



NEWS RELEASE

# Ameriprise Financial Earns Top Marks for Customer Service

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Firm rated as "top performer" in Hearts & Wallets Customer Satisfaction Report

MINNEAPOLIS--(BUSINESS WIRE)-- Ameriprise Financial (NYSE: AMP) excels in customer service dimensions investors value most, according to data from research firm Hearts & Wallets' 2018 Wants & Pricing report. The firm garnered "top performer" status in several areas that investors prioritize when working with a financial provider, including "explains things in understandable terms" and "understands me and shares my values". Ameriprise also received top marks in "has defined, repeatable process for producing results", and "knowledgeable, timely and tactical investment ideas".

"At Ameriprise we're committed to creating a meaningful experience for our clients that entails a personal relationship with an advisor, clear advice and robust investment solutions aligned to our clients' goals," said Marie O'Neill, senior vice president of marketing at Ameriprise Financial. "We're pleased investors value this experience and highly rate the service they receive from us".

The Hearts & Wallets Wants & Pricing study focuses on national satisfaction ratings for the top 23 financial providers, leading brokers, banks and retirement platforms cited most often by customers from over 5,000 U.S. households. To earn the top performer designation, firms receive ratings from their clients that are distinctively higher than the ratings other firms receive from their clients.

For more information on the rankings, visit [www.heartsandwallets.com](http://www.heartsandwallets.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**.

Investment advisory products and services are made available through Ameriprise Financial Services, Inc., a registered investment adviser.

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