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13 Years Strong: Putnam Investments Earns DALBAR's Total Client Experience Award Again in 2023

(Marlborough, MA, February 21, 2024) DALBAR, Inc., the preeminent auditor of customer service within the financial services industry, proudly continues to unveil the distinguished recipients of the **2023 DALBAR Service Award**. For the 13th consecutive year, **Putnam Investments* now part of Franklin Templeton**, has earned the prestigious Total Client Experience Service Award, in recognition of their outstanding customer service and transaction processing support to their mutual fund shareholders.

The Total Client Experience Award is earned through an objective and rigorous third-party audit of the quality of telephone support to mutual fund shareholders, including both on-the-phone interactions and the behind-the-scenes processing of customer requests with precision. Telephone service experiences are reviewed against detailed criteria based on superior service standards and industry best practices. To qualify, companies must consistently perform at a high level over the course of a year-long review.

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