

**The Results are in!**

# Customers Give High Marks to ING's Service and Support!

Recent customer satisfaction surveys called out ING's service and support as some of the best in the retirement plan industry. We thank our plan sponsor customers for recognizing the successful efforts of their ING service teams through their participation in these surveys. Customer service has remained one of our top priorities, and survey results like these reaffirm that our strong commitment to our customers continues to be valued and appreciated.

## ING Outperforms Satisfaction Benchmarks and Receives **"Best-in-Class"** Recognition in Several Service Categories

**In a recent industry survey, ING received "Best-in-Class" Awards in the following categories<sup>1</sup>:**

- Service Team: Responsiveness
- Service Team: Industry Experience (*ING CRMs have on average 10 years tenure with ING and 16 years experience in the retirement industry*)
- Service Team: Consistency
- Overall Education Programs
- Onsite Meetings

**In another survey, ING performed well above the industry standard for customer satisfaction in the following categories<sup>2</sup>:**

- Service of Local Relationship Manager
- Plan Sponsor Administration
- Participant Services
- Enrollment and Education

1 2010 PLANSPPONSOR DC Survey, November 2010. For its annual DC Survey, PLANSPPONSOR magazine surveys thousands of plan sponsors with defined contribution plans spanning a variety of asset categories.

2 Chatham Partners Survey, September 2010. ING contracted Chatham Partners, an independent market research company, to survey a sampling of ING's plan sponsor customers to gauge their level of satisfaction with their DC plan.



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## THE RESULTS ARE IN!

### ING'S INDUSTRY LEADERSHIP BY THE NUMBERS<sup>3</sup>

- #1 Defined Contribution (DC) provider based on number of plans
- #2 based on number of DC participants
- #3 based on DC assets under management (AUM)/assets under administration (AUA)

“Our CRM does an outstanding job taking care of our plan. She understands the complexities of our plan and often makes suggestions on how to improve it.”

“Our Client Relations Manager is very quick to respond and helpful. It is very beneficial to have the same contact who is familiar with our account and our needs.”

“If there is a rating beyond excellent, my CRM deserves it!”

### What are plan sponsors saying about the service they receive from their ING Client Relations Managers?

“We recently changed our retirement plan's carrier to ING. The transition team was excellent and our client relation manager made the whole process go smoothly.”

“Our local Relationship Manager is the reason we stay with ING. We have considered many options and stay with ING because of the service and personal attention she gives us.”

<sup>3</sup> Pensions & Investments Ranking of Top DC Recordkeepers, July 2010

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