

## Nationwide Retirement Solutions Continues to Provide Stellar Service to Retirement Plan Participants

### *Firm Earns DALBAR'S Plan Participant Service Award for 9<sup>th</sup> year in a Row*

(Marlborough, MA, 3/1/2023) DALBAR is thrilled to announce that for the 9<sup>th</sup> year in a row, the 2022 **Plan Participant Service Award** has been awarded to **Nationwide Retirement Solutions**. The firm earned the award for providing consistent and exceptional telephone support to public and private sector retirement plan participants.

To earn the Plan Participant Service Award, firms must engage in a thorough audit of their telephone service, exceeding rigorous benchmarks in criteria that covers all aspects of the plan participant customer experience. Calls between Nationwide Retirement Solutions and their plan participant clients were thoroughly assessed throughout the entirety of 2022 to ensure all clients were met with best-in-class service through volatile market conditions.

“Nationwide’s service levels for plan participants are unmatched. And when we think about how employer sponsored plans work, we come to the quick realization that the plan participants are not the only beneficiaries of this outstanding service. The plan sponsors benefit from exceptional service to participants as well. It saves their HR department time and makes participants more likely to stay in and contribute to the plan,” observed Cory Clark, Chief Marketing Officer at DALBAR, Inc.

“Earning this recognition again affirms our ongoing commitment to helping plan participants reach their retirement goals, demonstrated by our superior service,” said [Eric Stevenson](#), president of Nationwide Retirement Solutions. “[Our recent survey](#) found 40% of workers are expecting to delay their retirement due to high inflation, so it’s more important than ever to continue to provide exceptional retirement solutions support and an extraordinary customer experience.”

DALBAR awards are recognized in the financial community as the standard of excellence. DALBAR is an independent third-party expert, providing audits, evaluations, ratings, and due diligence. DALBAR certifications are the mark of excellence in the financial services community.

#### **About Nationwide**

Nationwide, a Fortune 100 company based in Columbus, Ohio, is one of the largest and strongest diversified insurance and financial services organizations in the United States. Nationwide is rated A+ by both A.M. Best and Standard & Poor’s. An industry leader in driving customer-focused innovation, Nationwide provides a full range of insurance and financial services products including auto, business, homeowners, farm and life insurance; public and private sector retirement plans, annuities, mutual funds and ETFs; excess & surplus, specialty and surety; pet, motorcycle and boat insurance. For more information, visit [www.nationwide.com](http://www.nationwide.com). Follow us on [Facebook](#) and [Twitter](#).

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