



# Group Members' Survey

**September 2013**

“A first class service provided by knowledgeable professionals.”

*Myers Davison Ginger Limited is Authorised and Regulated by the Financial Conduct Authority*

# 74 Unique respondents from MDG MK Group Scheme Members

## Q1. How do you feel about the investment performance of your pension funds?

62.16% Very Impressed or Performed Better than Expected  
Just 4% Unsatisfied

Q2. Recently MDG MK have had plenty of new employees join companies that we service and meet us for the first time. We've noticed a trend - the majority said that they "Wish they had met us sooner in their working careers". Is this a statement that you would also agree with or would you disagree?

87.84% Agree

Q3. Please rank the following MDG MK services available to you through your employer in order of how valuable they are to you.

ACTIVITY	Ranking Score (out of 9)
Meeting an adviser at annual reviews	7.98
Annual investment rebalance	6.84
The ability to easily adjust contribution levels up to twice in any calendar year	5.66
Being able to annually discuss unrelated financial matters with an expert at no additional personal cost	5.32
Dedicated telephone support	4.81
Access to our mortgage and home insurance desk	4.10
MDG newsletters	3.60
Tax planning	3.42

Meeting Adviser Face to Face at annual review scored 7.98 out of 9 and is most valuable service, 48% of respondents voted this number one.

MDG Newsletters being higher than tax planning demonstrates the quality of the publications!

**Q4. If you left your current job but found that the benefits offered by your new employer weren't as good as those offered by your current employer, how likely would you be to suggest that your new employers should meet MDG MK to consider enhancements?**

84% Very Likely or Likely.

We believe this highlights that by running Employee Benefits in a pro-active positive manner, employees recognise the value of the employers offering, the good service provided by MDG MK and the difference this makes for them.

**Q5. At MDG MK, we like to try and educate our clients over time through group presentations and regular reviews. Since your first engagement with MDG MK, would you say that your knowledge and understanding of your pension and retirement planning needs...**

Has increased noticeably	57%
Has increased a lot	27%

Therefore, MDG MK education, advice and ongoing service has improved employees financial awareness Noticeably or A Lot for 84% of respondents, as something we passionately strive to achieve this response in particular evidences the value that can be added by excellent service.

**Please give any other thoughts you have...**

"Thanks for making a subject which is quite overwhelming much more understandable, and helping me organise my pension investment."

"I think that this is a great scheme that offers really good benefits. Also the option to discuss any issues should you need to is fantastic."

"Charging is made clear, Charging based on performance is a comfort, Good knowledge base, Favourable negotiations with providers, Not tied to providers."

"The family feel is an important factor, good relationship between client and customer. The confidence to call and to be known is important. Very happy with the service."

"I have my own advisor, but having MDG alongside him is very useful to get a balanced view. Thanks for all your help."

"A first class service provided by knowledgeable professionals."

"I have always been impressed with MDG and the personal approach that Keith has had whenever I have met him. I feel confident that my future is in good hands."

"Good impartial advice with no judgemental attitude."

"As I'm only three years away from retirement, it's especially heartening to know MDG is doing all it can to achieve the best possible pension for me."

"I have found all the meetings re the pensions most useful."



***Myers Davison Ginger***

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