

# Client verification and voice recognition

## Frequently Asked Questions

Updated December 2024

### **Why voice recognition?**

Ameriprise Financial uses voice recognition to verify callers to our corporate office. This tool uses recordings from previous calls to compare voices and help identify potential bad actors. It's one step in the multi-factor authentication process we use to help protect your accounts and information. In addition to increased protection, a successful voice verification may also reduce the number of questions we need to ask to confirm your identity over the phone.

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

Voice recognition 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 bad actors.

To review our full privacy policies, please visit [ameriprise.com/privacy](https://ameriprise.com/privacy).

### **Questions? We're here to help.**

For more information or additional reassurance, please contact:

- An Ameriprise Financial client service representative at **800.862.7919**.