Pitney Bowes Recognized for Delivering 'World-Class' Customer Service

STAMFORD, Conn., May 27, 2014 - Pitney Bowes Inc. (NYSE:PBI) announced today that it has received the NorthFace ScoreBoard Award℠ from Omega Management Group Corp. in recognition of achieving excellence in customer service and support in 2013, marking the third consecutive year Pitney Bowes has received this prestigious award. The NorthFace ScoreBoard Award is presented annually to companies who, as rated solely by their own customers, exceeded expectations in customer satisfaction during the prior calendar year.

"Pitney Bowes is honored to receive the NorthFace ScoreBoard Award for excellent customer service," said Brian Stevenson, vice president, Global Client Care, Pitney Bowes. "Exceeding client expectations is at the heart of our culture and business strategy. We serve millions of clients around the world and this award underscores the value and quality service we deliver. The fact that multiple divisions of our company are consistently recognized by our clients for delivering world-class customer service shows that our ongoing efforts to enhance our clients' experience are working. We would like to thank all of our clients, ranging from small businesses to the largest Fortune 500 enterprises, for the opportunity to support their business."

Omega is an expert in customer experience management (CEM) strategy, and helps companies boost revenue and profits by consistently exceeding customer expectations for service quality. Omega's methodology measures customer satisfaction and loyalty levels on a 5-point scale (or equivalent) four times during the year in such categories as technical support, field service, customer service and account management. NorthFace ScoreBoard Award recipients are companies who, based solely on survey responses from their own customers, achieved a 4.0 or above out of a possible 5.0.

"We are thrilled to receive the NorthFace ScoreBoard Award for the third year in a row," said Karen Lim, vice president, Global Client Advocacy, Digital Commerce, Pitney Bowes. "For over 90 years, Pitney Bowes has been helping our clients engage with their customers through communications channels. We are committed to continuing to offer solutions to help our clients manage their entire customer engagement strategy and digital distribution strategy to help engage each individual customer and prospect in the best possible way to help enable lifetime relationships."

"The NorthFace ScoreBoard Award recognizes organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations," said John Alexander Maraganis, president & CEO of Omega. "In 2013, more than 250 projects, many international in scope, were judged from scores of companies based in the U.S. and abroad. The majority of companies are repeat recipients, which shows that, despite the tough economy, implementing a CEM strategy is a reliable, proven way to achieve business success."

About Pitney Bowes

Pitney Bowes provides technology solutions for small, mid-size and large firms that help them connect with customers to build loyalty and grow revenue. Many of the company's solutions are delivered on open platforms to best organize, analyze and apply both public and proprietary data to two-way customer communications. Pitney Bowes includes direct mail, transactional mail and call center communications in its solution mix along with digital channel messaging for the Web, email and mobile applications. Pitney Bowes: Every connection is a new opportunity™. www.pb.com.

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