



NEWS RELEASE

# Ameriprise Financial Once Again Recognized by J.D. Power for its “Outstanding Customer Service Experience”

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MINNEAPOLIS--(BUSINESS WIRE)-- For the fourth year in a row, Ameriprise Financial, Inc. (NYSE: AMP) earned a J.D. Power certification<sup>1</sup> for providing an “outstanding customer service experience” to its financial advisors who contact the company by phone for assistance. The Ameriprise Advice & Wealth Management and RiverSource call centers earned the certification following a rigorous evaluation and survey of advisors’ recent servicing interactions.

“At Ameriprise, we pride ourselves on delivering world-class service to our clients and the financial advisors who serve them,” said Kelly Metz, Executive Vice President of Service & Operations at Ameriprise. “J.D. Power’s continued recognition of our outstanding customer service experience reflects our deep expertise and advanced capabilities – and our culture of caring and excellence. We’re grateful for the accolade, but even more so for the opportunity to serve millions of satisfied Ameriprise clients and help them achieve their financial goals for the future.”

Ameriprise earned the certification as a result of exceeding the performance requirements on J.D. Power’s research on phone navigation experiences and contact center interactions. The firm is among a small number of companies across various industries to achieve the accolade.

Ameriprise also received this distinction in 2019, 2020 and 2021. For more information about the certification, visit [jdpower.com/cc](https://www.jdpower.com/cc).

**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**.

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.

Ameriprise Financial Services, LLC is an Equal Opportunity Employer.

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<sup>i</sup> J.D. Power 2022 Certified Customer Service Program recognition is based on successful completion of an evaluation and exceeding a customer satisfaction benchmark through a survey of recent servicing interactions. Ameriprise advisors evaluated the firm's performance in these factors: satisfaction with the IVR routing process, and the customer service representative which includes knowledge, courtesy, concern, call duration/transfers/hold time, and timeliness of resolution in addition to overall satisfaction. Ameriprise paid a fee to J.D. Power to be independently evaluated through this program and cite the results. Ameriprise's use of results of the evaluation is subject to a license fee. For more information, visit <https://www.jdpower.com/cc>.

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