NUVEEN

Creating a Successful Advisory Practice



Guidelines for Communicating your Value and Describing your Fees in an Advisor-Client Relationship

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Wealth Management Services

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Introduction

In an increasingly complex financial world, investors are re-examining their approach to investing and redefining their relationships with financial advisors. Such turmoil challenges advisors to define why, exactly, current and prospective clients should pay for their services.

Defining the value of advice, how investors perceive that value, and how advisors can best communicate their value to clients is critical. By taking time to reflect on how clients perceive the costs and benefits of an advisory relationship, advisors will be better prepared to address common questions and concerns of current and prospective clients. Every time a client challenges the value of advice or fees, an opportunity is created to educate the client and strengthen the relationship.

This workbook is designed to help financial advisors best communicate the value they bring to their clients and successfully discuss fees with clients while avoiding common mistakes that can be detrimental to your business.

Every touch point between advisor and client opens the door to effective communication, stronger relationships, and, ultimately, a more successful practice.

Current State of Practice

To effectively communicate the value you bring to your current and prospective clients, you must first evaluate your practice.

How many years have you	been in business?	
How many households do	you currently work with?	
How many households do	you want to work with in the ne	ext 6 months?
12 months?	18 months?	
How many assets do you o	currently have under manageme	nt?
	anagement do you want to	
12 months?	18 months?	
What are your revenues?		
What is your revenue goal	in the next 6 months?	
12 months?	18 months?	
How many new accounts r	nave you acquired in the last 12	months?
What percentage of your c		
What percentage of your co you like to transition to adv	urrent practice would	
What percentage of your co you like to transition to adv 12 months?	urrent practice would visory in the next 6 months?	
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What percentage of your co you like to transition to add 12 months? Identify 5 clients who are b Name 1	urrent practice would visory in the next 6 months? 	ory:

The Benefits of Advice

Good financial advice provides investors assistance with managing wealth, managing risk, and avoiding many pitfalls that investors often face without the guidance of a professional.

Efficient clien	t communication
ist 3 benefits	s your clients will enjoy in an advisory relationship:
. Simplification	n in terms of fees
2	
}•	
	demonstrate the benefits of advice to your clients?

Objections

Moving to a fee-based discretionary model provides many advantages to both the advisor and the client, but there may also be concerns associated with this transition.

Financial Advisor Objections

Do you have concerns with moving to an advisory relationship? Articulate them below:

How can you potentially resolve these issues?

Creating a Successful Advisory Practice

Client Objections

What are the most common objections from your clients?

Script potential responses to these objections:

In the last 12 months, how many clients have left your practice?

Do you know the reasons they left?

How did you respond to these client departures?

How would you respond differently in the future?

Fees

95% of financial advisors say they discuss fees with their clients, but only 61% of clients say their financial advisor initiates the conversation.¹

What is your current pricing philosophy?	
Discount policy?	
Fee schedule?	
What is included in your fee?	
How often do you reprice your services to reflect cost of living increases and inflation?	
If the services you provide have changed over time, how have you increa	sed

1 Bridging the Trust Divide: The Financial Advisor-Client Relationship, Knowledge @ Wharton.

What Clients Desire

Characteristics

Trust is the foundation of the advisor-client relationship.

Trust can be defined as **Competent**, **Ethical** and **Empathic** (*Strong Interpersonal Skills*).

How would you demonstrate to prospective clients that you are trustworthy in these 3 areas? Competent: *Education*

Ethical: I exercise my best efforts to act in good faith and in the best interests of the client

Empathetic: Listen more, speak less

Qualities

Trust is key in a successful advisor-client relationship; however, there are other important characteristics that clients seek in a financial advisor. It is imperative to recognize these qualities and ensure you address these in your practice and your interactions with clients.

What do you believe to be the most important qualities an investor desires in his/her advisor relationship?

Responsive

How does an advisory platform help to deliver these desires?

