



FOR IMMEDIATE RELEASE

Contact: Kathleen Whalen
617.723.6400

KWhalen@DALBAR.com

Nationwide earns 2015 DALBAR Recognition for Excellence Awards & Plan Participant Service Award

(Boston, MA. January 7, 2016) DALBAR, Inc. announced today that Nationwide's institutional commitment to a superior standard of care earned it four DALBAR awards: Nationwide achieved

- 2015 Recognition for Excellence for both the quality of telephone and email correspondence specific to the on-boarding of new retirement plan clients, as well as
- 2015 Recognition for Excellence for the quality of email correspondence with current Retirement Plan Sponsors and Third Party Administrators
- and the 2015 DALBAR Plan Participant Service Award for providing a superior standard of care to plan participants via the Nationwide contact center.

The DALBAR Recognition for Excellence is only awarded to those firms that exceed stringent standards for communication. The Service Award is based on systematic testing of customer service throughout the year. DALBAR conducts thousands of tests to measure how financial companies respond to the service needs of their customers. Companies that exceed award level benchmarks after one year of testing earn the DALBAR Plan Participant Service Award.

Nationwide service associates achieved a level of excellence for:

- ✓ Creating a very positive impression with new clients both via the telephone and email correspondence. Personnel are very professional, knowledgeable and well versed on the firm's policies and procedures.
- ✓ Responding to emails from current clients in a very clear, concise way that enables clients to easily take action without delays.
- ✓ Providing a high level of service to plan participants. Plan participants are always greeted warmly and with genuine respect and desire to ensure all their needs are met.

"Nationwide understands that with all else being equal, providing a superior standard of care is a powerful differentiator and they have the results to prove it," said Kathleen Whalen, Managing Director at DALBAR.

"We know that every customer interaction is an opportunity to help us realize our vision of helping America prepare for and live in retirement. This repeat recognition affirms that we're investing in the right ways to enable our team members to consistently deliver positive outcomes for our plan sponsors, participants and business partners," said Jeff Stein, Vice President of Operations for Nationwide.

To learn more about the Recognition for Excellence Awards and the Plan Participant Service Award, please contact Brooke Halloran at 617-624-7273 or at 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 insurance companies, investment companies, registered investment advisers, broker/dealers, retirement plan providers and financial professionals. DALBAR awards are recognized as the marks of excellence in the financial community.