

News

FOR IMMEDIATE RELEASE

JUSTIN BURSZTEIN
Moody's Analytics Communications
001.212.553.1163
justin.bursztein@moodys.com



moodysanalytics.com



twitter.com/moodysanalytics



[linkedin.com/company/
moody's-analytics](https://linkedin.com/company/moody's-analytics)

Moody's Analytics wins Gold Stevie® Award for Innovation in Customer Service

NEW YORK, March 22, 2018 – Moody's Analytics has won Gold at the 2018 Stevie Awards for Sales & Customer Service. The Moody's Analytics Customer Service team earned the Gold Stevie in the Innovation in Customer Service: Financial Services category. This marks the third year in a row the team has won at the Stevie Awards, following two Silver awards in 2017 (Innovation in Customer Service and Front-Line Customer Service Team of the Year) and a Gold Stevie for Front-Line Customer Service Team of the Year in 2016.

"We're honored that the Stevie Awards are again recognizing the Moody's Analytics Customer Service team for the outstanding service we provide and for staying at the forefront of innovation in customer service," said Sheena Sweeney, Managing Director – Customer Service at Moody's Analytics. "We invest in our team to help them gain skills and develop their careers, all while focusing on going above and beyond to help our clients succeed."

Our Customer Service team has redefined its mission as part of Project D.R.I.V.E., which began in 2015. This global initiative aims to advance the delivery of our client service through innovations in technology. Winning the Innovation in Customer Service category validates our sustained focus on Project D.R.I.V.E., and demonstrates how innovation helps Moody's Analytics to meet our clients' needs.

In addition to winning Gold at the Stevie Awards, the Customer Service team was also honored at the recent Financial Innovation Awards, [earning the "Highly Commended" distinction](#) in the Service Team of the Year category.

Stevie Awards recognize outstanding performances in the workplace worldwide. The awards for Innovation in Customer Service recognize new ideas and developments within customer service that enabled organizations to meet the needs of their customers more effectively, leading to increased satisfaction and loyalty.

The Moody's Analytics Customer Service team has staff in 14 locations including London, Hong Kong, Tokyo, New York, and San Francisco.

About Moody's Analytics

Moody's Analytics provides financial intelligence and analytical tools supporting our clients' growth, efficiency, and risk management objectives. The combination of our unparalleled expertise in risk, expansive information resources, and innovative application of technology helps today's business leaders confidently navigate an evolving marketplace. We are recognized for our industry-leading solutions, comprising research, data, software and professional services, assembled to deliver a seamless customer experience. Thousands of organizations worldwide have made us their trusted partner because of our uncompromising commitment to quality, client service, and integrity.

Moody's Analytics is a subsidiary of Moody's Corporation (NYSE: MCO). MCO reported revenue of \$4.2 billion in 2017, employs approximately 11,900 people worldwide and maintains a presence in 41 countries. Further information about Moody's Analytics is available at www.moodyanalytics.com.

###