Responsive: Connect with family in person once per quarter

Defining Your Value

Due to the lack of federal and state regulations, today almost anyone can claim to be a financial advisor. No legal protocol or guidelines exist to define what qualifies a so-called advisor to receive compensation for providing financial advice. Currently, only Registered Investment Advisors are held to a fiduciary standard by federal and state law. Efforts to determine a uniform fiduciary standard for both investment advisers and broker-dealers remain stalled with the SEC; however, the DOL released a fiduciary rule surrounding retirement accounts such as ERISA plans and IRAs that will go into effect in April 2017. In this environment, financial credentials and certifications are essential to stand out from the crowd. To be successful, your practice must have a proven degree of knowledge and experience.

What qualifications and/or skill sets do you and your team possess?

I am a CIMA designee

With such a vast Financial Advisor presence, why should a client choose you? Why are they willing to pay your fees? Certifications and qualifications are necessary, but to be extremely successful you need to go above and beyond by providing additional services to your clients that they would be hard pressed to find within other practices.

Customized services: What are the most important services your clients receive?

We offer Family Wealth Education programs for our clients

List common mistakes investors often make:

Poorly timed investment decision making

What do you do to protect your clients?

Construct a well-defined Investment Policy Statement

Accessing	Varia	CL:I	1
Assessing	TOUR	SKII	IS:

On a scale of 1 to 5, with 1 being the weakest and 5 being the strongest, how would you rate your team's ability to provide:

Investment Management/Consulting Services

Retirement Planning

Compensation Planning Considerations

Business Owner Services

Estate Planning

Charitable Planning

Tax Planning

Financing and Risk Management

Institutional Services

Practice Management

Client Administration

Advisor/Team Administration, Communication and Marketing

Communicating Your Value

One of the hallmarks of a successful wealth management practice is a well-articulated value proposition that is easily communicated to current and prospective clients. Your value proposition is a few well-chosen sentences that capture the benefits to families and individuals who are clients of your practice. Some advisors choose a meaningful quote instead of or in addition to their brief original statement. The Practice Philosophy occupies one page so as to allow prospects to focus on it. A well-constructed mission statement should also be displayed.

What is your value proposition?
Does your current marketing material accurately reflect your value proposition?
What changes or enhancements could you make?
Describe your investment policy statement and its benefits:
Do you exercise your investment policy consistently?

Client Discovery

Top advisors recognize that beyond the need to capture financial data about new or existing clients, an interview session is the primary opportunity to understand clients' objectives, motivations and expectations — key factors in framing comprehensive, integrated wealth management solutions. With your description of your services and practice, you set the stage to ask clients a series of important, comprehensive questions. Your dialogue should help them understand how the interview advances your wealth management process and why it's important to ask them some of those "hard questions." The effective interview also links to your comprehensive client offering. Put another way, what you say you do, what you ask and what you do have to be the same — they have to be consistent. This is a good test of an effective, successful consulting practice.

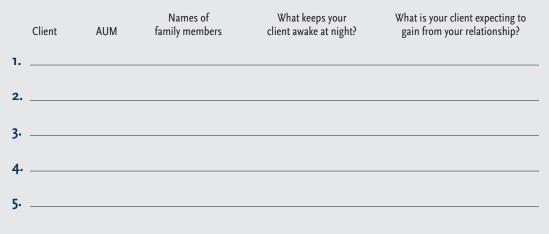
Identify five thought-provoking discovery questions that help clients recognize the need or benefit of professional advice:

1. Tell me about your past investment experiences. What were your greatest successes and greatest mistakes?



Your investment of time and energy in conducting an effective dialogue will pay dividends in the years ahead in terms of a deeper understanding of clients and a higher quality of client relationships. Clients may leave your competitors for two reasons related to client discovery: incomplete understanding of client needs and poorly managed expectations, set years before in poorly conducted interview sessions.

Fill in the chart below with your top 5 clients in mind. The ability to fill in the last two columns is an indication of a strong client-advisor relationship.



