

MEMO# 8288

October 7, 1996

SERVICE STANDARDS SURVEY

October 7, 1996 TO: OPERATIONS COMMITTEE No. 26-96 TRANSFER AGENT ADVISORY COMMITTEE No. 57-96 RE: SERVICE STANDARDS SURVEY

The Transfer Agent Advisory Committee recently established a task force to develop a survey of industry service standards in order to assist committee members in benchmarking their own firms service standards. The task force of the committee, chaired by Katherine Laverentz of Nationwide, designed the attached Service Standards Survey. The purpose of the survey is to gather information regarding transfer agents standards for telephone service, transaction processing, problem resolution, and correspondence. It may be used by firms to assess other transfer agents current practices and procedures with respect to these issues and assist firms in developing benchmarks for service standards within their own organization. Upon completion, results of the survey will be disseminated to the Operations Committee and the Transfer Agent Advisory Committee. All survey results will be aggregated and no individual firms name or their survey responses will be distributed or discussed within the final summary document. The committee perceived a need for this information because the most recent formal ICI Survey of service standards is two years old and the next formal survey will not be conducted for another two years. We urge your participation in the Service Standards Survey. Completed surveys should be mailed to Beatrice Williar at the Investment Company Institute, 1401 H Street, NW, Washington, DC 20005 or faxed to fax number 202/326-5853. All surveys should be returned no later than November 22, 1996. Thank you in advance for your participation in this survey. If you have any questions regarding the survey, please contact the undersigned at 202/326-5850.

Justine Phoenix Director - Operations/ Transfer Agency Attachment