

Client verification and voice recognition

Frequently Asked Questions

Updated Nov. 2021

Ameriprise has begun using voice recognition to verify callers to our corporate office. This tool uses recordings from clients' previous calls to compare voices and help identify potentially fraudulent callers who may be impersonating clients. It is one step in the multi-factor authentication process we use to protect clients' accounts and information.

Your security, as well as your privacy and any information we may collect as part of the voice recognition process, is a priority to us. This extra verification is just one of the ways in which Ameriprise can help you feel confident, connected, and in control of your financial life.

Questions? We're here to help.

You may refer to the list of Frequently Asked Questions below for any questions you may have about the voice recognition process.

For additional information or assistance, please contact:

- An Ameriprise Financial client service representative at 800.862.7919

What is voice recognition?

Keeping your information safe is a priority for us and voice recognition is part of the multi-factor authentication process we use to help detect potential fraud and impersonation attempts. When you call in, we use voice recognition services from our fraud prevention partner to compare your voice to short voice samples collected from previous phone calls you have made to us.

In addition to increased protection, a successful voice verification may also reduce the number of questions we need to ask you to confirm your identity over the phone.

What happens if voice recognition is unsuccessful in verifying my identity (e.g., calling from speakerphone, background noise, bad phone connection, etc.)?

Voice recognition is used to assist with detecting potential fraud and/or impersonation attempts but isn't our only method for verifying your identity. If we are unable to successfully match your voice, we may ask additional security questions to help verify your identity over the phone.

What if I have concerns about my information being shared with your fraud prevention partner?

Your security is a top priority for us. Our fraud prevention partner has been fully vetted, and the information shared is only used to help verify your identity and detect potential fraudulent callers who may attempt to gain access your accounts. If you would like to review our full privacy policies, please visit ameriprise.com/privacy. For more information or further reassurance, you may also speak with your financial advisor or an Ameriprise customer service associate at the number listed above.