![Ameriprise Financial logo]

Ameriprise Financial Certified by J.D. Power for Outstanding Customer Service

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MINNEAPOLIS--(BUSINESS WIRE)-- Ameriprise Financial (NYSE: AMP) announced today that it has been recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for phone support to advisors. The Ameriprise call centers achieved this certification following a rigorous evaluation and survey of recent servicing interactions in 2019.

Ameriprise received high ratings across the majority of J.D. Power best practices and excelled in attributes including: "a strong customer-centric culture," "timeliness and focus on resolution," and "continuous process improvement driven directly by the associates."

"Ameriprise is truly committed to a client-first culture, and I'm so proud of the outstanding service we deliver every day," said Dawn Cooper, Executive Vice President of Service & Operations at Ameriprise. "It's an honor to receive this prestigious recognition, which is a reflection of our relentless push to provide an end-to-end, compelling experience for our advisors and clients."

For more information about the certification, visit **jdpower.com/ccc**.

About Ameriprise Financial

At Ameriprise Financial, we have been helping people feel confident about their financial future for more than 125 years. With extensive advisory, asset management 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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