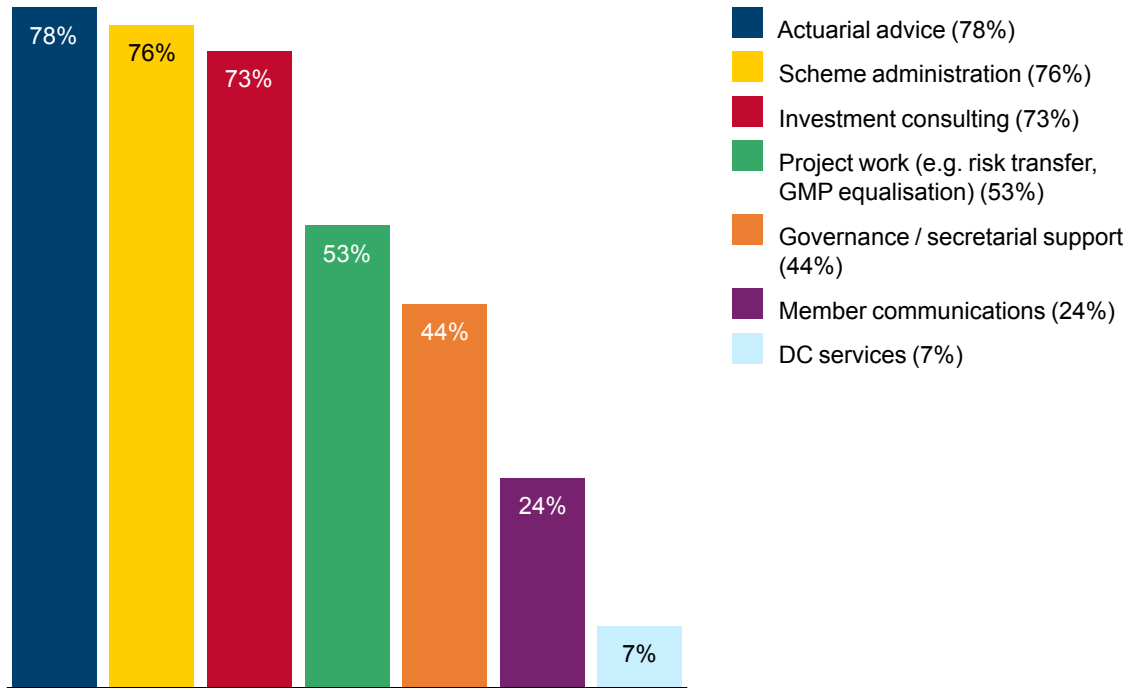
04

How long have respondents worked with First Actuarial?



05

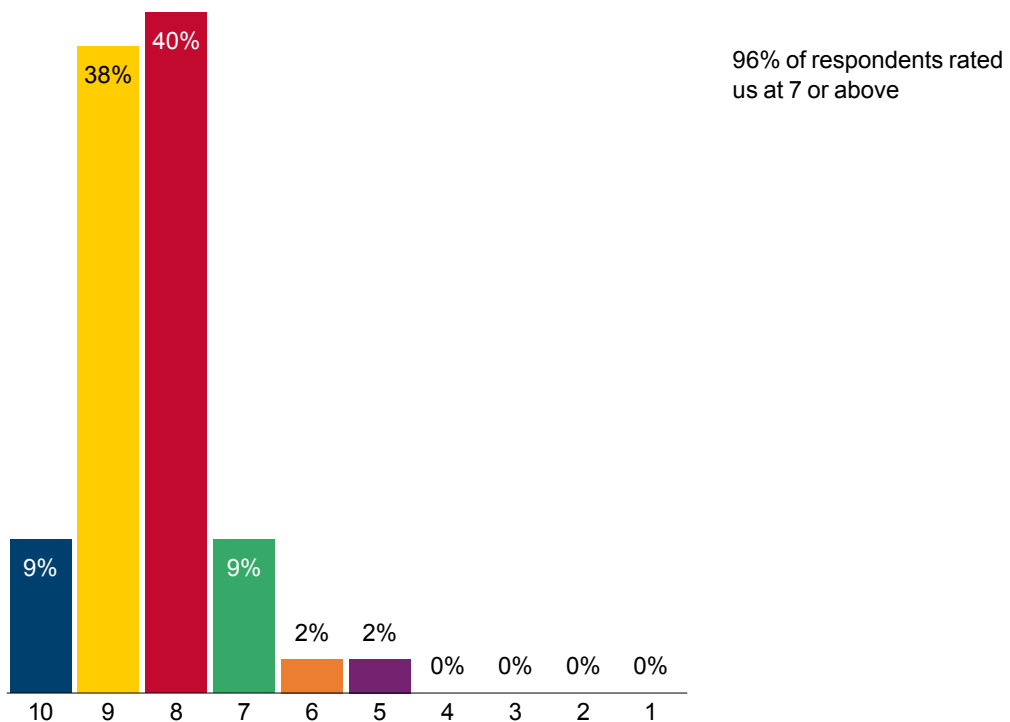
Which First Actuarial services do respondents use?



