



Personal Trust & Wealth Management 2022 Client Satisfaction Survey Results

The last few years have been full of uncertainty, but for our clients one thing not left up to chance is our commitment to superior client service.

To sum it up, our client centric model and holistic approach to managing wealth appear to be highly effective and well regarded. Two proof points: 99% of respondents said we listen to them and understand their unique objectives; 99% said we successfully meet their investment needs.

365 days a year, 7 days a week we are here for our clients, striving to deliver ever-better service and value. We would welcome the privilege of serving you, as well.

99% find their client centric team members to be easily accessible

99% feel their questions and concerns are answered in a prompt and satisfactory manner

97% are satisfied with the frequency of contact

99% feel as though they are treated as a very important client

99% believe we listen to and understand their unique goals and objectives

100% believe their accounts are tailored to meet their unique financial goals and objectives

99% believe we are successful in meeting their investment needs