

# At a Glance

(A publication designed for our Bank Segment clients)



BNY MELLON



## BNY Mellon Recognized as a Distinguished Provider of Global Transaction Banking Services

BNY Mellon, the global leader in investment management and investment services, has been designated a Distinguished Provider of global transaction banking services. Created by the market research firm Flmetrix in conjunction with its highly regarded annual customer satisfaction survey of global banks, the designation is being awarded for the first time this year to service providers with a Global Satisfaction Score that exceeds the market standard. BNY Mellon received the designation in recognition of its USD and EUR clearing services.

"Designation as a Distinguished Provider is an important validation of our standing as a global leader in the delivery of global transaction banking services," said J. David Cruikshank, executive vice president and chief executive officer of BNY Mellon's Treasury Services group. "We're building on our strengths as a financially and technologically trusted provider of services for USD payments. As we broaden and deepen our capabilities to include additional currencies and even more robust product and service offerings, we're committed to maintaining BNY Mellon's trademark levels of operational quality and reliability and client service excellence."

The Flmetrix survey is based on interviews with senior level executives at 647 banks in 97 countries. It asks participants to rank service providers on more than 20 attributes related to operational efficiency, customer service technology, product range and the skill sets of service provider employees. The survey identifies which attributes have the greatest influence as overall satisfaction predictors, and weights those attributes in determining a Global Satisfaction Score. If you would like to view all of the results from this survey **click here** to visit Flmetrix's website.

For more information about BNY Mellon Private Label Solutions, please call us at 800 424 3004 (option 2) or e-mail us at [treasury@bnymellon.com](mailto:treasury@bnymellon.com).

Flmetrix has named  
BNY Mellon  
2013  
"Distinguished  
Provider in Global  
Transaction  
Banking"

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