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Life Storage Wins Newsweek's 2019 Best Customer Service Award

BUFFALO, N.Y.--(BUSINESS WIRE)-- Life Storage, Inc. (NYSE:LSI), a leading national owner and operator of self storage properties, announced today that it has been honored with [Newsweek's 2019 America's Best Customer Service Award](#). The survey was conducted on retailers and service providers from 141 categories, including Storage Centers.

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(Graphic: Business Wire)

both residential and commercial storage customers with storage units rented by month. Life Storage consistently provides responsive service to its 400,000-plus customers, making it a leader in the industry. For more information visit <https://invest.lifestorage.com/>.

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"This award is a testament to the commitment of every Life Storage associate whether they are working in the field, the call center, or behind the scenes at our home office," commented Dave Rogers, CEO of Life Storage, Inc. "We will proudly display that badge."

The winners were selected based on the evaluations of over 20,000 U.S. customers who have either made a purchase, used a service or gathered information about a product or service in the last three years. Newsweek's study highlighted the value that customers place on service at a time when automation tends to reduce face-to-face interaction in the workplace. Life Storage employs approximately 1,500 store associates and over 300 associates in the company's home office. Rogers added, "We strive to maintain a customer-centric culture, and it is incredibly gratifying to have that recognized by our customers."

ABOUT LIFE STORAGE, INC:

[Life Storage, Inc.](#) is a self-administered and self-managed equity REIT that is in the business of acquiring and managing self storage facilities. Located in Buffalo, New York, the Company operates more than 750 storage facilities in 28 states. The Company serves

Source: Life Storage, Inc.