Respondents could select all options that applied

06

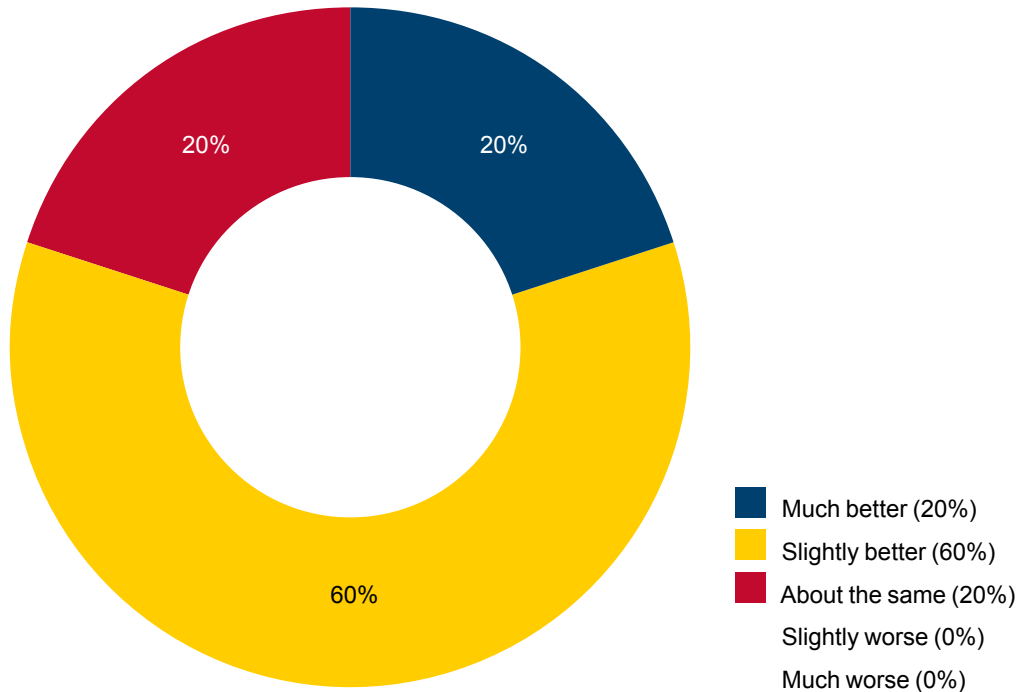
How do respondents rate their overall experience of working with First Actuarial?



