

As I reflect upon the past twenty years that I have spent at Costanzo Financial Group, the most noteworthy part of my experience has been how much I have thoroughly enjoyed working with each and every one of our clients. During my tenure, I have witnessed a variety of changes throughout the industry and have seen our firm successfully adapt and enhance our procedures along the way to continue servicing our clients with quality and care. I'm most proud to share that all throughout these changes, we have always maintained our core identity, values and commitment to excellence.

I have had the pleasure of working with Andy over the years to help develop and service our 403(b) business, engage in client service and now participate in annual reviews. Now, you can imagine all the nuances that are involved in each of these areas and how much they have changed over the years. I have noticed a trend in our society that the more technology becomes available, the less meaningful personal conversations have become. However, in my conversations, I hear all the time from our clients that one of the things that differentiates us from others is our ability to listen carefully and follow through on the objectives set forth in our meetings. We see it all too often that businesses have the right idea with enhancing their communications through the use of technology, but with each tool, they become further removed from their core identity and how the relationship with the client began, which often originates from showing that you truly care about the client as a person.

I believe that I have a unique perspective because of my tenure and all the interactions that I have enjoyed with you and your families over the years. Even as we have implemented all these new systems and what is on the horizon, which was outlined in last month's personal note from Alison, we have never gotten away from our core objective, which is to enhance the client's experience. Too often, companies become so efficient that even though they may be contacting their client over fifty times a year, none of that communication is personal and is often removed from their client's actual retirement plan. I am extremely proud to say that our technology implementations have led us to more frequent and meaningful conversations, which has always been the most fulfilling aspect of my role at this firm. If you think about it, our new contact management system, phone system, personal letters, video conferencing, mailings, website, as well as enriching the Confidential Questionnaire and discovery process has only enhanced the amount of meaningful conversations that we are having with you on a regular basis. At the end of the day, the more meaningful conversations that we are having directly translates to building and maintaining a realistic Investment and Retirement plan for our clients.

Our business takes tremendous pride in the fact that we have never done general advertising and have always relied on a referral model from our existing clients. Again, this is another way that holds us close to our central identity of always keeping the client relationship at the forefront of the conversation. It has been so gratifying to see clients recommend colleagues, friends and family members, and then their adult children begin to plan for their own retirements.

As we all know, change is not easy and businesses as we know it have fundamentally changed, but I am proud to say that we have not lost our identity in the process and it still remains about "you," the client, and measuring how each interaction gets us closer to helping you achieve your Investment and Retirement Planning objectives.

With each day, I become more confident that this firm and our wonderful team is doing what is necessary to remain viable in this new era and it comes down to two basic principles: **utilizing technology to enhance our access to information and keeping your needs at the forefront of**

**every conversation.** In essence, this means using technology to enhance our conversations, so that we can continue to bring value to each encounter.

Again, I want to thank each of you for taking the time to share a little bit about your life with me over the years and the different seasons that you have experienced. I look forward to continuing to work with each of you and thank you for always being gracious in each of our interactions as we truly value each individual relationship.

Andy, Brian and Matt have enclosed the following two articles that they thought may be useful to you as you continue to evaluate your Investment and Retirement Planning objectives over the coming months. The first article is about the basics of money management and they thought it would be a great resource to share with family members. The second is from Tower Square, our Investment Research Partner, and provides a recap of the first half of the year and market update.

[Money Management Basics](#)

[Tower Square 2016 Mid-Year Outlook](#)

Please do not hesitate to contact us at 412-823-4704, if you have any questions or would like to schedule a review.

I wish you and your families continued health and prosperity in the remaining months of 2016.

Sincerely,

Nancy