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DALBAR Recognizes Superiority in Mutual Fund Service Centers

(Marlborough, MA, January 10, 2024) DALBAR, Inc., the preeminent auditor of customer service within the financial services industry, proudly continues to unveil the distinguished recipients of the **2023 DALBAR Service Award**. This week, the awardees of the Mutual Fund Service Award, recognized for their outstanding customer service support to their mutual fund shareholders are being announced:

- DWS
- JPMorgan Asset Management
- New York Life Investments
- Primerica Financial Services
- Putnam Investments *now part of Franklin Templeton
- Thrivent Mutual Funds
- Voya Funds
- Voya 529

The recipients, heralded for their commitment to outstanding customer service to mutual fund shareholders, emerged successful through an impartial and meticulous audit utilizing DALBAR's cutting-edge measurement techniques and technology. This comprehensive evaluation of contact centers pinpointed those demonstrating unparalleled excellence.

[DALBAR, Inc.](#) has a 46-year history and is recognized by the industry and government as an independent third-party expert in the business of providing audits, evaluations, ratings, and due diligence. DALBAR certifications are recognized as a mark of excellence in the financial services community.

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