From 10 = excellent to 1 = very poor

07

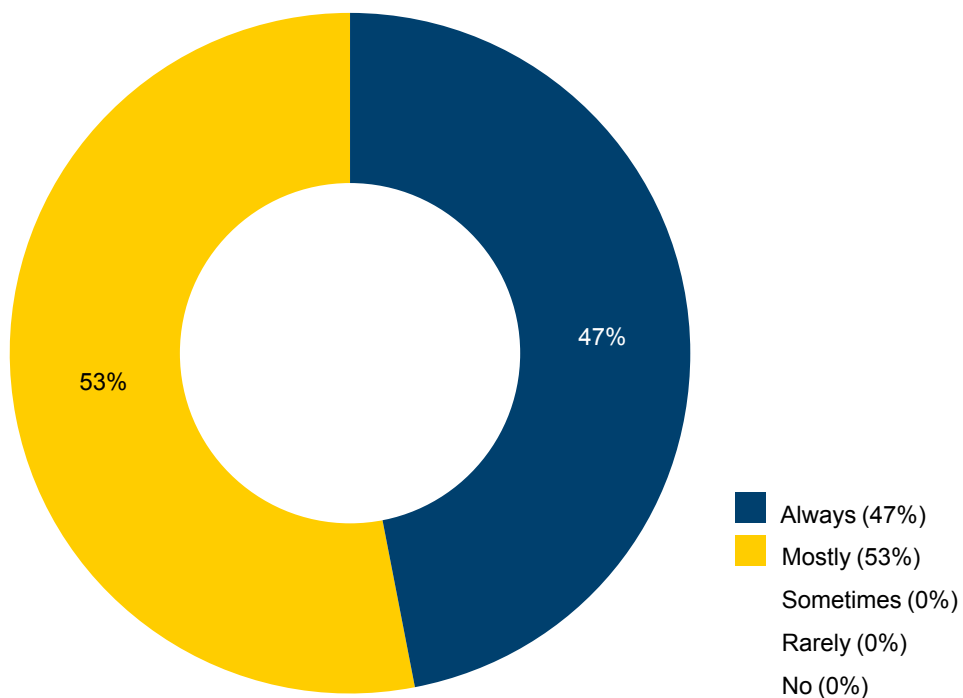
How do respondents rate First Actuarial on value for money compared to similar providers?



80% of the IPTs said we offer better value for money than competitors.

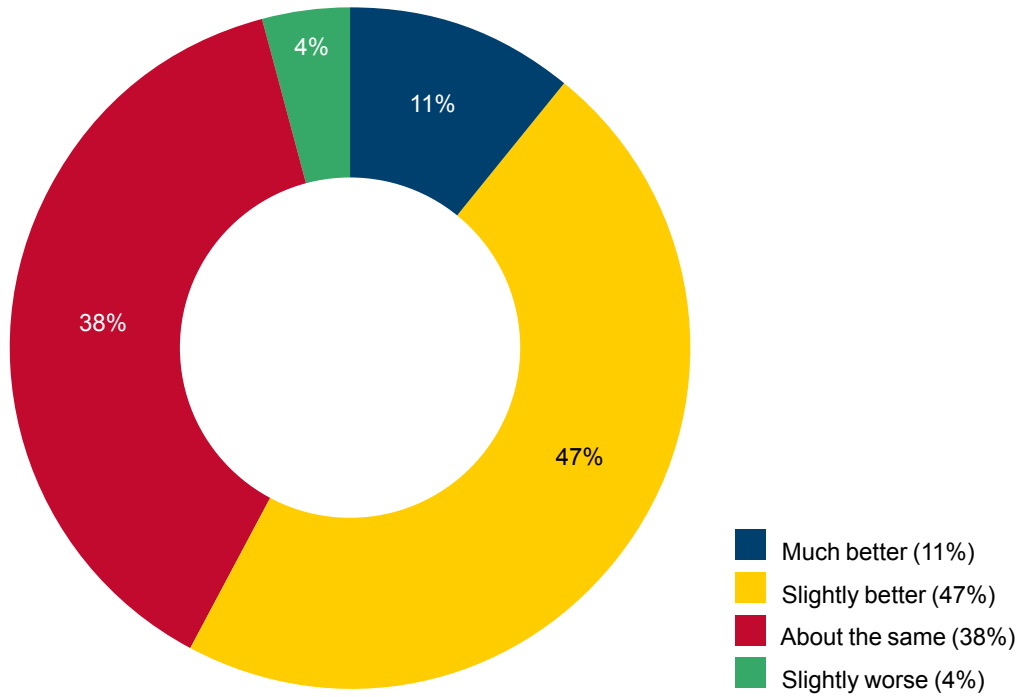
08

How proportionate are First Actuarial's advice and services to scheme size and needs, according to respondents?



