



TREASURY SERVICES CLIENT SUPPORT SURVEY 2015

October 2015



BNY MELLON | Invested



Global Client Service Satisfaction Survey Results

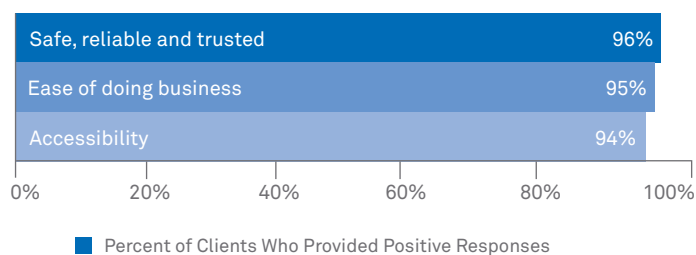
97 percent of clients surveyed say they are satisfied with the overall quality of BNY Mellon Treasury Services Client Service.

96 percent are satisfied with their overall relationship with their BNY Mellon Treasury Services Client Service Officer (CSO).

93 percent said they would recommend BNY Mellon Treasury Services to others.

89 percent of clients surveyed say they would consider using BNY Mellon Treasury Services to manage any new or additional business, should the need arise.

PERFORMANCE



Global Onboarding Satisfaction Survey Results

ONBOARDING PERFORMANCE



“AFTER THE GREAT EXPERIENCE, I WOULD RECOMMEND BNY MELLON TO OTHERS.”

— BNY MELLON CLIENT
TREASURY SERVICES CLIENT SERVICE OFFICER
SURVEY 2015

Asia Pacific Client Service Satisfaction Survey Results

98 percent are satisfied with their overall relationship with their BNY Mellon Treasury Services Client Service Officer.

98 percent of clients surveyed say they are satisfied with the overall quality of BNY Mellon Treasury Services Client Service.

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Europe, Middle East and Africa Client Service Satisfaction Survey Results

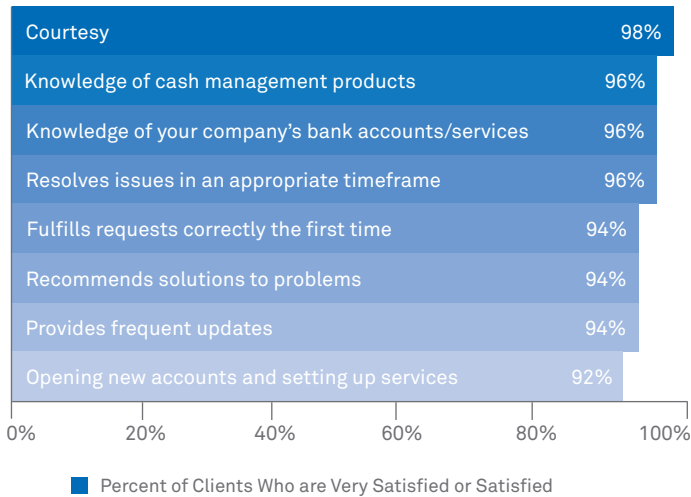
93 percent of clients surveyed say they are satisfied with the overall quality of BNY Mellon Treasury Services Client Service.

92 percent are satisfied overall with their relationship with their BNY Mellon Treasury Services Client Service Officer.

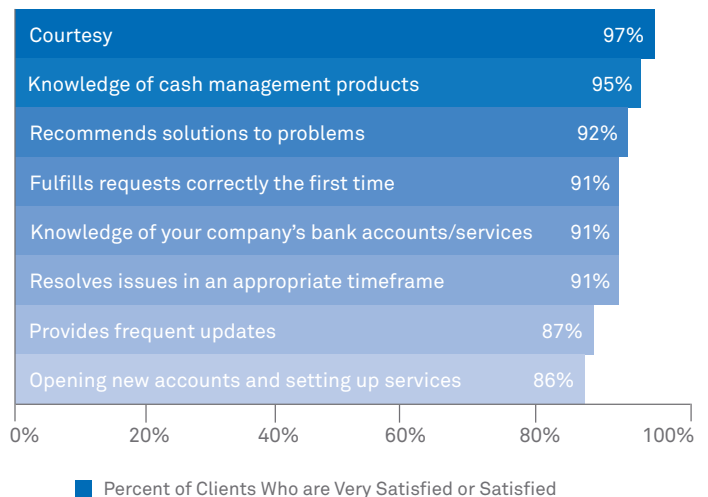
92 percent said they would recommend BNY Mellon Treasury Services to others.

85 percent of clients surveyed say they would consider using BNY Mellon Treasury Services to manage any new or additional business, should the need arise.

CSO PERFORMANCE



CSO PERFORMANCE



“EVERYONE WAS VERY ATTENTIVE AND CONSCIENTIOUS WITH ALL ASPECTS OF THE PROJECT. I THINK THE PROCESS AND YOUR SERVICE WAS EXCELLENT.”

