



**Contact:** Angie Miller  
(516) 338-3447  
miller.ad@mellon.com

**News Release**  
*Corporate Affairs*

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FOR IMMEDIATE RELEASE

**MELLON INVESTOR SERVICES CALL CENTERS RECOGNIZED BY J.D. POWER AND ASSOCIATES  
FOR SERVICE EXCELLENCE SECOND YEAR IN A ROW**

JERSEY CITY, N.J., June 29, 2007 — Mellon Investor Services' (MIS) call centers have again been awarded the J.D. Power and Associates Call Center Certification as recognition of "An Outstanding Customer Service Experience" that they provide. MIS received its original certification in 2006. For this achievement, Mellon Financial Corporation's shareowner and equity administration subsidiary successfully completed an extensive audit of its New Jersey and Manila call center operations and exceeded a national benchmark for satisfaction in a survey of its clients.

"We're extremely pleased to have once again received this certification," noted Gretchen Mohen, MIS president. "We're always looking for opportunities to further enhance the customer experience. Whether we do so by introducing streamlined processes or additional self-service tools and options, our objective is to simply make it easy and convenient for investors to manage their accounts and interact with us. This certification indicates we are meeting those goals."

Clients evaluated Mellon's performance in factors that included satisfaction with the interactive voice response system; performance of customer service representatives; concern resolution; call duration, transfers and hold time; and overall customer service satisfaction.

Headquartered in Westlake Village, Calif., J.D. Power and Associates is an ISO 9001-registered global marketing information services firm operating in key business sectors including market research, forecasting, consulting, training and customer satisfaction. The firm's quality and satisfaction measurements are based on responses from millions of consumers annually. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

Mellon Investor Services, a subsidiary of Mellon Financial Corporation, is one of the leading providers of shareowner and equity administration services in the U.S. with more than 1,300 corporate clients, representing 20 million shareholder accounts worldwide and approximately 1.3 million optionees/employee stock plan participants for small, middle-market and Fortune 500 corporations. Additional information about Mellon Investor Services is available at [www.melloninvestor.com](http://www.melloninvestor.com).

Mellon Financial Corporation is a global financial services company. Headquartered in Pittsburgh, Mellon is one of the world's leading providers of financial services for institutions, corporations and high net worth individuals, providing asset management, wealth management, asset servicing, issuer services and treasury services. Mellon has approximately \$5.8 trillion in assets under management, administration or custody, including \$1.034 trillion under management. News and other information about Mellon are available at [www.mellon.com](http://www.mellon.com).

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