

ADP RECEIVES INTERNATIONAL AWARD FOR EXCELLENCE IN CUSTOMER SERVICE

ADP's Comprehensive Outsourcing Services Recognized for World Class Service and Continued Client Satisfaction

ROSELAND, N.J. – February 23, 2009– [ADP](#)® Employer Services, a leading provider of [HR](#), payroll and benefits administration services, today announced that ADP is among a select group of companies awarded an International Service Excellence Award from the International Council of Customer Service Organizations (ICCSO). The ICCSO is an international body for customer service organizations seeking to develop and promote international service standards and professional excellence in customer service.

In selecting ADP as an International Service Excellence Award winner, the Customer Service Institute of America (CSIA), which manages the awards for the ICCSO, cited the sustained excellence and world-class service ADP provides its clients from its Employee Service Centers located throughout the world. The Employee Service Centers are part of ADP's Comprehensive Outsourcing Services (COS) offering, which is an HR Business Process Outsourcing solution for U.S.-based organizations with more than 1,000 employees.

“We are truly honored to be presented with this award that validates ADP's core philosophy that every associate counts, every client counts and every interaction between our associates and our clients counts,” said Regina Lee, President of National Account Services and Employer Services International. “ADP strives to establish deep business relationships with our clients through a culture of exceptional service that complements the best practices and unrivaled experience upon which our Comprehensive Outsourcing Services are based.”

Criteria for the International Service Excellence Awards were based on the International Customer Service Standard (ICSS), set by the CSIA to provide a comprehensive and practical framework to assist organizations in delivering consistently high levels of service. The ICSS evaluated award winners on “the four key components necessary to maintain the alignment through a cause and effect relationship and balance between ‘passion’ and ‘process’,” including:

- Service perspective
- Financial perspective
- Operational perspective
- Learning and growth perspective

“ADP is deserving of this award honoring the delivery of exceptional customer service,” said Rodney Dunham, Vice President of Human Resources at Credit Suisse. “At Credit Suisse, it's essential that our employees receive 24/7 access to HR and Payroll information, and we get exactly that from the ADP Employee Service Centers. We could not be more satisfied with the outstanding service the ESC provides us on every level.

ADP continues to evolve with the changing needs of our business, allowing us to focus more fully on our core business objectives.”

ADP [National Account Services](#) is the ADP business unit that provides HR, benefits and payroll services – including ADP Comprehensive Outsourcing Services – to organizations with more than 1,000 employees. For more information about COS, please visit www.cos.adp.com or call 1-800-225-5237.

For more information about the CSIA Awards please visit www.serviceinstitute.com.

About ADP

Automatic Data Processing, Inc. (Nasdaq: ADP), with nearly \$9 billion in revenues and over 585,000 clients, is one of the world’s largest providers of business outsourcing solutions. Leveraging nearly 60 years of experience, ADP offers the widest range of HR, payroll, tax and benefits administration solutions from a single source. ADP’s easy-to-use solutions for employers provide superior value to organizations of all types and sizes. ADP is also a leading provider of integrated computing solutions to auto, truck, motorcycle, marine and recreational vehicle dealers throughout the world. For more information about ADP, or to contact a local ADP sales office, reach us at 1-800-225-5237 or visit the company’s Web site at www.adp.com.

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