

## Pitney Bowes Certified by J.D. Power for Service Excellence for Second Consecutive Year

STAMFORD, CT, April 29, 2021 – Pitney Bowes Inc. (NYSE: PBI), a global technology company that provides commerce solutions in the areas of ecommerce, shipping, mailing and financial services, today announced its Sending Technology Solutions business has achieved prestigious J.D. Power certification for technical support excellence for the second consecutive year, recognizing its deep commitment to its clients. This year's distinction expands its 2020 recognition for Assisted Support (Phone and Chat) to certified Technology Service and Support Distinction. The new certification for 2021 recognizes further excellence in Pitney Bowes onsite Field Service delivery and Self-service support, including web and online/on-product support.



To achieve the 2021 J.D. Power Certified Technology Service & Support recognition, Pitney Bowes passed a rigorous audit with over five hundred support processes benchmarked against industry leaders in technology, along with detailed self-assessments and in-depth customer satisfaction research. The research found that, from a survey of consumers, delighted customers are four times more likely to recommend Pitney Bowes services, three times more likely to expand their relationship with Pitney Bowes and 80% less likely to leave than merely satisfied customers.

“Pitney Bowes has demonstrated its commitment to technical support excellence by achieving certification for the second year in a row earning our Certified Assisted Technical Support distinction in 2020 and Certified Technology Service & Support distinction in 2021, and we congratulate them for this honor,” said Mark Miller, Practice Leader, Customer Service Advisory, J.D. Power. “The customer satisfaction research results show that the experience provided by Pitney Bowes was excellent across the channels that make up their assisted and self-service support channels, and their practices are aligned to sustain high performance.”

“Doing the right thing, the right way for our clients is the foundation for all we do. I am incredibly grateful to our Global Services team members, who commit themselves each day to creating exceptional client experiences in all touch points,” said Scott Schronce, Senior Vice President, SendTech Global Services, Sending Technology Solutions. “It is an honor to be recognized by J.D. Power and the Technology Services Industry Association. This Certification sets the standard for service industry best practices and innovation, and positions Pitney Bowes as a trusted partner.”

The J.D. Power Certified Technical Support Services Program empowers enterprise customers by giving them confidence in a business' customer service operation before they purchase its products and services. The Program was developed by J.D. Power and Associates and the Technology Services Industry Association (TSIA), the world's leading organization dedicated to advancing the business of technology services. It is a prestigious recognition from the Technical

Service and Support industry.

For more information, visit [www.jdpower.com](http://www.jdpower.com) or [www.tsia.com](http://www.tsia.com).

### **About Pitney Bowes**

Pitney Bowes (NYSE:PBI) is a global technology company providing commerce solutions that power billions of transactions. Clients around the world, including 90 percent of the Fortune 500, rely on the accuracy and precision delivered by Pitney Bowes solutions, analytics, and APIs in the areas of ecommerce fulfillment, shipping and returns; cross-border ecommerce; office mailing and shipping; presort services; and financing. For 100 years Pitney Bowes has been innovating and delivering technologies that remove the complexity of getting commerce transactions precisely right. For additional information visit Pitney Bowes at [www.pitneybowes.com](http://www.pitneybowes.com).

### **About J.D. Power**

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. These capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power has offices serving North America, Asia Pacific and Europe.

**About Technology Services Industry Association (TSIA)** The Technology Services Industry Association (TSIA) is the world's leading organization dedicated to advancing the business of technology services. Technology services organizations large and small look to TSIA for world-class business frameworks, best practices based on real-world results, detailed performance benchmarking, exceptional peer networking opportunities, and high-profile certification and awards programs. TSIA corporate members represent the world's top technology companies as well as scores of innovative small and mid-size businesses in four major markets: enterprise IT and telecom, consumer technology, healthcare and healthcare IT, and industrial equipment and technology. TSIA's editorial blog, Inside Technology Services, is widely recognized by technology service professionals for providing thought leadership and insights into industry trends and best practices. Visit us at <https://www.tsia.com/>, follow us on Twitter @TSIACommunity, or connect with us on LinkedIn and Google +.

### Contact:

John Spadafora

Pitney Bowes

M +1 518 708 3466

[john.spadafora@pb.com](mailto:john.spadafora@pb.com)