

## Global Custodian and McLagan Join Forces to Transform Customer Satisfaction Surveys in the Securities Services Industry

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*Global Custodian (“GC”), the leading publication for the securities services industry, and Aon McLagan Investment Services (“McLagan”), which provides financial and compensation benchmarking services to the securities services industry, have formed a partnership to survey clients of the custodian and investment banks active in the securities services industry.*

Under the terms of the partnership agreement, McLagan will provide a fully outsourced survey service to GC, including the creation and distribution of survey questionnaires, the management of the survey process, the collection and analysis of the survey responses, and the preparation of the results and the accompanying texts published in GC.

GC, which has conducted surveys of the securities services industry for nearly 30 years, will continue to deliver all other aspects of the surveys published in the magazine. This includes the hosting of the annual awards dinners in London and New York, all advertising and sponsorship associated with the surveys, including badges of excellence.

“We are delighted to join forces with McLagan, which has a well-deserved reputation for excellence in data collection and analysis,” says Richard Schwartz, Senior Contributing Editor and Special Projects Director at GC. “Between us, we can offer our clients and the clients of our clients an excellent technology platform, a high standard of service during the survey process, and a guarantee of quality and independence in the preparation of the results. The partnership also ensures that our survey framework is compliant with the upcoming GDPR regulations.”

“By joining forces with GC, we are adding an established portfolio of client experience surveys to data we already collect about headcount, compensation and financial performance,” says Dominic Hobson, Consulting Adviser to McLagan Investment Services. “We are confident we can add value to the surveys by marrying client perception data to the hard data. This partnership will enable us to detect areas of strength and weakness, explain them, and give banks pointers on where to invest and disinvest.”

## Notes

1. The GC surveys covered by the agreement are the Agent Banks in Major Markets (ABMM), Agent Banks in Emerging Markets (ABEM), Agent Banks in Frontier Markets (ABFM), Prime Brokerage (PB), Hedge Fund Administration (HFA), Mutual Fund Administration in North America (MFA-NA), Private Equity Fund Administration (PEFA), the Tri-party Securities Financing (Tri-party) surveys, and any Domestic surveys conducted by the publication.
2. Global Custodian, which is published five times a year to a global readership numbering 20,000 people, is the leading magazine covering the international securities services industry. The magazine has published surveys measuring client perceptions of all aspects of the securities services industry, including custody, fund administration, prime brokerage and securities lending and financing, since it was first published in 1989. The magazine is now owned by its management.
3. McLagan Investment Services is part of McLagan, which provides compensation consulting, financial and operational benchmarking and best practice research across the financial services industry. McLagan, which was founded in 1966, is now owned by Aon.

To learn more about McLagan Investment Services, visit [mclagan.aon.com/investment-services](http://mclagan.aon.com/investment-services).

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## About McLagan

McLagan provides tailored talent, rewards, and performance expertise to financial services firms across the globe. Since 1966, we have partnered with the largest and smallest financial services firms to help them make data-driven decisions to hire, retain, and engage the top talent for keeping the global economy running. Our compensation surveys are the most comprehensive, in-depth source of rewards data covering over 150 countries from more than 2,500 clients. Our consultants work with hundreds of firms annually to design total rewards programs and benchmark financial performance for boards of directors, executives, employees, and sales professionals. McLagan is a part of Aon plc (NYSE: AON). For more information, please visit [mclagan.aon.com](http://mclagan.aon.com).

## About Aon

Aon plc (NYSE:AON) is a leading global professional services firm providing a broad range of risk, retirement and health solutions. Our 50,000 colleagues in 120 countries empower results for clients by using proprietary data and analytics to deliver insights that reduce volatility and improve performance.

For further information on our capabilities and to learn how we empower results for clients, please visit <http://aon.mediaroom.com>.

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