Next Steps

Define your transition to 3 months:	advisory asset goal:	
6 months:		
12 months:		
Create a plan:		
Name of prospective client	Method of contact (letter, phone call, in person)	Date of contact

Evaluate your skills by going through the skills assessment checklist at the end of the document.

Client Service Model:

To optimize your practice, it is important to segment your clients. Define the time and level of service that will be delivered to each client segment.

How do you segment your clients?

By revenue

Contact strategy by tier: What is your contact method and frequency for each client segment?

A	
Β_	
c	
C _	

D Mailed letters, quarterly _____

Service deliverables strategy by tier: What differentiating services do you offer your clients?

Α	Detailed Social Security planning analysis
В	
с	
Р	
U	

When discussing fees follow these guidelines:

- 1. Be proactive—Don't be afraid to discuss your fees
- 2. Be transparent—Describe your fees with clarity
- 3. Provide context—Benchmarks, industry averages
- 4. Define your value-Explain the benefits of your services versus costs
- 5. Avoid future confusion—Put your pricing policy in writing

Additional Resources from Nuveen Investments

Business Planning Essentials

A business plan is the roadmap that ensures an advisor's practice goes in the direction that will help achieve his or her goals. This workshop takes participants through the process of creating that roadmap, beginning with setting their vision, followed by strategic planning and finally identifying the tactics needed to put the plan into action. **Resources: Presentation, White Paper, Workbook**

Creating a Personal Brand

To differentiate themselves, financial advisors need a client-centered brand that is compelling and unique. One of the hallmarks of a successful wealth management practice is a clear and thoughtfully constructed value proposition that is easily communicated. Having in your toolkit a focused and concise presentation brochure, frequently called a "pitch book," provides a marketing edge in conveying the client experience. This program, takes advisors through the process of developing a personal brand. **Resources: Presentation, White Paper, Workbook**

Creating a Powerful Client Discovery Experience

A client interview does more than collect information — it helps build a strong, productive relationship. This interactive session uses case studies to help advisors sharpen their interviewing skills and includes techniques to make interviews more effective in communicating with clients and developing a deeper understanding of their concerns. **Resources: Presentation, White Paper**

Department of Labor Fiduciary Rule

The Department of Labor (DOL) recently adopted changes to the ERISA fiduciary rule. This presentation summarizes the current landscape, background of the fiduciary standard, key provisions and next steps advisors can take to address the potential changes. The intention of our program is to educate advisors on intent behind the DOL fiduciary rule, give an in-depth look at its provisions, and provide a process through which advisors can analyze how the rule might affect their business and address its impact. **Resources: Presentation, Investor Briefing Paper**

Structuring an Investment Policy Statement: A Tool for Gathering and Retaining Assets

A written Investment Policy Statement guides investment management decisions and aids efforts to manage clients' expectations. This program explores the process of creating a document that clearly identifies and defines investment criteria, restrictions and goals – and helps both clients and advisors reach their objectives. **Resources: Presentation, Investor Briefing Paper, Investment Policy Statement Examples**

The Value of Professional Advice: Overcoming Objections when Transitioning to Advisory

This program explores the various benefits of professional financial advice, considers ways to approach common fee-related client conversations, and discusses best practices for communicating value to current and prospective clients. **Resources: Presentation, White Paper, Investor Briefing Paper**

Skills Assessment

Use the chart below to conduct a skills assessment of yourself or your team. Check off or note initials of designated advisor, professional, firm support area or other entity that you feel has (or needs) sufficient expertise to meet the needs of your defined current and/or future clients in each category. If one of the solutions/services is not applicable to your practice, note that or a date when it will be reconsidered for inclusion.