— BNY MELLON CLIENT
TREASURY SERVICES CLIENT SERVICE OFFICER SURVEY 2015

Latin America Client Service Satisfaction Survey Results

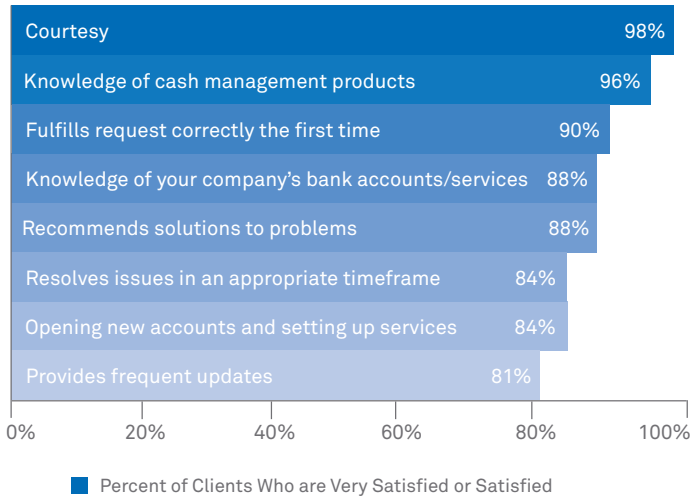
98 percent said they would recommend BNY Mellon Treasury Services to others.

96 percent of clients surveyed say they are satisfied with the overall quality of BNY Mellon Treasury Services Client Service.

96 percent of clients surveyed say they would consider using BNY Mellon Treasury Services to manage any new or additional business, should the need arise.

92 percent are satisfied overall with their relationship with their BNY Mellon Treasury Services Client Service Officer.

CSO PERFORMANCE



North America Client Service Satisfaction Survey Results

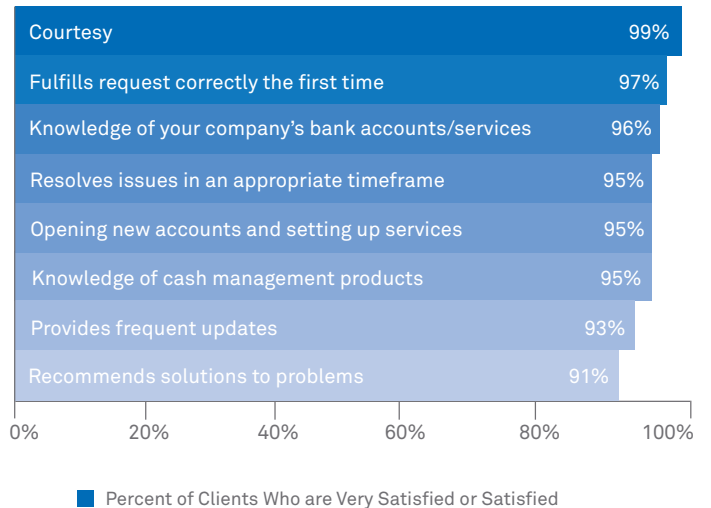
97 percent are satisfied overall with their relationship with their BNY Mellon Treasury Services Client Service Officer.

97 percent of clients surveyed say they are satisfied with the overall quality of BNY Mellon Treasury Services Client Service.

89 percent said they would recommend BNY Mellon Treasury Services to others.

88 percent of clients surveyed say they would consider using BNY Mellon Treasury Services to manage any new or additional business, should the need arise.

CSO PERFORMANCE



“WE ARE BEYOND PLEASED WITH HOW [OUR ONBOARDING OFFICER] HELPED US WITH THE TRANSITION. EXCELLENT EXPERTISE, CUSTOMER SERVICE, FOLLOW UP. [WE ARE] PROUD TO BE A PARTNER WITH BNY MELLON WITH SUCH SUPPORT AND EXCELLENCE”.

