



98 percent of clients surveyed said that Enterprise has met or exceeded their expectations.

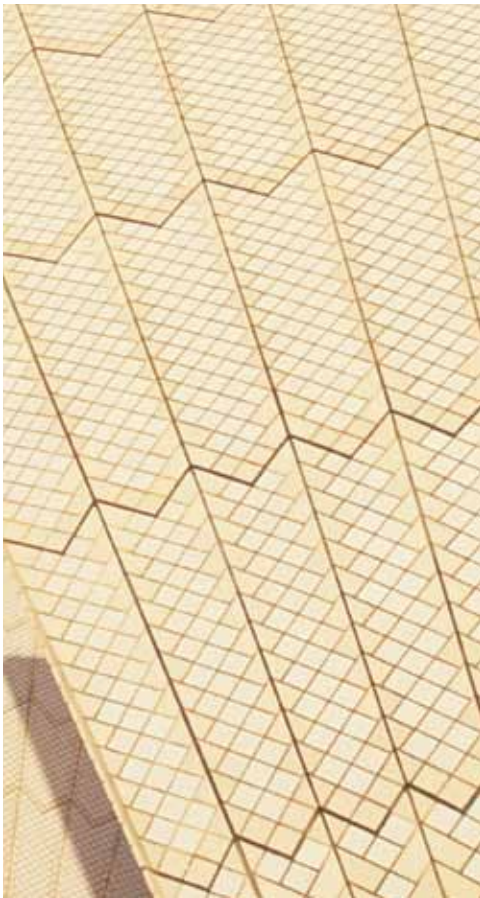
BNY Mellon Enterprise Treasury Services' (Enterprise's) commitment to proactive client communication has helped us become the unsurpassed leader in client satisfaction.

Our annual Client Satisfaction Survey is one of the primary methods Enterprise uses to gather client input on a formal basis. Conducted by Warabak Research, an independent market research firm, this survey provides Enterprise with well-rounded and candid feedback on our performance from the client perspective. We use this input in many ways — to identify areas where we are performing well, to home in on areas where improvement is possible, and to keep pace with our clients' rapidly evolving treasury needs.

In our survey, Enterprise clients were asked to indicate their level of satisfaction in categories including:

- Key drivers of client satisfaction
- Behaviors that exhibit our core values — Client Focus, Trust, Teamwork and Outperformance
- Our Enterprise calling effort
- Our individual product offerings

The results of the survey are presented on the following pages. Additional reports on the other client segments surveyed by The Bank of New York Mellon Treasury Services (e.g., corporate) are available upon request.



Client Satisfaction Survey Results

A total of 82 bank clients completed Enterprise's Client Satisfaction Survey this year. The results show that client satisfaction continues to be very strong.

Additional analysis shows the basis for our impressive ratings stems from our performance as measured against several key attributes:

Attribute Measured	Percentage of Clients Who Said They Were Very Satisfied or Satisfied
Has Enterprise met or exceeded your expectations?	98
Quality of sales coverage	94
Enterprise products/services	91
Quality of service	90

Customer Focus Metrics

On a more detailed level, clients were asked to rate how well The Bank of New York Mellon performed based on behaviors related to our core values — Client Focus, Trust, Teamwork and Outperformance — and how our commitment to adhere to these qualities impacted our client relationships. Specifically, Enterprise attributes measured and associated client ratings under the Customer Focus Metrics section of the survey included:

Customer Focus Metric Measured	Percentage of Clients Who Said They Were Very Satisfied or Satisfied
Treating you with courtesy and respect and meeting our commitment to you	99
Quality and timeliness of statements and reports	97
Being experienced, knowledgeable and able to provide solutions	96
Listening to you and understanding your needs	95
Responding quickly to your needs	91

96 percent of clients surveyed said that they are very satisfied or satisfied with Enterprise staff in terms of being knowledgeable and able to provide solutions.

Performance on Key Drivers of Overall Satisfaction

Enterprise's Client Satisfaction Survey also measured our clients' perceptions of our performance compared to traditional criteria commonly used to assess effectiveness of business practices. These included:

Attribute Measured	Percentage of Clients Who Said They Were Very Satisfied or Satisfied
Customer service	98
Commitment to cash management	97
Operating quality	96
Ease of doing business with Enterprise	94
Collaborating with your company	92
Providing expertise	92

Effectiveness of Enterprise Calling Efforts

Because Enterprise's Sales representatives serve as ongoing liaisons with our clients, it is important for us to assess their effectiveness in meeting client needs. The leading strengths revealed by the survey included our Sales representatives' detailed product knowledge and being organized and prepared for meetings. About 93 percent of our clients felt that Enterprise's calling effort frequency was "about right." Additional strengths are revealed in the following attributes measured/results reported by our clients:

Business Attribute Measured	Percentage of Clients Who Said They Were Very Satisfied or Satisfied
Rep is organized and prepared for meetings	99
Rep has detailed cash management product knowledge	97
Rep provides valuable cash management advice and guidance	92
Rep effectively presents proposals and solutions to meet your business objectives	90
Rep keeps you informed about new products	89

97 percent of clients surveyed said that they are very satisfied or satisfied with their rep's cash management product knowledge.



Results for Specific Enterprise Products and Services

Because product quality is a key factor in enabling Enterprise to meet client expectations, our 2008 Client Satisfaction Survey included questions related to satisfaction with our core services. Results reported include:

Type of Service	Percent of Customers Who Said They Were Very Satisfied or Satisfied
Retail Lockbox	100
Controlled Disbursements	100
Check Issuance	100
Imaging Services	100
Check Clearing	100
Remote Check Deposit	100
Data Exchange	94
Positive Pay	93
EnternetBank®	91
Persutte SM (USD and FX)	91
Wholesale Lockbox	85

For More Information
About Enterprise and/or the
Results of Our Annual Client
Satisfaction Survey

Additional information about Enterprise's Client Satisfaction Survey can be obtained by calling us at 1 800 424 3004 (Option 2), or from your Enterprise Relationship Officer.



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