	Advisor Responsible	Additional Expertise Needed	Offer Through My Firm	Offer Through Professional Alliance	Not Applicable To My Practice
Investment Management/Consulting					
Investment Policy Statement Development					
Asset Allocation Strategies (including Portfolio Rebalancing)					
Tax-Managed Investment Strategies					
Fundamental Risk Management and Evaluation					
Advanced Risk Management (e.g. Risk Budgeting and Value at Risk)					
Monte Carlo Analysis					
Equity Portfolio Construction					
Fixed Income Portfolio Construction					
Manager Selection and Evaluation					
Attribution Analysis					
Alternative Investments (Private Equity, Hedge Funds)					
Retirement Planning					
Retirement Lifecycle Planning – Accumulation and Income, Distribution					
Qualified Plan Distribution Options, including Rollover, NUA, $72(t)$					
Beneficiary Planning					
Compensation Planning Considerations					
Concentrated Stock Strategies including Collars, Prepaid Forwards, Exchange Funds					
Registered Restricted Stock Management					
Stock Option Exercise Strategies (ISOs, NSOs)					
Deferred Compensation Alternatives					

Wealth Management Services

	Advisor Responsible	Additional Expertise Needed	Offer Through My Firm	Offer Through Professional Alliance	Not Applicable To My Practice
Business Owner Services					
Fundamental Strategies for Business Owners including, Corporate Structure, Liquidity Management, Family Issues					
Advanced Strategies for Business Owners including Business Valu- ation, Succession Planning, Sale of Business (including ESOP)					
Estate Planning					
Development of Integrated Lifetime and Estate Plan					
Fundamentals of Transfer Strategies and Taxation					
Grantor Retained Annuity Trusts (GRAT)					
Living Trusts					
Qualified Terminable Interest Trusts (QTIP)					
Family Limited Partnerships (FLP)					
Qualified Personal Residence Trusts (QPRT)					
Private Annuities, Self-Canceling Installment Notes					
Life Insurance Trusts					
Charitable Planning					
Helping Clients with Philanthropic Strategies, Creation of Integrated Charitable Philosophy and Strategy					
Charitable Trusts and Gifting Strategies (Annual, Direct Gifts) including Understanding Differences, Appropriateness of Charitable Vehicles					
Donor Advised Funds					
Private Foundations					
Family Wealth Issues					
Family Wealth Education					
Family Meetings and Mission Statements					
Family Governance					
Family Office Services (including Lifestyle Management)					

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	Advisor Responsible	Additional Expertise Needed	Offer Through My Firm	Offer Through Professional Alliance	Not Applicable To My Practice
Tax Planning					
Fundamental Income Tax Planning (including Investment Implications, Option Exercises)					
Income Tax Planning for Business Owners					
Alternative Minimum Tax					
Gift and Estate Tax Implications					
Tax Preparation					
Financing And Risk Management					
Liquidity Event Management					
Liability/Asset Protection and Oversight					
Fundamental Asset Protection Strategies (e.g. Insurance, Property Titling, Business Structure)					
Advanced Asset Protection Strategies (e.g. Limited Partnerships, Asset Protection Trusts)					
Bank Financing and Management					
Financing Alternatives for Individuals (e.g. Mortgages, 1031 Exchanges)					
Institutional					
Fiduciary Responsibility Standards					
How to Serve Foundations and Endowments					
Practice Management					
Client Interviewing Skills					
Investor Behavior and Behavioral Finance					
Conducting Client Reviews					

Wealth Management Services

	Advisor Responsible	Additional Expertise Needed	Offer Through My Firm	Offer Through Professional Alliance	Not Applicable To My Practice
Client Administration					
Centralized Recordkeeping					
Consolidated Reporting Functions					
Bill Paying					
Cash Flow Management					
Asset Custody and Management (Cars, Property)					
Income Taxes and Accounting Counsel					
Advisor/Team Administration, Communication And	Marketing				
Team Organizer/Coordinator					
Client Relationship Manager					
Asset Gatherer					
Asset Manager					
Portfolio Review Administrator					
Account Review Manager					
Niche Market Coordinator					
Packaged Product Specialists					
Insurance Specialist					
Managed Money Specialist					
Technology Specialist					
Marketing/Communications Coordinator					
Seminar Coordinator					

Disclosures

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