
DALBAR Recognizes Top Defined Contribution Plan Sponsor Web Sites for 3rd Quarter 2009

(Boston, MA. - January 2010) DALBAR again recognized industry leaders in its quarterly DC WebMonitor review of plan sponsor Web sites. With its exceptional range of user support features, high usability and impressive offering of Web capabilities, Transamerica wrested the top spot from its peers in the 3rd quarter ranking. John Hancock's top honors for Usability and high overall performance earned it a second place finish, with Principal earning the #3 spot overall and top recognition for Web site Functionality. Merrill Lynch and Oppenheimer funds, took the fourth and fifth positions, respectively. All of the top five sites received a "Very Good" designation, the second tier on DALBAR's three-tiered Web site ranking scale.

DALBAR's DC WebMonitor Leadership Report for quarter 3-2009, outlines potential changes to the framework governing 401(k) plans, takes a critical look at the state of demonstration sites for plan sponsor portals, and contains a Leader Focus section which highlights the industry leading capabilities available on Merrill Lynch and OneAmerica's plan sponsor Web sites

Third Quarter Rankings - Defined Contribution - Plan Sponsor Sites, 2009:

Web Ranking	Firm
# 1	Transamerica
# 2	John Hancock
# 3	Principal Financial
# 4	Merrill Lynch
# 5	Oppenheimer Funds

DALBAR's DC WebMonitor offers Defined Contribution plan service providers up-to-date and critical information regarding the Web presence of retirement industry firms. Highlights of the program include quarterly rankings, e-mailed industry updates as well as access to an online database of industry intelligence.

DALBAR, Inc., the nation's leading financial-services market research firm, is committed to raising the standards of excellence in the financial-services industry. With offices in both the US and Canada, DALBAR develops standards for, and provides research, ratings, and rankings of intangible factors to the retirement, mutual fund, broker/dealer, discount brokerage, life insurance, and banking industries. They include investor behavior, customer satisfaction, service quality, communications, Internet services, and financial-professional ratings.

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