



For the Friends and Clients  
of Lara Austin of  
RBC Dominion Securities

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## Greetings readers

The year 2018 is off to an exciting start. Lots of activities are planned for this year, and we hope our clients and readers will take advantage of them.

Starting with the Financial Foothold Award. In 2018 three awards of \$700 are available for those who have passed the Canadian Securities Course. If you know a young person at North Island College, please draw their attention to this course. Even if their studies are not financial related, taking this online course can improve their overall financial knowledge and is valuable on a resumé. From now to April they can apply directly through me; after April 25 they apply directly with North Island College.

The Estate and Retirement Planning workshops held Septemr to November were popular and if you missed them, you have two more chances to sign up! Attendees mentioned that sitting in a room with others and hearing their questions and comments helped them gain perspective on their own affairs!

Guest presenter Linda McLean is offering "Be Kind to those you leave behind." This program is a five-week course and attendees must be able to attend all five classes. It is ALWAYS sold out at ElderCollege and I'm excited to have it available to clients.

Every year I choose a theme for "extra depth" in client reviews. This

year, we will be doing a Risk Profile Analyzer activity. I'd like to think that I know my clients well after so many years of working with them; however, words like "conservative" and "growth" can hold different meanings for each client, and different meanings depending on what markets are doing! After a half decade of low-volatility markets, it behooves us to get "on the same page" with risk expectations. This exercise will be helpful in assuring that your portfolios are designed to meet your expectations. Una will be sending the questionnaire in advance of scheduled review meetings, so you can go through it in your own time, without feeling rushed.

There are a lot of unknowns in our financial life. I prefer to focus on the things that are in our control. For individual investors, managing behaviors such as saving, spending, asset allocation and reactions to market changes is a much bigger predictor of success than relying on a chance windfall (stock tip, market timing, etc)! Let 2018 be your year to focus on the things you can control!

Sincerely,

*Lara D. Austin*

# Be kind to those you leave behind

Workshop by Linda McLean

We may not want to think about or even admit it, but our passing is inevitable. Before then, there can be financial and health decisions to consider, personal arrangements to make, and information required by our loved ones, as well as our Powers of Attorney, executors, financial advisors and health representatives... making it easier and faster for them to handle all that will be required of them upon our deaths.

As you know, we at RBC Dominion Securities believe in the importance not only of

financial planning, but personal and health planning. It just makes sense.

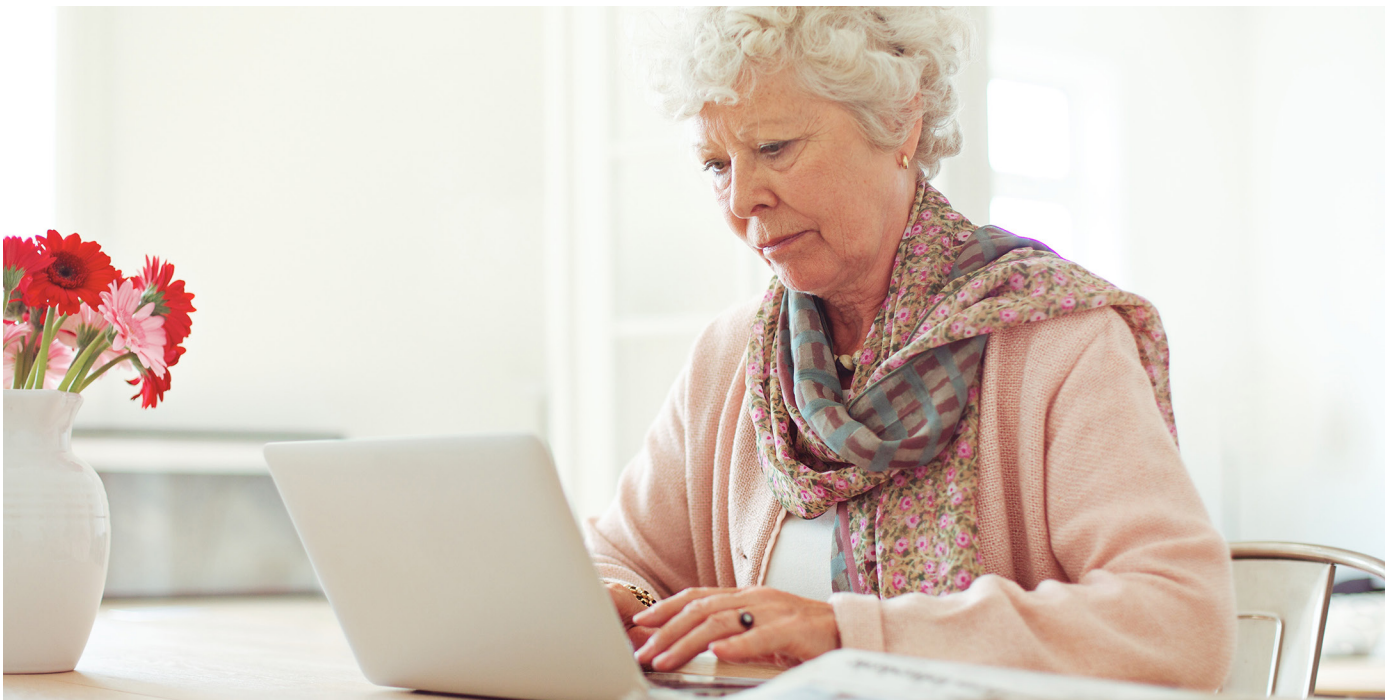
We are extending an invitation to our clients to attend “Be Kind to Those You Leave Behind” – a course that will help you clarify your health care wishes, gather practical and important information and documentation for your families and executors, and guide and encourage you to pull it all together.