09

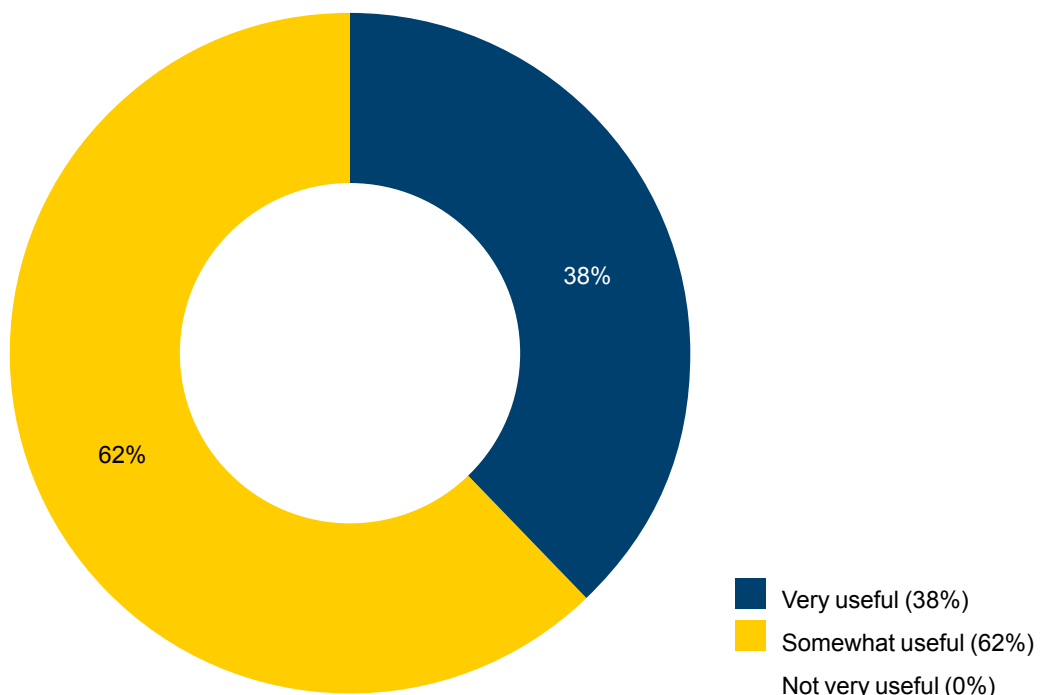
How do respondents rate First Actuarial's service delivery compared with similar providers?



Almost 60% of IPTs rated our service delivery better than similar providers.

10

How useful are First Actuarial's digital tools to respondents that have used them?

