



NEWS RELEASE

Ameriprise #1 for Customer Service in the 2017 Temkin Group Investment Industry Rankings

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Ameriprise also ranked No. 1 in Forgiveness and No. 2 in Trust

MINNEAPOLIS--(BUSINESS WIRE)-- Ameriprise Financial (NYSE: AMP) has achieved top marks in the investments industry in three 2017 Temkin Ratings. The firm is ranked no. 1 out of 14 investment firms in the 2017 Temkin Customer Service Ratings and in the 2017 Temkin Forgiveness Ratings. Ameriprise placed no. 2 in the 2017 Temkin Trust Ratings among the same group of 14 investment firms.

Temkin Ratings evaluates organizations based on a large-scale survey of consumers and provides benchmark metrics on customer engagement. The Temkin Customer Service Ratings is based on how satisfied consumers are with their recent service experiences. Another important metric, the Forgiveness Ratings asks consumers to rate their interactions with various companies by indicating how likely they would be to forgive a firm if it makes a mistake. Temkin's Trust Ratings surveyed consumers to gauge the trust they have that an organization will operate on their behalf.

"We want every investor who works with Ameriprise to feel valued and brilliant – and that's why we're so passionate about the experience and customer service we provide to each and every client," said Marie O'Neill senior vice president of marketing at Ameriprise Financial. "We take great pride in the deep personal relationships that Ameriprise and our advisors have developed with our clients and in the trust they place in us. We're thrilled to receive this recognition, which represents the voice of consumers."

For more information on the ratings, visit www.TemkinRatings.com.

About Ameriprise Financial

At Ameriprise Financial, we have been helping people feel confident about their financial future for more than 120 years. With extensive asset management, advisory and insurance capabilities and a nationwide network of approximately 10,000 financial advisors, we have the strength and expertise to serve the full range of individual and institutional investors' financial needs. For more information, or to find an Ameriprise financial advisor, visit **ameriprise.com**.

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