

# Press Release



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## **The Bank of New York Mellon's Pershing Unit Awarded Bronze Medal by American Society for Quality**

JERSEY CITY, N.J., May 28, 2009 - Pershing LLC, a subsidiary of The Bank of New York Mellon Corporation, announced today that it has received a Bronze Medal in the 24<sup>th</sup> International Team Excellence Award competition at the 2009 American Society for Quality (ASQ) World Conference on Quality and Improvement, in Minneapolis, MN.

Pershing was the only financial services firm that participated in this year's competition which consisted of 27 international organizations across a broad array of industries. Medals were awarded to the teams who demonstrated the best application of quality processes. Pershing was awarded the Bronze Medal for the creation and evolution of its Service Level Management infrastructure and Service Excellence culture, including its customer Quality Scorecard. This framework for quality and continuous improvement has increased efficiency for Pershing's customers and driven operational speed and accuracy to new levels.

Lucille Mayer, managing director and chief quality officer of Pershing LLC, said, "Service excellence is a core competency for Pershing and this achievement truly validates that our quality management and continuous improvement initiatives are aligned with best practices across a broad spectrum of industries worldwide. We remain committed to continuously enhancing our service level management infrastructure and processes to help ensure our customers' businesses are advantaged through world-class service."

With more than 90,000 individual and organizational members, ASQ is the world's leading authority on quality, and advances learning, quality improvement, and knowledge exchange to improve business results, and to create better workplaces and communities worldwide. The International Team Excellence Award is the only international team-recognition of its kind in the United States. Since 1985, more than 870 teams from the United States and 14 other countries have showcased their continuous improvement processes to benchmark their projects against the best quality processes in the world.

Pershing LLC (member FINRA/NYSE/SIPC) is a leading global provider of financial business solutions to more than 1,150 institutional and retail financial organizations and independent registered investment advisors who collectively represent over five million active investors. Located in 20 offices worldwide, Pershing and its affiliates are committed to delivering dependable operational support, robust trading services, flexible technology, an expansive array of investment solutions, practice management support and service excellence. Pershing is a member of every major U.S. securities exchange and its international affiliates are members of the Deutsche Börse, the Irish Stock Exchange and the London Stock Exchange. Pershing LLC is a subsidiary of The Bank of New York Mellon Corporation. Additional information is available at [www.pershing.com](http://www.pershing.com).

The Bank of New York Mellon Corporation is a global financial services company focused on helping clients manage and service their financial assets, operating in 34 countries and serving more than 100 markets. The company is a leading provider of financial services for institutions, corporations and high-net-worth individuals, providing superior asset management and wealth management, asset servicing, issuer services, clearing services and treasury services through a worldwide client-focused team. It has \$19.5 trillion in assets under custody and administration, \$881 billion in assets under management, services more than \$11 trillion in outstanding debt and processes global payments averaging \$1.8 trillion per day. Additional information is available at [www.bnymellon.com](http://www.bnymellon.com).

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