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BNY Mellon earns DALBAR Recognition for Excellence Award for the call center service they provide for Pacific Funds, Tweedy, Browne Fund Inc., and Voya Financial

(Boston, MA. July 21, 2015) DALBAR, Inc. announced today that BNY Mellon earned Recognition for Excellence for the exceptional customer service they provide as the transfer agent for Pacific Funds, Tweedy, Browne Fund Inc. and Voya Financial Mutual Funds & 529 Plans.

Over the span of an entire year DALBAR conducted rigorous testing of the call center service that BNY Mellon provided to investors on behalf of these organizations and found BNY Mellon to exceed award level benchmarks for their high quality of customer care.

DALBAR found the service BNY Mellon provided to be superior to the industry at large, particularly in the following areas:

- BNY Mellon understands that first impressions are powerful and will set the stage for the rest of the call. Representatives at BNY Mellon set themselves apart by greeting callers with the highest degree of respect 95% of the time as compared to the rest of the mutual fund industry at 75%.
- BNY Mellon representatives understand that often times a conversation can require a very detailed answer regarding a particular account. BNY Mellon representatives are highly adept at providing a confirmation of what has occurred and re-capping important information discussed in the call more than 82% of the time compared to the rest of the mutual fund industry that does this only 43% of the time.

"Through continuous monitoring and evaluation of service delivery, BNY Mellon has earned recognition for excellence in call center service," said Kathleen Whalen, Managing Director at DALBAR. She added, "BNY Mellon understands that, with all else being equal, service is a powerful differentiator."

"As a valued service provider, our clients place their trust in us to provide superior customer service to their investors. These awards demonstrate BNY Mellon's commitment to exceeding industry standards for service delivery on behalf of our clients," said Michael Denofrio, global head of BNY Mellon's transfer agency business.

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 insurance companies, investment companies, registered investment advisers, broker/dealers, retirement plan providers and financial professionals. DALBAR awards are recognized as marks of excellence in the financial community.

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