Client service survey

www.tralleefanara.com

Fanara Wealth Management Group
17 King St E, 3rd Floor
Oshawa, ON
L1H 7M9

Trallee Fanara, CFP, CPCA, RRC
Tel: 903 434-3302
Fax: 905 436-5068
trallee.fanara@rbc.com

Do you know someone concerned about today's "stormy markets"?

We can help them gain peace of mind with a no-obligation second opinion on their current investment portfolio. Ask us for more information about this free service.

We are committed to continually enhancing the service we provide to you. To help us identify any areas we should focus on, we would appreciate your time in completing this short client service survey.

Name: ______________________________

Your experience

Please rate your experience.

	Very Satisfied				Very Dissatisfied
› Your overall client service with us.	1	2	3	4	5
› Frequency of communication with us.	1	2	3	4	5
› We are available when you call.	1	2	3	4	5
› You receive prompt replies to your voice mails or e-mails.	1	2	3	4	5
› Your account is handled with minimal problems or mistakes.	1	2	3	4	5
› Your investment goals and needs are well understood.	1	2	3	4	5
› We clearly explain your investment options and our recommendations.	1	2	3	4	5
› Overall investment advice we have provided.	1	2	3	4	5
› Comfort with the level of risk your investments are exposed to.	1	2	3	4	5
› Investment reporting services and methods.	1	2	3	4	5

Please name one thing we can do to improve the service you receive.

____

Addressing all your wealth management needs

1. Do you feel confident that your plan addresses all your financial needs?
❑ Yes. ❑ Somewhat. ❑ No. ❑ Not sure.

2. Do you require (additional) assistance with estate planning?
❑ Yes. ❑ No. ❑ Not sure.

3. Do you require (additional) assistance with tax-minimization?
❑ Yes. ❑ No. ❑ Not sure.

4. Do you require (additional) assistance with retirement planning?
❑ Yes. ❑ No. ❑ Not sure.

5. Do you require (additional) assistance with business planning or business succession planning?
❑ Yes. ❑ No. ❑ Not sure.

6. Do you require (additional) assistance with insurance coverage?
❑ Yes. ❑ No. ❑ Not sure.

7. Do you currently work with a lawyer or accountant for your estate/tax/business planning needs?
❑ Yes. ❑ No.

In order to keep your file up-to-date, please provide the names and telephone numbers of your accountant and lawyer.

Accountant name: ______________________________
Phone: ______________________________

Lawyer name: ______________________________
Phone: ______________________________

Portfolio management

1. What percentage of your investable assets do you estimate you hold with us?
❑ Less than 25%
❑ 25-40%
❑ 41-60%
❑ 61-80%
❑ 81-99%
❑ 100%

2. Would you be interested in a portfolio review of any assets you do not hold with us (to help ensure proper alignment)?
❑ Yes. ❑ No.
❑ Not sure – please contact me to discuss.

3. Are you confident your portfolio is on track to achieving your long-term investment objectives?
❑ Yes. ❑ No.

4. Who do you know who you would like to refer to our team for a complimentary initial consultation/portfolio review?

Name: ______________________________

Phone: ______________________________

5. Which of the following additional services would you be interested in learning more about?
(Please select all that apply.)
❑ Complimentary financial plan
❑ Family wealth management
❑ Tax-minimization strategies
❑ Maximizing retirement income
❑ Providing for a family member's education
❑ Planning an efficient and tax-smart estate
❑ Ensuring proper insurance coverage
❑ Creating a charitable legacy

Please let us know if you have any comments or suggestions to help improve our services.

Thank you for taking the time to answer these questions.
Please return your completed survey in the post-page envelope.

RBC Dominion Securities