



NEWS RELEASE

# SmartStop Self Storage Once Again Ranked Top Self Storage Customer Service 2024 by Newsweek

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SmartStop Earns Top Spot for Third Time

LADERA RANCH, Calif.--(BUSINESS WIRE)-- SmartStop Self Storage REIT, Inc. ("SmartStop" or the "Company"), a self-managed and fully integrated self-storage company, announced today that it received the top score among self-storage centers in Newsweek's America's Best Customer Service 2024. This marks the third time SmartStop has earned the top spot among self-storage providers. SmartStop is the only self-storage company to rank number one multiple times since the survey began six years ago.

Newsweek partnered with global data research firm Statista on the independent survey of more than 30,000 U.S. customers who have either made purchases, used services, or gathered information about products or services in the past three years. The final assessment and rankings were based on the likelihood of recommendation and five evaluation criteria): quality of communication, professional competence, range of services, customer focus, and accessibility.

"At SmartStop, our unwavering commitment to customer service has propelled us to win Newsweek's America's Best Customer Service award not just once, but three times," said H. Michael Schwartz, Chairman and CEO of SmartStop. "We believe storage shouldn't be complicated or stressful for our customers, and this prestigious recognition reaffirms our dedication to delivering seamless, stress-free storage solutions. This award underscores our team's dedication, expertise, and passion for making a positive difference in the lives of our customers."

About SmartStop Self Storage REIT, Inc. (SmartStop):

SmartStop Self Storage REIT, Inc. ("SmartStop") is a self-managed REIT with a fully integrated operations team of approximately 500 self-storage professionals focused on growing the SmartStop® Self Storage brand. SmartStop, through its indirect subsidiary SmartStop REIT Advisors, LLC, also sponsors other self-storage programs. As of September 7, 2023, SmartStop has an owned or managed portfolio of 192 operating properties in 22 states and Canada, comprising approximately 135,000 units and 15.2 million rentable square feet. SmartStop and its affiliates own or manage 33 operating self-storage properties in Canada, which total approximately 28,600 units and 3.0 million rentable square feet. Additional information regarding SmartStop is available at [www.smartstopselfstorage.com](http://www.smartstopselfstorage.com).

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