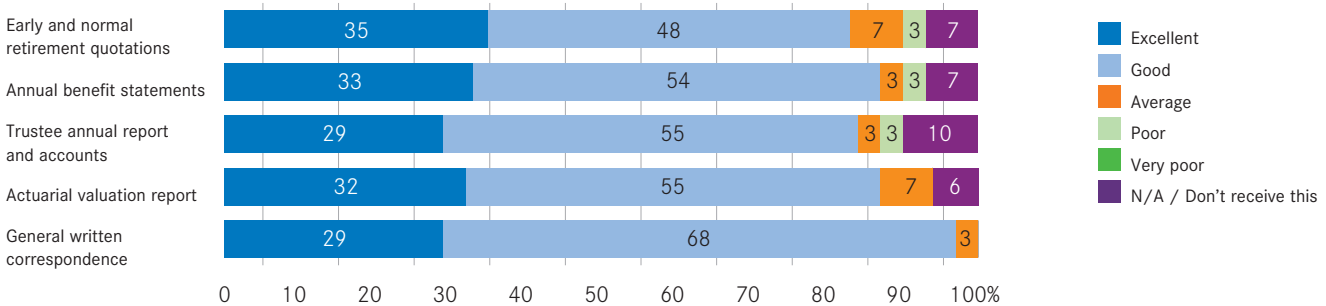


For trustees and financial advisers

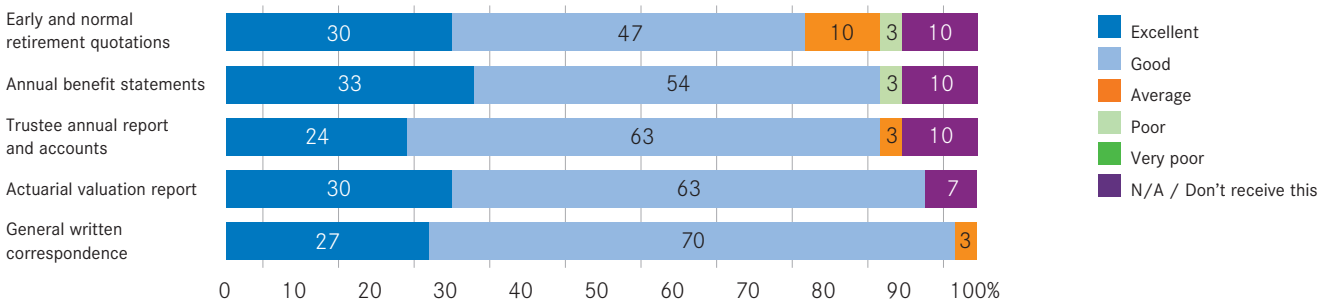
2010 client survey results

Our yearly survey is now in its fifth year. We send it randomly to our clients with a view to gathering information on their experiences during the year.

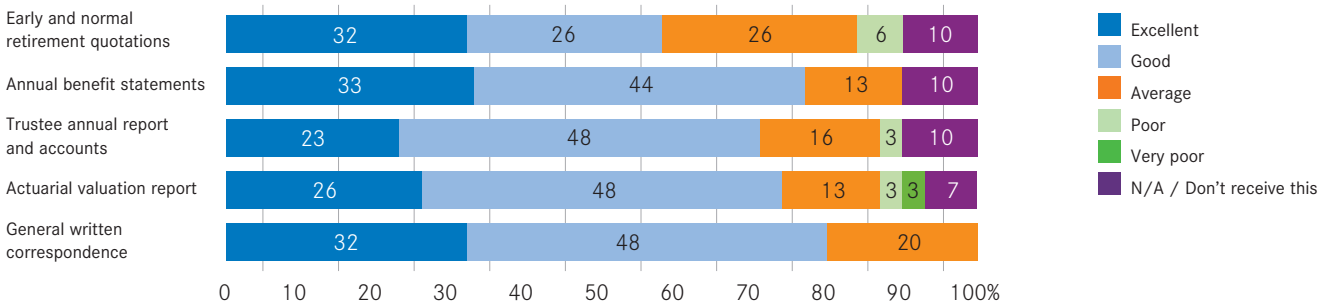
How would you rate the clarity of our written communications?



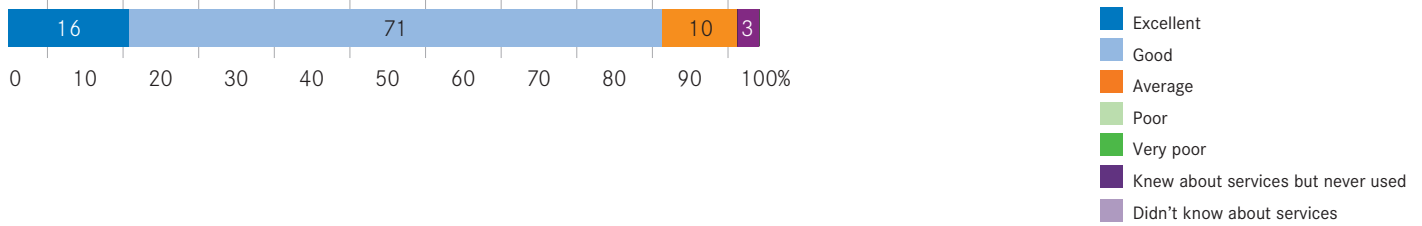
How would you rate the accuracy of our written communications?



