

Nationwide Retirement Solutions Earns the 2023 DALBAR Plan Participant Service Award and Secures 10 Years of Customer Service Excellence to Retirement Plan Participants

(Marlborough, MA, February 28, 2024) DALBAR, Inc., the preeminent auditor of customer service within the financial services industry, proudly continues to unveil the distinguished recipients of the **2023 DALBAR Service Award**. For the 10th consecutive year, [Nationwide Retirement Solutions](#), has again earned the prestigious Plan Participant Service Award, in recognition of their exceptional telephone support to both their public and private sector retirement plan participants.

Nationwide is heralded for their commitment to outstanding customer service to retirement plan participants, and emerged successful through an impartial and meticulous audit utilizing DALBAR's cutting-edge measurement techniques and technology. This comprehensive year-long evaluation of contact centers pinpoints those demonstrating unparalleled excellence.

“Receiving this honor for the 10th consecutive year is a testament to our commitment to providing an outstanding experience for our customers,” said Cheryl Thompson, VP of Operations for Nationwide Retirement Solutions. “We’ve worked hard to build a culture of caring on our team and provide our people with the tools they need to provide a best-in-class experience to the participants we support.”

About DALBAR, Inc.

[DALBAR, Inc.](#) has a 46-year history and is recognized by the industry and government as an independent third-party expert in the business of providing audits, evaluations, ratings, and due diligence. DALBAR certifications are recognized as a mark of excellence in the financial services community.

About Nationwide and Nationwide Retirement Solutions

Nationwide Retirement Solutions, a business within Nationwide, is one of the largest and strongest diversified financial services and insurance organizations in the United States. Nationwide Retirement Solutions administers nearly 32,000 retirement plans, helping protect more than \$166 billion in participant assets, and helping secure financial futures for over 2.7 million participants in the governmental 457, corporate 401(k) and not-for-profit 403(b) markets. Nationwide is committed to serving the retirement industry by doing the right thing at the right time through better participant experiences, administrative simplicity and values that translate to service.

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 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 and mutual funds; excess & surplus, specialty and surety; and pet, motorcycle and boat insurance.

For more information visit www.dalbar.com or contact us at info@DALBAR.com

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