



NEWS RELEASE

Ameriprise Financial Earns Two J.D. Power Certifications for Outstanding Client and Advisor Service

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The firm receives its second consecutive client certification and seventh consecutive advisor certification

MINNEAPOLIS--(BUSINESS WIRE)-- Ameriprise Financial, Inc. (NYSE: AMP) has once again been recognized by J.D. Power for delivering an outstanding customer service experience for phone support to its clients and financial advisors. The firm earned the certification for the second year in a row for its client service, and for the seventh consecutive year for its advisor service.

“Providing a consistently excellent experience for both our clients and advisors is a top priority at Ameriprise,” said **Jill Swenson, Senior Vice President of Service & Operations at Ameriprise**. “We’re proud to be recognized by J.D. Power again this year. These certifications speak to the dedication and expertise of our service teams who go above and beyond to deliver timely, knowledgeable and caring support.”

Ameriprise call centers earned this recognition by exceeding the benchmarks in the J.D. Power Certified Customer Service ProgramSM, which evaluates customer service operations across industries. Certification is based on a rigorous operational evaluation and a customer satisfaction survey that measures key factors including satisfaction with the knowledge, courtesy, and concern demonstrated by representatives, the promptness in reaching a representative, the timeliness of issue resolution, and overall satisfaction.

“Ameriprise has been recognized for seven consecutive years for delivering outstanding advisor service through its live phone channel, while its client service team has earned certification for the second year in a row—highlighting a

continued commitment to excellence across both areas of support,” said **Mark Miller, Practice Leader, Customer Service Advisory at J.D. Power**. “We enthusiastically congratulate Ameriprise for earning this distinction once again, which demonstrates their commitment to focusing on, and taking great care of, their customers.”

Ameriprise is among a select group of companies across industries to earn these certifications.

About Ameriprise Financial

At Ameriprise Financial, we have been helping people feel confident about their financial future for more than 130 years¹. With extensive investment advice, global asset management capabilities and insurance solutions, and a nationwide network of more than 10,000 financial advisors, we have the strength and expertise to serve the full range of individual and institutional investors' financial needs.

Source & disclosure:

J.D. Power 2025 Certified Customer Service ProgramSM recognition is based on successful completion of an operational evaluation and exceeding a customer satisfaction benchmark through a survey of recent servicing interactions. J.D. Power certified Ameriprise customer satisfaction performance for advisors and clients in these factors: satisfaction with the IVR routing process, and the customer service representative which includes knowledge, courtesy, concern, promptness in getting to a representative, and timeliness of resolution in addition to overall satisfaction. Ameriprise paid a fee to J.D. Power to have their advisor and client support experience independently certified through this program and cite the results. Ameriprise’s public use of the certification is subject to a license fee. For more information, visit www.jdpower.com/awards.

¹Company founded June 29, 1894

Ameriprise Financial Services, LLC is an Equal Opportunity Employer.

Investment products are not insured by the FDIC, NCUA or any federal agency, are not deposits or obligations of, or guaranteed by any financial institution, and involve investment risks including possible loss of principal and fluctuation in value.

Securities offered by Ameriprise Financial Services, LLC., Member FINRA and SIPC

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