



Are you considering a collaboration with Augusta? This precious metal firm has been chosen by numerous investors over the past decade since its launch. It seems to perform much better than its competitors owing to its customer-focused approach.

Augusta offers competitive pricing, account lifetime support, reasonable fees, and compliance. At the beginning of Augusta's story, the founder realized that American consumers are deprived of the necessary information about investment alternatives and the nation's economy. That later led to the development of an educational offering, including a video blog, blog, and conference.

We hope the info below helps potential investors learn about Augusta's customer service and reviews.

## **Customer service**

The most important asset of Augusta is its exceptional customer service, which is explained in detail on its website. The most specific service is their web conference conducted person-to-person and designed by their Harvard-trained economist. No other precious metal IRA company helps clients learn about the arts of investing.

Unlike their competitors, Augusta stopped paying salespeople commission in 2022 in order for their salespeople not to pressure customers into agreeing to invest by being overly persistent. This decision has certainly added to their credibility. Clients are also awarded a personal agent for serving as their guide during the process to feel as little pressure as possible.

Another unique aspect of their customer service is lifetime customer support. The support of other companies usually ends once the transaction is completed. It claims to have the most

transparent pricing in the industry by having a special arrangement with the Canadian Royal Mint to provide American investors with high-purity coins at reasonable prices in comparison to different mints. [Find out](#) why it pays off to be completely transparent in business.

The customer experience enabled by Augusta is structured in a way to provide service of premium quality. The organization of the company uses specialized departments to manage every step of the account-opening journey in a seamless manner. Since the primary goal of Augusta is to build long-term relationships with their clients, they are consistent in providing personalized attention.

Besides the provided web conference, aspiring investors can find plenty of information on their site, such as their video library. Individuals who are eager to learn everything fast are encouraged to sign up for a free investment guide, which can be downloaded instantly. As mentioned already, this firm makes sure each client has a personal agent to be their point of contact. Customers feel more relaxed knowing that there is a person they can contact at any time.

Later on, investors are introduced to trained specialists knowledgeable about global financial markets who they can contact to ask questions. Augusta is committed to providing education to retirement investors concerning precious metals. They even have a full-time education director with Harvard training who created the free educational web conference.

Another aspect most customers love about Augusta is the fact that this business is family-operated and has a deep history of more than forty years. Individuals get some sort of assurance when deciding to hire a family business. The rich history of this firm makes it appealing in the eyes of customers.

The company website is designed to educate potential and current customers. It's actually a library of helpful information that helps newbie investors become knowledgeable and experienced precious metal buyers. There's a special section devoted to IRAs, which educates visitors on self-directed IRAs, referring to the types of accounts allowing owners to make investments into alternative assets. This article, <https://money.usnews.com/money/retirement/iras/articles/a-guide-to-self-directed-iras>, serves as a guide to self-directed IRAs.

There's also a special section devoted to IRA Frequently Asked Questions (FAQ), which tackles most questions customers have about making an investment, such as the buying, shipping, and storage process. Not all precious metal coins are eligible for inclusion in IRAs, as they must meet the minimum purity standards. Augusta has a special section on its website devoted to IRA-eligible coins for visitors to see some of the coins they are offering.

IRS rules say that investors must have a custodian to administer their accounts. These professionals make transfers from traditional to self-directed retirement accounts. Augusta works with reputable custodians, such as Kingdom Trust, Equity Trust, and Goldstar Trust. It makes the customer experience complete by offering secure, IRS-compliant storage alternatives to clients in multiple US cities.

Additionally, this firm facilitates communication between investors and storage facilities. Due to their customer lifetime support, you will get all your questions answered until the time you are ready to liquidate the assets.

### **Ratings and customer reviews**

When searching for a company of this type, individuals are interested in learning more about its reputation. The most reliable pieces of evidence to look at are the ratings and reviews provided by customers. Augusta seems to have no equal in the industry. If searching for complaints and negative reviews, you won't find any.

No complaints can be found at both the BBB and BCA, only positive consumer reviews. It has the highest ratings on most business review websites, which is a clear indicator of its quality and trustworthiness. While looking at [Augusta Precious Metals Reviews and Complaints](#) , aspiring investors will be positively surprised. Almost all their competitors have had some complaints since their inception.

Furthermore, you won't be able to find any negative reviews for Augusta online, which says a lot about its impeccable reputation. All reviews posted about this company are positive. Consequently, they are awarded the best ratings by independent business review websites.

### **Should you invest in Augusta?**

It is best suited for individuals learning about precious metals, those who have already made such investments, people nervous about investing in alternative assets, and those looking for a good deal. By choosing Augusta, you will get the best customer experience, regardless of whether you are a beginner or an experienced investor. It's a deal you won't regret making in the future.

### **Final thoughts**

If customer experience is what matters to you the most as an investor, make Augusta your partner!