Presenter Linda McLean has facilitated this course 15 times for ElderCollege, the Florence

Filberg Centre’s Evergreen Club, and individual groups. Classes have filled within hours of opening for registration.

There is no cost for the clients who would like to commit to and attend this course.

If you are available for five Thursdays, from 2:30 p.m. to 4:00 p.m., from April 12 to May 17 at our branch, call Una at 250-334-5604 or email [una.guile@rbc.com](mailto:una.guile@rbc.com) for more information, or to register. Deadline for registration is March 29.



## Let's talk about Statements!

My son just got his 'L' for driving. The most surreal experience as a parent is to be a passenger in a car and try and explain things that have been "by rote" for more than two decades!

I suspect the same goes for statements. A newer client to the firm (or to investing) may not understand all the statements they get. So let's do a recap!

### **Monthly Custody Statements:**

At time of account opening, a client can choose e-statements (with viewing by secured DS Online access) or paper statements. Clients can switch between formats by going online OR by calling my associate. This is handy for clients who travel for extensive periods. If there is no activity in an account, statement production will default to quarterly (March, June, September and December).

### **A+ Portfolio Review Statements:**

Our A+ program offers an executive review package. This can blend multiple accounts under the A+ program for one unified return statement. Clients can request this to come quarterly or annually, and in either detailed or consolidated formats (samples available on request).

### **CRM2 Statements:**

Starting in 2017, regulators initiated CRM2 statements for all investment firms. These will come every January forevermore. They detail fees collected by the advisory firm and your money weighted rate of return. If you are signed up for e-statements, then these too will come in e-statement

format. If you would like more information on how to read these statements, please let us know – we have a guide available.

### **Trade Reporting:**

In a non-discretionary account, you will receive a trade contract on every activity within 3-5 business days of it occurring. It will document GIC maturities, purchases of stocks, mutual funds and GICs and any associated commissions. This same information will be detailed on your monthly statement. If you are e-statement, then these too will come on your e-reporting.

### **Fund Facts Sheets:**

Specific to mutual funds, the requirement is that a Fund Fact Sheet is e-mailed to clients prior to purchasing (or adding to) a fund holding in any non-discretionary account. These sheets detail risk level, past returns, MERs and possible commission options available by the fund.

### **Tax Reporting:**

Starting the tail end of February, our Executive Tax Packages go out. The envelope will be detailed (tax documents). IF you use an accountant or

professional tax filer – please take the WHOLE package to them. Some statements may not look like tax papers (the Capital Gain/Loss Report) but are indeed needed for your filing! READ the first page of the package. If your package is incomplete, it will list the OTHER slips you are waiting for! Use this as a checklist and wait for the other slips before you take your taxes! (call us if you need us to investigate). Sometimes third-party issuers do not get their information all together in time for our executive package! Starting 2018 tax year, many of the produced T3s and T5s will be available on DS Online for printing by clients (you can print your own duplicates) – another good reason to log in!

### **Specialized Reporting Available:**

Corporate accounts that have a year end that is NOT December 31<sup>st</sup>, can request a customized year end package. This won't include the T3s and T5s produced by third parties, but WILL contain much of the information your accountant is looking for. IF your Corporate Bookkeeper/Accountant needs monthly statements, we can set up your accounts to send

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## Let's talk about statements! ...continued

DUPLICATE copies of statements directly to your professional.

### U.S. Reporting (T1135):

Investors with U.S. investments with an aggregate (combined) cost base over \$100,000 Cdn must submit additional reporting, (this calculation does not include U.S. holdings in

registered accounts like RRSPs and RRIFs, but DOES include U.S. real estate). We produce these reports automatically if your accounts with us are over \$100,000 Cdn cost in U.S. direct investment. At request, we can produce this report for clients where a portion of their U.S. holdings are held at RBC Dominion Securities.

*Paperwork is always a balance of getting the right information in the hands of clients in a timely and accurate manner, and not having so much that it is overwhelming. Our firm has used technology to improve delivery of information to clients in a format that they can customized to their own personal experience! Now... if we can master parallel parking, we are off to the races!*

## Winter 2018 events

### Estate Planning – Effective choices that maximize your wishes

**Date:** February 8 or March 15, 2018

**Time:** 1:30 to 2:30 p.m.

**Where:** Crown Isle – Silver Room

Designed for those at any point in their lives who are concerned about how their estates will be affected by family dynamics and taxes.

- Three common misunderstandings that can derail your estate plan
- Four creative solutions for enhancing your estate – legitimately!
- What to consider in choosing your support cast – Your Power of Attorney and Executor!
- Useful checklists and resources

### Investing early – The starter kit for the young adult investor

**Date:** February 6 or March 13, 2018

**Time:** 4:00 to 5:00 p.m.

**Where:** RBC Dominion Securities Boardroom

Designed for those aged 15 to 25 who have an interest in investing and don't want to rely on a paycheque or pension cheque the rest of their lives!

- The five fundamental concepts a new investor should understand
- Comparing resources – Robo-advisors, online DIY and full-service investing
- Changing your life with one formula (spoiler alert: it's compounding!)

### Retiring – Tipping point choices that last a lifetime

**Date:** February 8 or March 15, 2018

**Time:** 3:30 to 4:30 p.m.

**Where:** Crown Isle – Silver Room

Designed for those within five years of retiring or in the crucial first three years of retirement.

- Five critical choices retirees make in the first three years of retirement
- Three mistakes mostly commonly made investing RRIF accounts
- Four guidelines for a successful retirement



**Wealth Management**  
Dominion Securities