

October 22, 2019



National Storage Affiliates Trust Named by Newsweek and Statista as One of America's Best Customer Service Brands for 2020

GREENWOOD VILLAGE, Colo.--(BUSINESS WIRE)-- National Storage Affiliates Trust ("NSA" or the "Company") (NYSE: NSA) was recognized by Newsweek Media as one of America's Best Customer Service Brands for 2020.

This press release features multimedia. View the full release here:

<https://www.businesswire.com/news/home/20191022006102/en/>

(Graphic: Business Wire)

The distinction was based on an independent survey of more than 20,000 U.S. customers conducted by

global research firm Statista, which ranked retailers and service providers in 160 categories overall. The complete list distinguishes NSA as the #1 customer service provider in the Storage Centers category and places NSA in the Top 10 amongst all companies for customer service overall. Details may be found on the Newsweek web site, found at [America's Best Customer Service 2020](#), and will be featured in the November 1st edition of the magazine.

Arlen Nordhagen, Chairman of the Board and Chief Executive Officer of the Company, stated, "We are honored to be recognized as the top-rated customer service provider in the Storage Centers category. NSA has been committed to excellence since we founded the Company in 2013, and this is another acknowledgement of our entire team's above and beyond efforts."

About the Methodology

America's Best Customer Service brands were selected based on an independent survey from a vast sample of more than 20,000 U.S. customers who have either made purchases, used services, or gathered information about products or services in the past three years. Customers were asked whether they would recommend brands to friends or family; the survey also included questions on 5 evaluation criteria relevant to the consumer experience: quality of communication, professional competence, range of services, customer focus and accessibility. A total of 115,115 evaluations were collected about retailers and service providers across 160 categories. The top 3 brands receiving the highest scores in each category were awarded as America's Best Customer Service 2020.

Upcoming Industry Conferences

NSA management is scheduled to participate in the upcoming Nareit REITworld 2019

Annual Conference on November 12-14, 2019 in Los Angeles, California.

About National Storage Affiliates Trust

National Storage Affiliates Trust is a Maryland real estate investment trust focused on the ownership, operation and acquisition of self storage properties located within the top 100 metropolitan statistical areas throughout the United States. The Company currently holds ownership interests in and operates over 700 self storage properties located in 35 states + Puerto Rico with over 46 million rentable square feet. NSA is one of the largest owners and operators of self storage properties among public and private companies in the U.S. For more information, please visit the Company's website at www.nationalstorageaffiliates.com. NSA is included in the MSCI US REIT Index (RMS/RMZ), the Russell 2000 Index of Companies and the S&P SmallCap 600 Index.

View source version on businesswire.com:

<https://www.businesswire.com/news/home/20191022006102/en/>

National Storage Affiliates Trust

Investor/Media Relations

George Hoglund, CFA

Vice President - Investor Relations

720.630.2160

ghoglund@nsareit.net

Source: National Storage Affiliates Trust