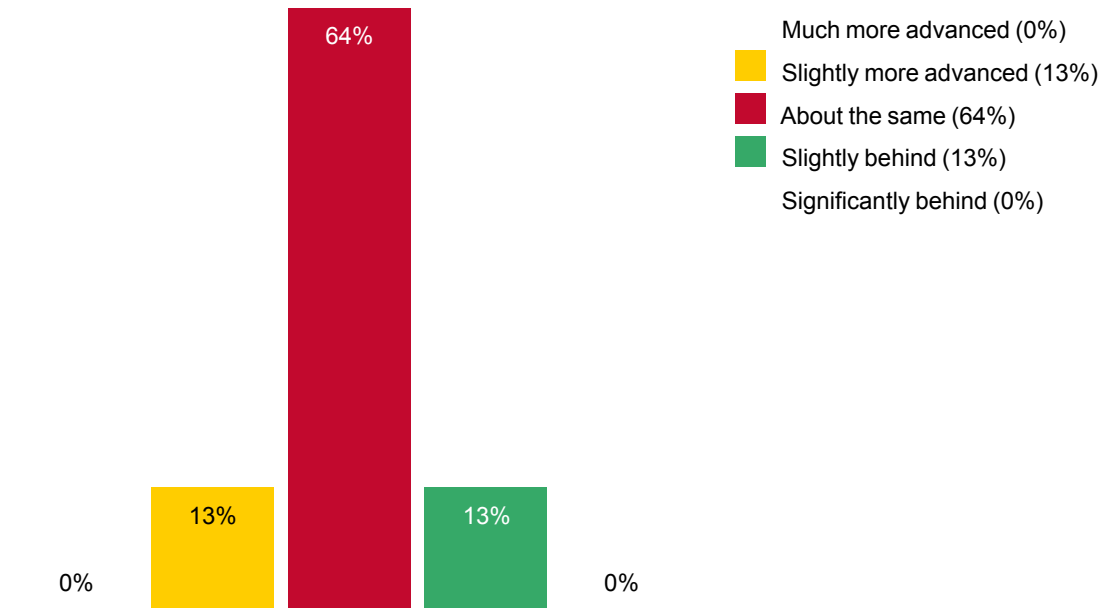


Around one-third of respondents have used our digital tools.



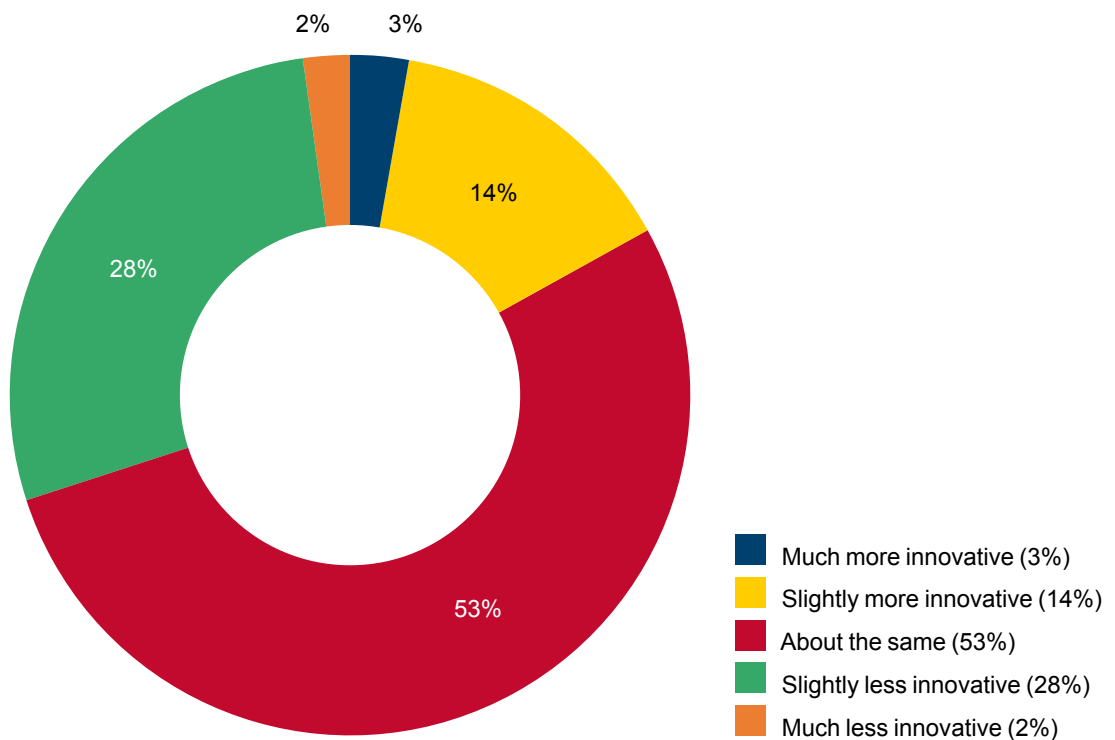
11

How do First Actuarial's technology and digital tools compare with similar providers for those who have used them?



