



National Quality Review Recognizes U.S. Bancorp Fund Services with NQR Best and 5-Star Performance Ratings

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MILWAUKEE--(BUSINESS WIRE)--Mar. 8, 2017-- U.S. Bancorp Fund Services LLC has received exceptional quality ratings from National Quality Review (NQR,) which is a third-party management solution that provides objective evaluations of business processes and customer interactions. U.S. Bancorp Fund Services received NQR Best designations across all categories for retail processing in the fourth quarter of 2016, and NQR Best overall 2016 performance for its contact center. This recognition is based on an assessment of U.S. Bancorp Fund Services' 2016 overall performance as well as performance in the fourth quarter of 2016.

The Transfer Agent at U.S. Bancorp Fund Services was recognized for overall 2016 performance in correspondence, contact center and retail processing. The team achieved NQR Best designations for:

- Correspondence - typographical and grammatical accuracy
- Contact Center - overall performance and relationship/behavior
- Retail Processing - financial accuracy and non-financial timeliness

In addition, in the fourth quarter of 2016, U.S. Bancorp Fund Services achieved NQR Best ratings in all five categories for retail processing. These include overall accuracy, financial accuracy, non-financial accuracy, financial timeliness and non-financial timeliness. The Contact Center received the NQR Best designation for Relationship/Behavior. Both groups maintained their NQR 5-Star Performer rating. That significant performance is a result of providing consistent top-quartile or above service ratings.

"Receiving NQR Best designations across all retail processing categories as well as NQR Best overall 2016 performance for our contact center has been one of our greatest achievements yet," said Ian Martin, executive vice president of the Transfer Agent at U.S. Bancorp Fund Services. "Each quarter, our goal is to bring together industry-leading customer service, robust technology and efficient processes to ensure we are exceeding the expectations of our clients. This recognition speaks to our consistent achievement of that goal."

"We attribute our success to the ongoing dedication to ISO 9001:2008 standards and outstanding quality management program. We are committed to our clients and their shareholders' experiences," said Joe Redwine, president of U.S. Bancorp Fund Services. "Incorporating ISO principles creates a knowledge management system that provides the highest-quality deliverables along with practices that are continuously improved."

About U.S. Bancorp Fund Services

Headquartered in Milwaukee since 1969, U.S. Bancorp Fund Services LLC provides single-source solutions to support a variety of investment strategies and products, including mutual funds, alternative investments, open-end, closed-end and exchange-traded funds. The division currently services 556 fund families comprised of 3,352 portfolios, 4,216 fund classes and 3.6 million shareholder accounts with \$959 billion in client assets. U.S. Bancorp Fund Services is a subsidiary of U.S. Bank, the fifth largest commercial bank in the United States. Visit U.S. Bancorp Fund Services on the web at usbfs.com.

About U.S. Bancorp

Minneapolis-based U.S. Bancorp (NYSE: USB), with \$446 billion in assets as of December 31, 2016, is the parent company of U.S. Bank National Association, the fifth largest commercial bank in the United States. The Company operates 3,106 banking offices in 25 states and 4,842 ATMs and provides a comprehensive line of banking, investment, mortgage, trust and payment services products to consumers, businesses and institutions. Visit U.S. Bancorp on the web at www.usbank.com.

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