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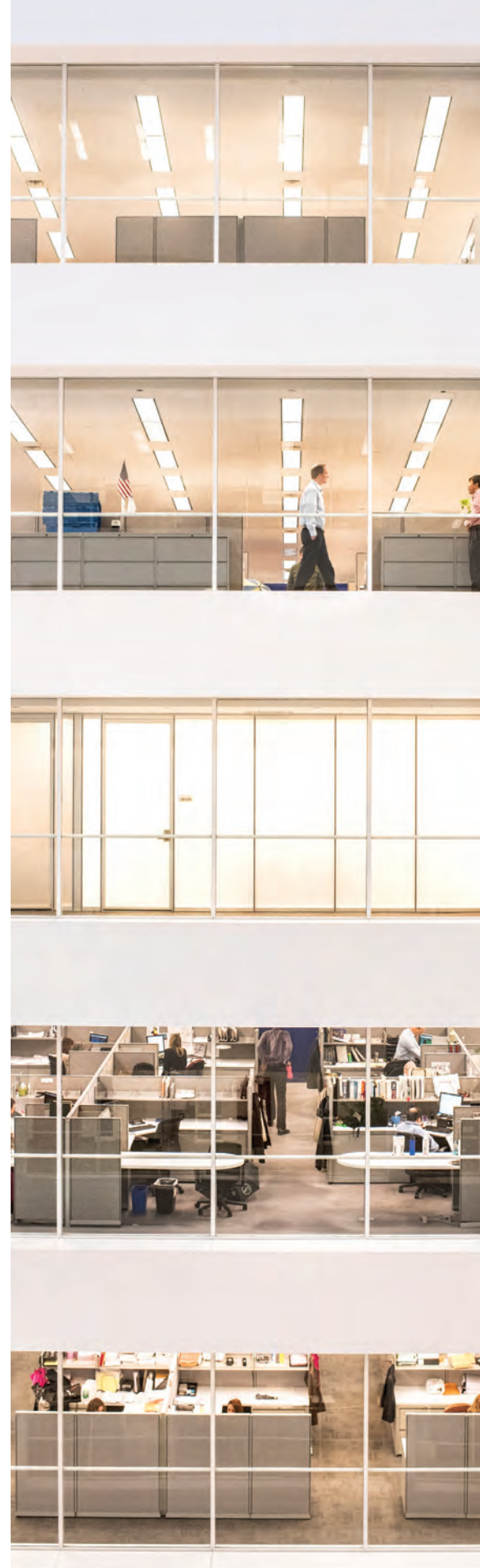
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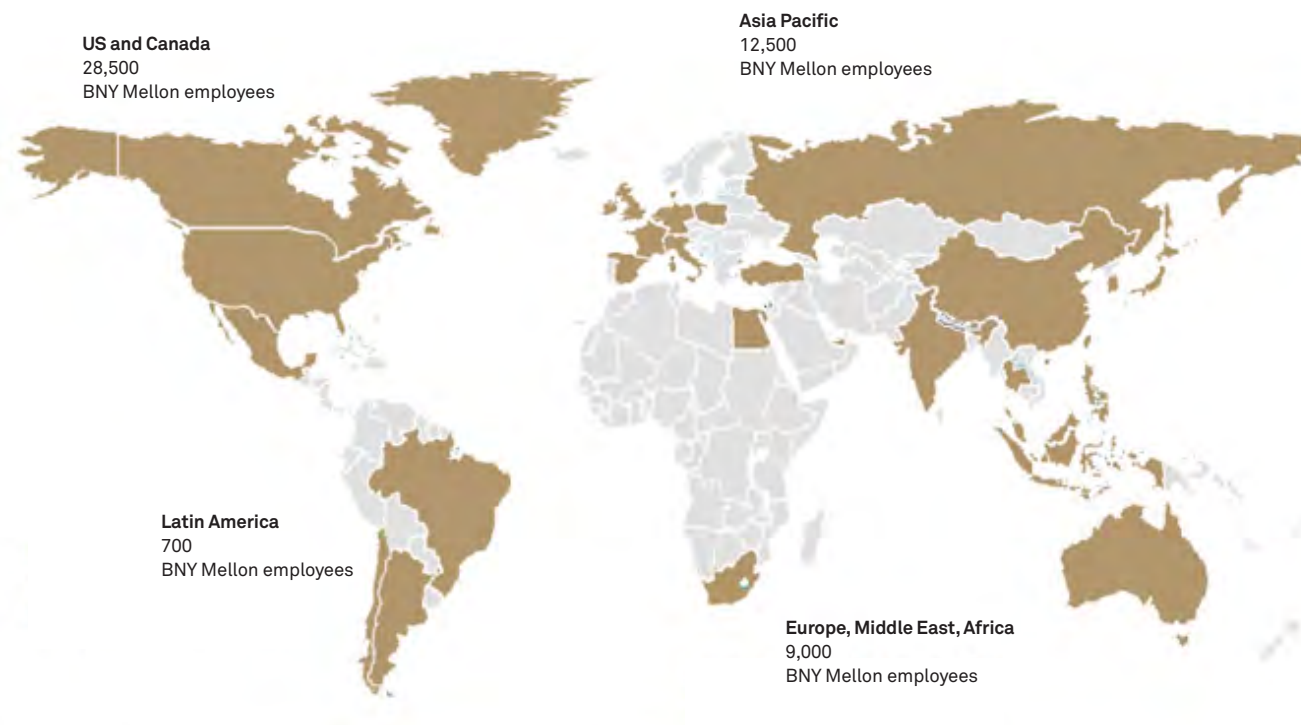
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“IN TODAY’S RAPIDLY EVOLVING BUSINESS ENVIRONMENT, THE VALUE OF CLIENT SERVICE SHOULD BE MEASURED BY SHARED SUCCESS. IT IS ESSENTIAL TO BUILD AND FOSTER A RELATIONSHIP WITH OUR CLIENTS THROUGH EXCEPTIONAL EMPLOYEES AND TECHNOLOGY DRIVEN SOLUTIONS, WE PRIDE OURSELVES ON ESTABLISHED LONG-TERM PARTNERSHIP–BASED RELATIONSHIPS WITH OUR CLIENTS.”

— KAREN BRAITHWAITE, GLOBAL HEAD CLIENT SUPPORT
BNY MELLON TREASURY SERVICES



BNY Mellon Operates in 35 Countries and Over 100 Markets



BNY MELLON

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