



INTERNATIONAL FINANCIAL
DATA SERVICES



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Investor in
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PRESS RELEASE

27 August 2013

IFDS Earns Coveted “Exceptional” Accreditation From ‘Investors in Customers’

Outsourcing Company Becomes First Ever To Win Three Star Award Four Years In A Row

London – 27 August 2013 – International Financial Data Services (IFDS), a leading global provider of administration and technology solutions to the collective investment, retirement, insurance, and platform markets, has announced that the firm was awarded a three star ‘Exceptional’ accreditation from Investors in Customers (IIC) for 2013.

The recognition marks the fourth year in a row IFDS has earned the ‘Exceptional’ award, making it the first IIC client ever to complete a quartet of the coveted trophies. IFDS attained a two star ‘Outstanding’ accreditation in 2008 and 2009.

The accreditation from IIC, the leading UK customer experience consultancy, provides an independent assessment of organisations dedicated to building better businesses. Feedback is sought from a range of sources, including customers, staff, and senior management, about how well a company:

- Understands its customers’ needs,
- Delivers products and services that meet those needs,
- Delivers first-class service, and
- Engenders loyalty in customers and staff.

“To be awarded the ‘Exceptional’ accreditation for the fourth year running is something we are very proud of,” commented **Simon Hudson-Lund, Executive Chairman** of International Financial Data Services. “It tells us we’re succeeding in our efforts to improve the customer experience we provide to all of our clients, an important and consistent focus for us as an organisation.”

IIC is focused on helping organisations improve customer satisfaction levels and the customer experience they deliver. This focus has positioned IIC as one of the UK’s leading assessment companies.



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NOTES TO EDITORS:

International Financial Data Services (“IFDS”):

International Financial Data Services is recognised as a world-leading provider of outsourcing and technology solutions to the financial services industry. IFDS services are provided to a wide range of global asset managers, wealth managers, platform providers, insurers, and life companies on a business process outsourcing (BPO) and application service provision (ASP) basis. Supporting more than 22 million investor and policy holder accounts for over 220 financial organisations across Asia-Pacific, Europe, and North America, IFDS employs in excess of 4,700 experienced individuals located throughout Canada, Ireland, Luxembourg, and the United Kingdom. IFDS is a 50/50 joint venture between affiliates of Boston-based State Street Corporation, one of the world’s leading providers of financial services to institutional investors, and Kansas City, Missouri-based DST Systems Inc., a leading provider of information processing and software services and products to companies around the world. For more information, visit www.ifdsgroup.com.

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