



Press Release

J.D. Power and Associates Reports: Center Partners Recognized for Providing An Outstanding Customer Service Experience

WESTLAKE VILLAGE, Calif.: 21 January 2012 —Center Partners' Financial Services industry support centers have been recognized for call center operation customer satisfaction excellence under the J.D. Power and Associates Certified Call Center Program for OutsourcersSM. The Certified Call Center Program for Outsourcers distinction acknowledges a strong commitment by Center Partners' service call center operations to provide "An Outstanding Customer Service Experience."

To become certified, the contact centers successfully passed a detailed audit of more than 100 practices that encompass their recruiting, training, employee incentives, management roles and responsibilities, and quality assurance capabilities. As part of its evaluation, J.D. Power and Associates conducted a random survey of financial services industry customers who recently contacted Center Partners' call centers in Fort Collins, Colorado and Liberty Lake, Washington.

"Center Partners has earned this impressive achievement by providing an outstanding customer service experience to Financial Services industry callers and are to be congratulated for their accomplishment," said Mark Miller, Senior Director, J.D. Power and Associates.

For certification status, a contact center must also perform within the top 20 percent of customer service scores, which are based on benchmarks established in J.D. Power and Associates' cross-industry customer satisfaction research. The evaluation criteria include the customer service representative's courtesy, knowledge and concern for the customer; promptness in speaking to a person; and timely resolution of the problem or request. Additionally, the experience with the automated phone system is evaluated based on the clarity of the information provided, the ease of navigating the phone menu prompts and the ease of understanding the phone menu instructions.

"We are pleased to be a part of the J.D. Power and Associates standard for providing an outstanding customer experience," said David Geiger, CEO for Center Partners. "The J.D. Power and Associates program is consistent with our internal goals and aspirations, and, while we did work hard to meet the strict requirements, the program is right in line with the direction we're taking our business."

The Certified Contact Center Program was launched by J.D. Power and Associates in 2004 to evaluate overall customer satisfaction with call centers and to help call centers in various industries increase their efficiency and effectiveness by establishing and continually updating leading practices for handling service calls. The Certified Contact Center Program for Outsourcers was launched in 2012 to evaluate similar metrics for companies that maintain contact centers on behalf of their clients.

For more information on the [Contact Center Certification Program](#), please visit JDPower.com.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company providing forecasting, performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

About The McGraw-Hill Companies

The McGraw-Hill Companies (NYSE: MHP), a financial intelligence and education company, signed an agreement to sell its McGraw-Hill Education business to investment funds affiliated with Apollo Global Management, LLC in November 2012. Following the sale closing, expected in early 2013, the Company will be renamed McGraw Hill Financial (subject to shareholder approval) and will be a powerhouse in benchmarks, content and analytics for the global capital and commodity markets. The Company's leading brands will include: Standard & Poor's, S&P Capital IQ, S&P Dow Jones Indices, Platts, Crisil, J.D. Power and Associates, McGraw-Hill Construction and Aviation Week. The Company will have approximately 17,000 employees in more than 30 countries. Additional information is available at www.mcgraw-hill.com.

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