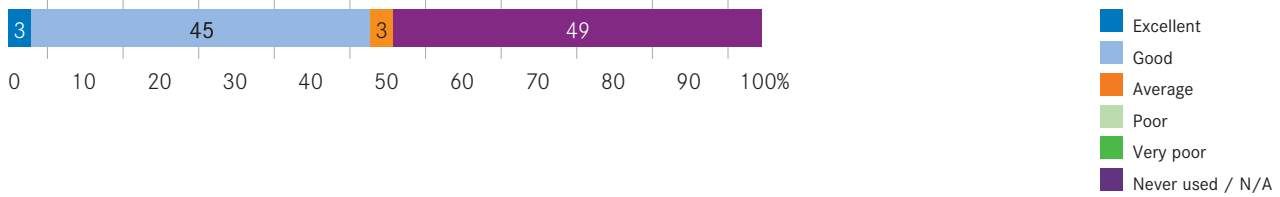
How would you rate the timeliness of our written communications?



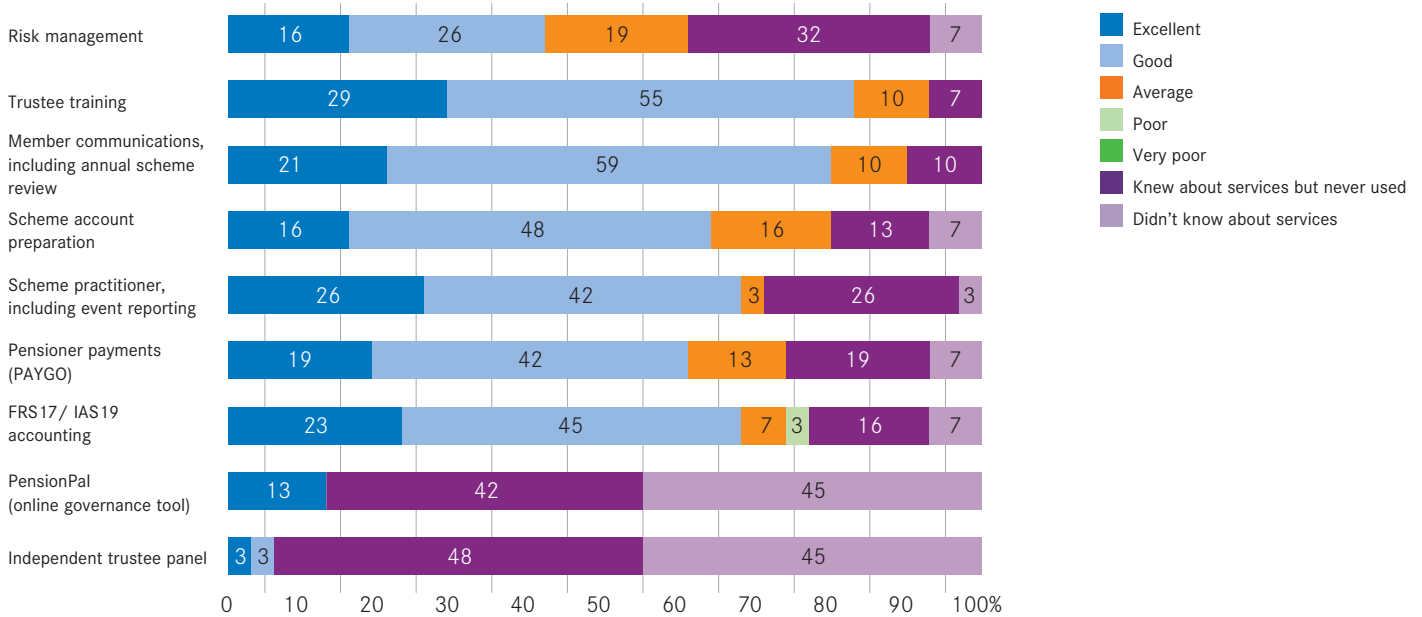
We tell you about legislative changes through our electronic updates (including our trustee newsletter DB Matters). If you've signed up to receive these services, how would you rate them?



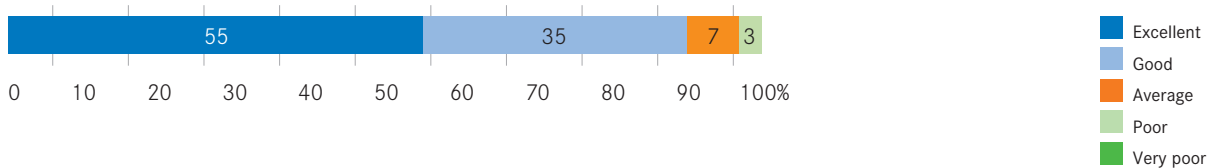
How would you rate the AEGON Trustee Solutions website, www.aegonts.co.uk?



We offer a range of services which can improve the overall operation of your scheme. How would you rate these?



How would you rate the advice and guidance provided by your scheme actuary?



To what extent do you agree with the following statements?

