

## **Corporate Issuers Rate Satisfaction with Shareholder Services Firms**

*Corporate issuers rate satisfaction with shareholder services firms – Wells Fargo Shareowner Services, Computershare, American Stock Transfer, Keane, and Morrow & Co. are highest rated*

PRINCETON, NJ – November 1, 2011 -- GROUP FIVE, a consulting and corporate services research company, today announced the results of its annual study of corporate opinions of services provided by United States security transfer agents. The annual study, which has been measuring client satisfaction since 1990, is based on the completed surveys of 1,000 corporations — representing over 32 million registered shareowners. The study provides the only reliable and independent forum for corporate clients to make their opinions and priorities known to service providers.

Overall client satisfaction with transfer agents decreased one percentage point from last year to 89% favorable. Annual meeting services remains the highest rated transfer agent service at 96% favorable, which is one percentage point lower than last year. Satisfaction with telephone service to shareholders is the lowest rated transfer agent service at 80%, a two percentage point decline from 2010.

### **Transfer Agent Services**

Industry overall satisfaction for the four largest transfer agents is 89% favorable. Wells Fargo, Computershare, and American Stock Transfer all scored the highest rating of 91%. The Bank of New York Mellon which is selling its shareholder services business to Computershare received an 85% favorable rating.

Kathy Huston, Managing Partner, GROUP FIVE pointed out, “The high client satisfaction ratings demonstrate that the two largest transfer agents have finally emerged from the effects of the massive industry consolidation of the last few years.”

Todd May, Head of Wells Fargo Shareowner Services said, “We are pleased that this rating reflects our service-oriented approach to issuers and shareholders alike. A true testament of our team’s commitment to service quality is that we continue to improve on already high ratings, even through strong year-over-year growth. This year’s study demonstrates that as we grow our client base, our tradition of providing personalized service continues. And, now more than ever, clients value our focus on rigid balancing, controls, and keen eye on information security and risk mitigation.”

“We are very excited about the large number of our clients who responded to this year’s survey to register their satisfaction with our services – we appreciate their feedback to ensure we are focusing on their wants and needs,” said Jay McHale, President of US Equity Services for Computershare. “The 90% favorable rating is a reflection of our commitment to service excellence and consistently high quality, as well as our unmatched product offerings and incredible staff. We continue to develop new and innovative solutions to benefit our clients and their shareholders, and look forward to providing even more products and greater integrated value to our corporate clients in the years ahead.”

### **Lost Shareholder Services**

This year’s study also asked corporate clients to rate their satisfaction with the services of lost shareholder and asset reunification service providers. Of the three firms rated by corporate clients Keane is highest rated with a 93% favorable rating. “This rating by our customers is a tribute to the hard work and ‘shareholder first’ mentality of the entire Keane team. We’re excited to have our dedication to superior client and shareholder service recognized by the marketplace, and we’re

delighted that our clients and their shareholders continue to receive best-in-class service from the Keane Team,” said Mike O’Donnell, CEO, Keane.

### **Proxy Solicitation Services**

In addition to transfer agent and lost shareholder services, the study asked corporate clients to rate their satisfaction with their proxy solicitation firm. For the second year in a row, Morrow and Co. is the highest rated proxy solicitor with a 98% favorable rating. Joe Morrow, CEO of Morrow and Co. said, “The Group Five results are extremely gratifying, especially as we begin our 40<sup>th</sup> season as a full-service proxy solicitation firm. These results reaffirm that our hiring and training programs continue to develop the best talent. This same effort is evident in our Market Intelligence, Shareholder Identification and Corporate Governance Consulting Services. We again extend our gratitude to our exceptional clients for taking the time out of their busy schedule to express their sentiment on the services we provide. It gives our firm the incentive to try even harder in the years to come.”

GROUP FIVE is a consulting and customer research firm located in Princeton, New Jersey. The firm is best known for its consulting and research expertise in shareholder services and stock plan administration services.

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