



www.nicsa.org

Transfer Agent

- Transaction processing throughput
- Telephone service quality
- Web site activity
- Retirement plan operations

TO PARTICIPATE:
Register through NQR's Web site at:
www.nqrinc.com/registration.html



National Quality Review

National Quality Review (NQR), in partnership with National Investment Company Service Association (NICSA), conducts an annual FINANCIAL SERVICES INDUSTRY STUDY. This unique industry study provides transfer agents an opportunity to examine and evaluate industry trends in productivity measures, service quality standards, organizational structure, and technology usage.

Transfer agent participants in the FINANCIAL SERVICES INDUSTRY STUDY will benefit by accessing current information about financial service quality. This multipart study targets quality issues most important to transfer agent teams, with information about staffing, telephone services, transaction processing, systems, training, expenses, and quality measurement.



National Quality Review

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How are leading companies adjusting their operations to cope with industry changes?

FINANCIAL SERVICES Industry Study



National Quality Review

and

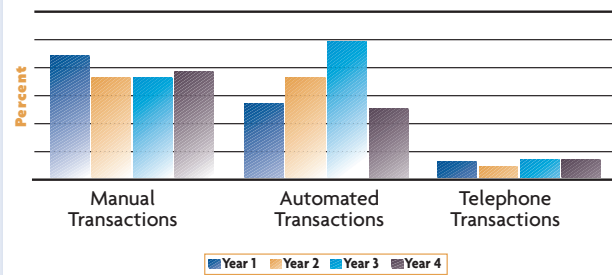


KEY RESEARCH AREAS

The FINANCIAL SERVICES INDUSTRY STUDY identifies how leading financial service organizations are responding to continued growth and technological change. It assembles information on all aspects of OPERATIONS, CUSTOMER SERVICE, E-COMMERCE, EXPENSE RATIOS, and QUALITY MANAGEMENT.

The study includes detailed questions about the management of client communications, employee education level, and staff turnover and tenure, as well as targeting specific areas of interest to transfer agent and fund accounting management teams.

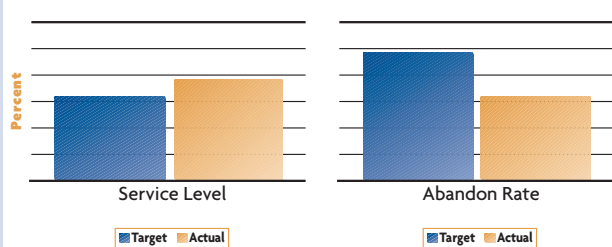
Processing Volume by Transaction Type



OPERATIONS

Productivity
Turnover rates
Training
Manual vs. automated processing
Account activity

Telephone Service Quality Measures



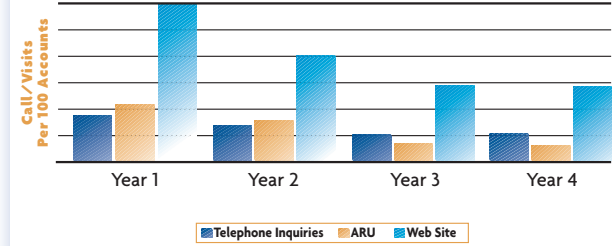
CUSTOMER SERVICE

Training
Turnover rates
Service levels
Productivity
Career pathing
Mentoring programs
Performance assessments

E-COMMERCE

Web site features
Privacy policies
E-mail communications
Web site volume
Internet transactions

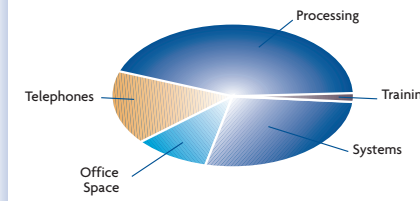
Customer Inquiry Activity



EXPENSE RATIOS

Costs associated with systems
Staffing
Training
Overtime
Temporary and contract help
Office space
Benefits

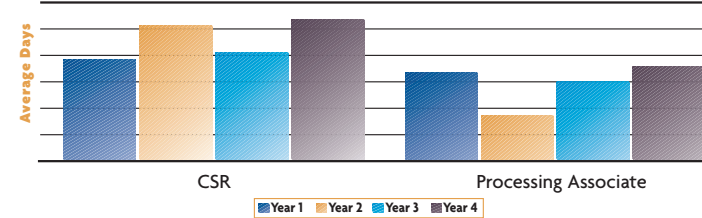
Expense Ratio by Category (Basis Points)



QUALITY MANAGEMENT

Programs
Training
Quality controls
Reporting
Staffing

New Hire Training



Findings, Results, Data Analysis

The study helps managers better understand how their operations compare to their industry peers. Results from each participating company are analyzed and benchmarked against all other industry participants. Participants can use the data to benchmark their own operation, institute best practices, and make strategic planning decisions.

ABOUT NQR

NQR's feedback provides valuable data for:

Process Improvements
Compliance Support
Incentive Programs
Training Programs
Strategic Planning
Staffing/Resources
System Deployment
Client Retention
Shareholder Perceptions
Processing Cycle Times
Financial Planning
Problem Resolution
Communication Techniques

Join the other leading Transfer Agent organizations in this annual study. We would welcome your participation.

For more information, please call Catherine Coyne or Polly LeBarron at (617) 426-0616 or visit NQR's Web site at www.nqrinc.com.

Service quality is a crucial element for all successful companies in the financial services industry. NQR's continuous SERVICE QUALITY ASSESSMENTS help participating organizations focus on the essential tools needed to provide quality customer service. NQR provides the only available STATISTICALLY VALID method to analyze customer service, telephone communications, shareholder correspondence, literature fulfillment, transaction processing, and customer satisfaction.

NQR's quality review service includes a COMPLIANCE ASPECT that verifies transactions processed and information provided by service representatives are in compliance with regulatory requirements, fund prospectuses, and the fund's processing standards.

NQR COMPLIANCE SUPPORT

Adherence to prospectus and regulatory requirements has always been at the core of NQR's review services. NQR COMPLIANCE SUPPORT[®] expands upon this by leveraging our 14 years of data collection and analysis expertise to focus on areas of paramount interest relative to compliance; specifically, after-hours trading, market timing, anti-money-laundering controls, cash equivalent reporting, OFAC, and SAR review can be tracked and reported. Omnibus accounts, because of their potential risk, can also be part of the review via NQR Compliance Support[®].

By providing the key elements of current service quality levels, competitive comparisons, and long-term trend analysis, NQR's services ADD VALUE by providing a complete, objective picture of the organization's key service operations.

NQR is COMMITTED to helping our clients bring their client service operations to PEAK PERFORMANCE levels with an approach that no other research service can offer.