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DALBAR Applauds Financial Firms for Exemplary Customer Service Industry Leaders Earn DALBAR Service Award for Elevating Customer Care to a Pinnacle Priority

(Marlborough, MA., December 20, 2023) DALBAR, Inc., the preeminent auditor of customer service within the financial services industry, proudly unveils the distinguished recipients of the **2023 DALBAR Service Award**.

The recipients, heralded for their commitment to outstanding customer service, emerged successful through an impartial and meticulous audit utilizing DALBAR's cutting-edge measurement techniques and technology. This comprehensive evaluation of contact centers pinpointed those demonstrating unparalleled excellence. The integration of statistical data with human empirical analysis underscores DALBAR's reputation for providing the most dependable service quality measurement available today. Noteworthy winners spanning the mutual fund, annuity, retirement, and insurance sectors were officially announced on Friday.

Firms are invited to verify their award status by visiting our dedicated [DALBAR's award winners page](#).

Shelley-Ann Eramo, Director at DALBAR, Inc., commented, "Exceptional customer service is not just a business strategy; it's a commitment to building lasting relationships. At the heart of these firms' success lies a relentless dedication to understanding and exceeding customer expectations – because they recognize that great service is not just a transaction; it's the cornerstone of enduring partnerships and sustainable growth."

[DALBAR, Inc.](#) has a 46-year history and is recognized by the industry and government as an independent third-party expert in the business of providing audits, evaluations, ratings, and due diligence. DALBAR certifications are recognized as a mark of excellence in the financial services community.

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