

Client Satisfaction Survey Results 2025



We asked **3,792** plan sponsors to rate their experience with BPAS on a scale of 1 to 5. We also asked for suggestions on what we could do better. Thanks to all of you who participated. Here are the results.

96%

 of clients are **satisfied** with BPAS

BPAS Plan Consultants Ratings

satisfaction score out of 100%

Quality & Accuracy: 99%

Knowledge & Expertise: 96%

Communication & Responsiveness: 91%

👍 "BPAS constantly demonstrates security as a top priority. The system is user-friendly and our Plan Consultant is excellent." - Viola O

👍 "We have been working with BPAS to update our plans, and everything has gone so smoothly. We have a great team dedicated to us. They're very responsive to questions and requests." - Kim W

👍 "They're always available to assist and answer questions. They respond quickly and are knowledgeable of plans and regulations." - Karen J

95%
overall satisfaction
with
BPAS Plan
Consultants

85%
of clients report
BPAS simplified
HR's workload

"We appreciate the integration with our payroll company, making my life so much easier." - Barbara M

"Moving to 3(16) has been wonderful. It saves our staff a great deal of time, and ensures we're compliant." - Michelle S

"Having BPAS take care of notifications and our participants being able to manage their accounts online is great!" - Elaine B

"Recent enhancements to the participant portal were well received by our staff." - Jeffrey V

BPAS Participant Portal ranked
90%
overall satisfaction

92%
satisfaction
with
BPAS Participant Services

"Having employees contact BPAS for loans, hardship withdrawals, etc., reduced my workload." - Viola O

"What BPAS provided on our new Education Campaign made a big difference and has been a huge help!" - Shelly S

"Your site is so easy to maneuver around to get files uploaded and funded." - Pam J

"I'm always able to upload and process my 401(k) fundings for each pay period without incident or software issues." - Valerie C

BPAS Plan Portal ranked
89%
overall satisfaction

97%
of clients would
recommend
BPAS

"We trust BPAS and feel confident that our retirement funds are in good hands." - BHA

"We love the BPAS team and enjoy the relationships we have cultivated over the years." - Jennifer C

We're listening! Keep the ideas and feedback coming.

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