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LG HOME APPLIANCES HIGHEST IN CUSTOMER SATISFACTION

LG Earns More J.D. Power Awards for Appliances Than Any Other Manufacturer

ENGLEWOOD CLIFFS, N.J., July 25, 2018 — LG Electronics USA again leads the home appliance industry in customer satisfaction, earning more 2018 J.D. Power awards for appliances than any other manufacturer.* In the just-released 2018 customer satisfaction rankings, LG washing machines and refrigerators are ranked #1 for the second year in a row.

In fact, LG ranked highest in customer satisfaction in the industry's most popular categories: top-load washers, side-by-side and top-mount refrigerators, and freestanding ranges. The comprehensive 2018 J.D. Power Kitchen and Laundry Appliance Satisfaction Study shows LG home appliances performed best in key areas including reliability, performance, ease-of-use and features.

“The 2018 J.D. Power results spanning three categories – laundry, refrigeration and cooking – illustrate the trust that American consumers have in the LG brand,” said David VanderWaal, senior vice president of marketing, LG Electronics USA. “And they reinforce LG’s commitment to creating reliable innovations that deliver both form and function.”

LG home appliances have earned 29 J.D. Power awards since 2006. In addition, the majority of LG home appliances are ENERGY STAR® certified, meaning they deliver energy efficiency without sacrificing performance or style. To learn more about LG appliances, visit www.lg.com.

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**J.D. Power ranked LG highest in 2018 customer satisfaction with top-mount freezer refrigerators four years in a row, with top-load washers and free-standing ranges for two years in a row and with side-by-side refrigerators for the first time. LG received the highest numerical score in the respective segments of the J.D. Power 2018 Laundry and Kitchen Appliance Satisfaction Study, based on 18,215 (kitchen) and 8,629 (laundry) total responses, measuring customer opinions about their new appliance purchased in the previous 12 months, surveyed March-April 2018. Your experiences may vary. Visit jdpower.com.*

About J.D. Power

J.D. Power is a global leader in consumer insights, advisory services and data and analytics. These capabilities enable J.D. Power to help its clients drive customer satisfaction, growth and profitability. Established in 1968, J.D. Power is headquartered in Costa Mesa, Calif., and has offices serving North/South America, Asia Pacific and Europe. J.D. Power is a portfolio company of XIO Group, a global alternative investments and private equity firm headquartered in London, and is led by its four founders: Athene Li, Joseph Pacini, Murphy Qiao and Carsten Geyer.

About LG Electronics USA

LG Electronics USA, Inc., based in Englewood Cliffs, N.J., is the North American subsidiary of LG Electronics, Inc., a \$55 billion global force and technology leader in home appliances, consumer electronics and mobile communications. LG Electronics sells a range of stylish and innovative home appliances, home entertainment products, mobile phones, commercial displays, air conditioning systems, solar energy solutions and vehicle components in the United States, all under LG's "Life's Good" marketing theme. LG is a 2018 ENERGY STAR® Partner of the Year-Sustained Excellence. For more LG news and information, please visit www.LG.com.

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