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Putnam Investments Earns DALBAR Total Client Experience Award

(Boston, MA. January 16, 2014) DALBAR announced today the 2013 winner of its Total Client Experience Award. For the third consecutive year, **Putnam Investments** was the only firm to emerge as a leader in the combination of quality, accuracy, and security of customer service provided to investors.

The [Total Client Experience Program](#) measures the delivery of high quality service coupled with accurate execution of transactions and requests while at the same time ensuring thorough security protocols.

Putnam Investments call center representatives achieved a level of excellence for:

- Displaying a high level of professionalism and understanding of Putnam's products and services
- Being complete and accurate when performing a transaction on behalf of the caller
- Verifying the identity of callers before engaging in sensitive activity

The Total Client Experience Award is based on systematic testing throughout the year. DALBAR conducts thousands of tests to measure how financial companies respond to their customers' needs, from the level of accuracy when providing information, to making changes to an account and ensuring that they are speaking with the owner, or those authorized to act on their behalf, before engaging in sensitive account activity.

"Putnam understands that delivering excellent service is more than answering customers' questions. To gain customers' confidence and trust takes a high degree of professionalism coupled with the imperative of ensuring accuracy in the information that is provided, or transaction being conducted on their behalf," said Kathleen Whalen, Managing Director at DALBAR. She added, "Putnam understands that this is the only way to secure customer loyalty and they have the track record to prove it."

For more information on DALBAR'S Information & Transaction Accuracy Program or the Total Client Experience Service Award, please contact Brooke Halloran at 617-624-7273 or bhalloran@dalbar.com.

DALBAR, Inc. is the financial community's leading independent expert for evaluating, auditing and rating business practices, customer performance, product quality and service. Launched in 1976, DALBAR has earned the recognition for consistent and unbiased evaluations of investment companies, registered investment advisers, insurance companies, broker/dealers, retirement plan providers and financial professionals. DALBAR awards are recognized as marks of excellence in the financial community.

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