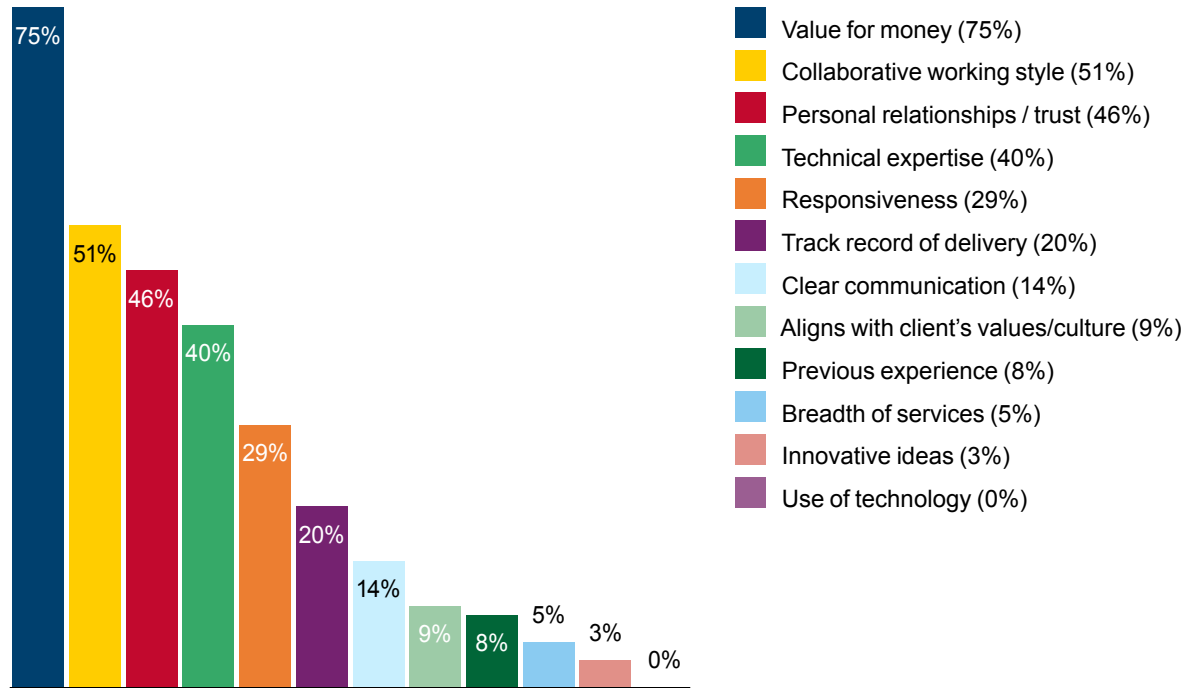
12

How do respondents rate First Actuarial's level of innovation compared to similar providers?



13

Which key factors do respondents look at when selecting advisers?



