

## For Immediate Release:

### First Citizens Investor Services Named a 2021 Top Director Award Recipient

#### *Outstanding Investment Services Businesses in Financial Institutions*

**CHAPEL HILL, NC, DECEMBER 13, 2021:** Kehrer Bielan Research & Consulting today announced that First Citizens Investor Services has been selected as a recipient of a 2021 Top Director Award for the outstanding performance of its investment services business. First Citizens Investor Services chose to be honored collectively for the achievement.

First Citizens Investor Services was one of 71 investment services leaders to be singled out for recognition in the first annual Kehrer Bielan Top Director Awards, presented by Ameriprise Financial Institutions Group. First Citizens Investor Services qualified as a finalist in the mega firms category, which is sponsored by Cetera.

The Kehrer Bielan Top Director Awards are given to financial institutions in four categories:

- Small firms, with less than 7 advisors
- Mid-size firms with 7 to 24 advisors
- Large firms with 25 to 50 advisors
- Mega firms with more than 50 advisors

“Friendly competition among peers inspires excellence, but only if the rules are fair,” commented Dr. Kenneth Kehrer, a partner at Kehrer Bielan. “We set out to develop a transparent, data-driven process that would reward Directors whose firms excel in the selected criteria. The criteria we chose for the evaluation process are the areas that our accumulated experience as researchers and consultants tell us are critical for growth.”

The members of the inaugural class of Top Directors were selected based on their firms’ performance across eleven metrics:

- Revenue penetration of deposits
- Year-over-year growth in revenue
- Advisor revenue productivity
- Clients per advisor
- Revenue per client
- Investment assets per client

- Investment assets per advisor
- Advisory revenue per advisor
- Life insurance revenue per advisor
- Asset productivity (revenue on assets)
- Advisor coverage of deposits

To earn points in any one factor, the Director's firm needed to be among the top 100 in the category, essentially the top quartile of the 406 firms evaluated. More information on the award methodology can be found [here](#).

“The recipients of the 2021 Top Director Awards truly represent the best performers in our community,” commented Peter Bielan, a partner at Kehrer Bielan. “These firms perform at a higher level in the key areas compared to their peers, and they couldn't have gotten these results without superior leadership. All of this year's winners should take great pride in having achieved this much-deserved recognition.”

**About Kehrer Bielan Research & Consulting.** KBR&C provides the financial advice industry with insights based on a melding of research and experience in managing the delivery of investment, insurance, and wealth management services. The firm provides performance assessment and benchmarking, human resource management and development, due diligence, consumer insights, and interpretation of industry trends through its original research, unbiased consulting, and peer study groups.

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