

Press Release



THE BANK OF NEW YORK MELLON

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BNY Mellon Shareowner Services Engages TRG Customer Solutions to Develop Contact Center Support Facility in Pittsburgh

New facility to combine TRG's best-of-breed business process outsourcing capabilities with Shareowner Services' strategic emphasis on high quality customer service

JERSEY CITY, N.J., August 13, 2009 — BNY Mellon Shareowner Services, the equity administration services provider of The Bank of New York Mellon, today announced that it has engaged TRG Customer Solutions to establish a new customer service facility in the Pittsburgh area. Involving an initial complement of up to 200 customer service representatives dedicated to Shareowner Services, TRG's expansion of its Pittsburgh operation adds an important new dimension to Pittsburgh's role as an operational center of excellence for The Bank of New York Mellon.

"Capitalizing on the Pittsburgh area's highly skilled work force, robust technology infrastructure, and rich educational and professional development environment, TRG's new contact center will reflect the qualities that have made Pittsburgh an operational center of excellence for The Bank of New York Mellon as a whole," said Samir Pandiri, chief executive officer of BNY Mellon Shareowner Services. "Seamlessly integrated with our customer service operation, this best-of-breed facility will further enhance our ability to provide industry leading levels of customer service."

"BNY Mellon Shareowner Services has preeminent leadership credentials in customer service and an outstanding track record for innovation and technology utilization. We look forward to collaborating with Shareowner Services in precisely the operational environment in which we perform best," said Frank Kelly, chief executive officer of TRG Customer Solutions. "Shareowner Services' approach — listening to clients and providing customer service solutions that respond to each client's particular needs — is central to our own philosophy for success in a customer interaction environment."

Work on transitioning call volume to the TRG facility is already underway, and is scheduled for completion by the second quarter of 2010. Supported by a network of contact centers, Shareowner Services responds to more than 10 million contacts per year via a variety of channels, including live voice agent, e-mail, Web-based interface and interactive voice response technology.

Headquartered in Jacksonville, Fla., TRG Customer Solutions supports more than 175 global clients from 20 operations centers on five continents, maintaining a network of more than 6,000 workstations that supports multi channel inbound and outbound communications via phone, web, email, direct mail, and fax. TRG Customer Solutions is part of TRG International, a global provider of business process outsourcing technology and service delivery. To learn more about TRG Customer Solutions, visit the Company's website at www.trgcs.com.

Among the largest providers of stock transfer services in the U.S., BNY Mellon Shareowner Services offers a comprehensive suite of products and services ranging from stock transfer and corporate action record keeping to proxy solicitation and employee stock plan administration. BNY Mellon Shareowner Services is part of The Bank of New York Mellon's Issuer Services group, which is also a leading provider of corporate trust services, serving more than \$11 trillion in outstanding debt, and is the market leader in depositary receipts with more than 1,270 sponsored programs. More information about Shareowner Services is available at www.bnymellon.com/shareowner.

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 \$20.7 trillion in assets under custody and administration, \$926 billion in assets under management, services more than \$11.8 trillion in outstanding debt and processes global payments averaging \$1.8 trillion per day. Additional information is available at www.bnymellon.com.
