



IFDS

International Financial Data Services

GLOBAL TRANSFER AGENCY

PRESS RELEASE

21 December, 2012



IFDS retains highest accreditation by Investor in Customers for third year running

London, 21 December 2012 - International Financial Data Services (IFDS), the international transfer agency joint venture between State Street Corporation and DST Systems, Inc., announced today that, for the third year in a row, they have achieved a 3-star 'Exceptional' accreditation for providing client service. The 3-star 'Exceptional' accreditation is the highest grading and places IFDS in the top 10% of companies the IIC assessed.

Investor in Customers (IIC) provides an independent assessment that recognizes excellence in the field of customer service and relationships. They benchmark companies against four main principles:

- Understanding market needs
- Meeting those needs
- Delighting customers
- Creating loyalty

In 2008 and 2009, IFDS attained a 2 star 'Outstanding' accreditation, and since 2010 have attained a 3 star 'Exceptional' accreditation.

Simon Hudson-Lund, Chief Executive Officer, commented:

"To be recognised for a third year running is a fantastic achievement. The independently assessed award highlights our continued focus on providing excellent service to our customers."

The IFDS group of companies, along with State Street, provides market-leading transfer agency, wealth management and investor record-keeping solutions for a wide range of institutions, distributors, advisors and investors in Australia, Canada, Germany, Hong Kong, Ireland, Italy, Luxembourg, Singapore, Switzerland, the UK and the US.

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NOTES TO EDITORS:

International Financial Data Services ("IFDS"):

Is a 50/50 joint venture between affiliates of Boston-based **State Street Corporation**, the world's leading provider of services to institutional investors, and **DST Systems Inc.**, a Kansas City, Missouri-based leading provider of shareholder accounting services and proprietary systems.

IFDS is today recognised as the world's leading provider of investor record keeping and transfer agency solutions on a BPO (Business Process Outsourcing) and ASP (Application Service Provision) basis. Our services are provided to a wide range of global collective investment, wealth management and platform clients, supporting over 18.8 million accounts for over 200 organisations, over 10,000 share classes and with over 4,000 experienced staff based in four locations (Canada, Ireland, Luxembourg & United Kingdom). Figures as September 30, 2012.

State Street Corporation:

State Street Corporation (NYSE: STT) is one of the world's leading providers of financial services to institutional investors including investment servicing, investment management and investment research and trading. With \$23.4 trillion in assets under custody and administration and \$2.1 trillion in assets under management* at September 30, 2012, State Street operates in 29 countries and more than 100 geographic markets.

*This AUM includes the assets of the SPDR Gold Trust (approx. \$75.3 billion as of September 30, 2012), for which State Street Global Markets, LLC, an affiliate of State Street Global Advisors, serves as the marketing agent

DST Systems, Inc.:

DST Systems, Inc. provides sophisticated information processing and computer software products and services to support the mutual fund, investment management, insurance and healthcare industries. In addition to technology products and services, DST provides integrated print and electronic statement and billing output solutions through a wholly owned subsidiary. DST's world-class data centers provide technology infrastructure support for mutual fund companies, healthcare providers, banks, mortgage bankers and insurance companies around the globe. DST is headquartered in Kansas City, Missouri, and is a publicly traded company on the New York Stock Exchange.

For more information visit the IFDS web site
or State Street's web site
or DST Systems web site
or DST Global Solutions web site

ifdsgroup.com
statestreet.com
dstsystems.com
dstglobalsolutions.com