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***Putnam Investments Earns DALBAR's Total Client Experience Award  
for the 6<sup>th</sup> Consecutive Year***

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(Boston, MA. January 24, 2017) DALBAR announced that Putnam Investments has received its 2016 Total Client Experience Award today. Putnam Investments has earned the prestigious award recognizing their commitment to providing a superior level of service when looking at all aspects of the shareholder's telephone interactions with the company.

The DALBAR Information & Transaction Accuracy Program measures the complete experience of the customer, evaluating the level of professionalism that is demonstrated by the financial services firm's personnel and the follow through – the accurate execution of transactions and requests while ensuring thorough security protocols.

According to DALBAR Director Brendan Yeager, "Putnam has a well-earned reputation for providing shareholders with a high quality experience on the phone. This award clearly demonstrates that the accuracy of the information shareholders are being provided, the follow through on transactions requested and security on their accounts are all of the highest standards."

DALBAR's Total Client Experience Award was earned through an objective third-party evaluation of the security, accuracy and quality of service being provided by the contact center. Customer interactions were randomly sampled and evaluated over the course of an entire year to ensure that stringent benchmarks are exceeded. This award considers not only the quality of the conversation itself, but also ensures that all of the information provided is both accurate and complete, that all transactions are processed per the caller's instructions and that the representative adhered to security guidelines, ensuring the protection of all of their customers.

For more information on the Award for the Total Client Experience Program, please contact Brooke Halloran at 617-624-7273 or at [bhalloran@dalbar.com](mailto:bhalloran@dalbar.com).

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