

Update at a Glance



BNY MELLON



Funds Transfer Division of BNY Mellon Global Operations Achieves ISO 9001:2008 Quality Management System Certification

BNY Mellon's Funds Transfer Division, part of BNY Mellon Global Client Service Delivery, has achieved ISO 9001:2008 Quality Management System certification.

ISO 9001:2008 certification is an internationally recognized Quality Management standard focused on defining customer quality requirements, using data to analyze processes, meeting applicable customer and regulatory requirements, enhancing customer satisfaction, and continually improving business performance. The certificate was approved and issued by TÜV India, part of the TÜV Nord Group, one of the world's largest inspection, certification and testing organizations.

"Demonstrating BNY Mellon's commitment to operational excellence and quality service, our Funds Transfer division's certification is a significant accomplishment for a team that has consistently maintained one of the highest levels of processing accuracy in our industry," said Frank Behlmer, executive vice president and head of Global Operations for BNY Mellon."

A core operation within BNY Mellon, Funds Transfer provides U.S. Dollar (USD) and multicurrency electronic payment services for domestic and international clients of BNY Mellon's Treasury Services group and other BNY Mellon businesses. On a daily basis the Funds Transfer team processes approximately 170,000 transactions valued at \$1.5 trillion USD, and maintains an accuracy rate in excess of 99 percent.

"Fast, reliable and secure funds transfer services delivered in a technologically sophisticated and client focused environment are at the heart of our value proposition," said

**Achievement of
internationally
recognized quality
management standard
reflects commitment
to best-in-class
service delivery**

J. David Cruikshank, executive vice president and chief executive officer of BNY Mellon's Treasury Services group. "ISO certification is more than a positive reflection on the excellence of our Client Service Delivery team. It's also a perfect example of how our investments in our systems and our people support BNY Mellon's commitment to helping our clients succeed."

For more information on the certification, please call us at 1 800 424 3004 (Option 2) or e-mail us at treasury@bnymellon.com.

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