Respondents could select all options that applied

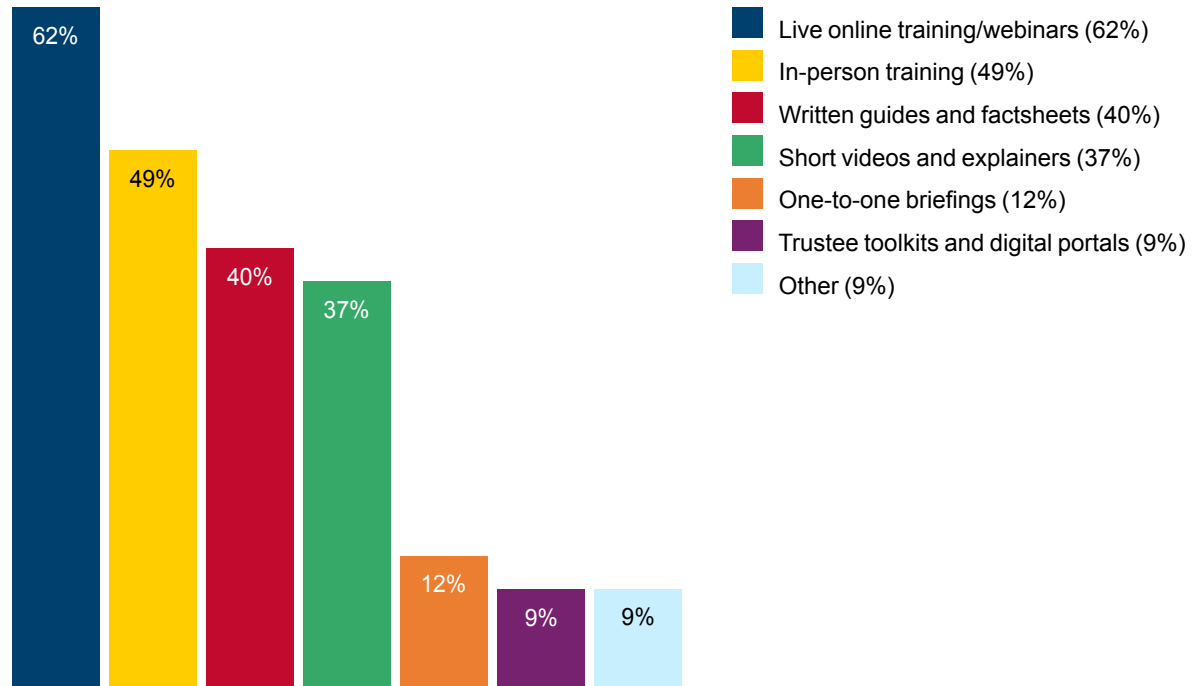
14

Areas where respondents will need particular support in future.



15

Which support channels do respondents prefer?



Respondents could select all options that applied

We will use this feedback to communicate with IPTs in ways that suit them best.

16

Qualities that respondents value most in professional advisers.

From survey responses, Copilot found the 5 most important attributes of an adviser to be:

Works openly and honestly, building trust over time, acting in the best interests of the scheme rather than their own commercial position.

Genuinely collaborates, working together as one team, with an understanding of the scheme and alignment with the trustees' goals.

Delivers what they promise, consistently follow through, and provide a dependable, high-quality service.

Provides advice that is clear, concise and easy to follow, with transparent communication and no surprises between meetings.

Proactively identifies issues, keeps everyone informed, and responds quickly and effectively when needed.

“

We enjoy working with our team and know we can rely on them.

“

Very focused on client care and ensuring that issues are resolved quickly. Pride in the service they provide.

“

I see First Actuarial as being large enough to deliver the full suite of services to a high standard but small enough to retain the culture of caring about their clients.

Get in touch

Contact us today to discuss how we can help you.

Sam Mullock, Partner and Head of Business Development and Marketing



sam.mullock@firstactuarial.co.uk
Tel: 0161 348 7469

About us

First Actuarial is owned by Gallagher, one of the world's leading insurance brokers, risk management and consulting firms. First Actuarial forms part of Gallagher's UK Benefits & HR Consulting division (GBS UK).

GBS UK is a leading provider in the pensions consultancy market, offering a full end-to-end retirement proposition, including actuarial and investment consulting, risk transfer, pensions administration and retirement communications. With experts positioned across all regions, we support pension schemes of all sizes across the full range of solutions.

First Actuarial operates nationally with more than 530 colleagues across seven UK offices. Our focus is on delivering high-quality advice and services with fair and transparent fees.

First Actuarial LLP

Mayesbrook House,
Lawnswood Business Park,
Redvers Close,
Leeds LS16 6QY

[firstactuarial.co.uk](https://www.firstactuarial.co.uk)





www.firstactuarial.co.uk



▶ Basingstoke ▶ Birmingham ▶ Leeds ▶ London
▶ Manchester ▶ Peterborough ▶ Tonbridge

First Actuarial LLP is a limited liability partnership registered in England & Wales. Number OC348086.
Registered address: Mayesbrook House Lawnswood Business Park, Redvers Close, Leeds LS16 6QY.

First Actuarial LLP is not authorised under the Financial Services and Markets Act 2000 but we are able in certain circumstances to offer a limited range of insurance and investment services to clients because we are licensed by the Institute and Faculty of Actuaries. We can provide these services if they are an incidental part of the professional services we have been engaged to provide.