

Goldman Sachs Asset Management (GSAM) Takes # 1 Spot for Service to Financial Professionals in DALBAR Service Awards for 2009

(Boston, MA. - January 25th, 2010) Goldman Sachs Asset Management (GSAM) earned the top spot for post-sale service provided to Financial Professionals in the 2009 DALBAR SQM Service Award rankings. The Award is a distinction afforded to those companies found to be above their peers in service to clients and to financial professionals after a full year of rigorous testing.

Goldman Sachs Asset Management (GSAM)'s unwavering commitment to excellent service to financial professionals led to the #1 spot overall in DALBAR's Financial Intermediary Post Sale Service rankings after a year of unprecedented stress, undeterred by challenging economic circumstances and changing business cycles. "Goldman Sachs Asset Management (GSAM)'s results show that the institutional imperative to serve customers well is a clear management priority at Goldman Sachs", said Csilla von Csiky, DALBAR's Managing Director and COO. She added, "Goldman Sachs Asset Management (GSAM) was able to provide outstanding service to financial professionals even under extreme circumstances".

The recognition is based on systematic testing of customer service throughout the year. DALBAR conducts thousands of tests to measure how financial companies respond to the needs for service from their customers. Companies that exceed a variety of industry benchmarks after one year of testing earn the DALBAR Service Award.

DALBAR is a financial services research and rating company based in Boston. The company's history dates back to 1976, with its service measurement activities beginning in 1987. Further information on DALBAR and on the service quality programs can be found at the Web site DALBAR.com.

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