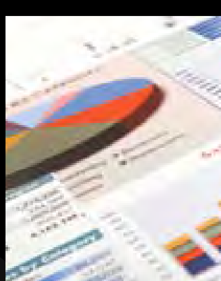
2009 INDEPENDENT SURVEY
TO FIND THE BEST IN
CLIENT SATISFACTION

Meet the Best

Personal Wealth Managers in the Austin, San Antonio and the Central Texas Region



WEALTH MANAGER 2009 FIVE STAR
BEST IN CLIENT SATISFACTION

ANNOUNCING: The Austin, San Antonio and the Central Texas Region's 2009 FIVE STAR Wealth Managers.

We surveyed consumers, financial service professionals and TEXAS MONTHLY subscribers to find the best in client satisfaction wealth managers in the Austin, San Antonio and the Central Texas Region. Here they are.

Well over half of the consumer responses in the Austin, San Antonio and the Central Texas Region indicated it is difficult to find a wealth manager they trust and rely on. [1] Wealth managers, broadly defined, are those individuals who help you manage your financial world and/or implement aspects of your financial strategies. Common examples of wealth managers are financial advisors, life insurance agents, accountants, tax advisors, attorneys, etc.

With more than 15,000 wealth managers in the Austin, San Antonio and the Central Texas area, how do you find someone who listens to you, represents your interests and operates with an emphasis on integrity and service? Crescendo Business Services, an independent research firm, can help. They administered a rigorous research process to find out which wealth managers successfully satisfied key client satisfaction criteria and overall scored the highest in client satisfaction.

The Selection Process

In January, Crescendo surveyed, by mail and phone, 80,000 high-net-worth residents in the Austin, San Antonio and the Central Texas Region and subscribers of TEXAS MONTHLY. An additional 4,350 surveys were sent to financial services industry professionals.

On the surveys, recipients were asked to evaluate only wealth managers whom they knew through personal experience, and to evaluate them based upon nine criteria: customer service, integrity, knowledge/expertise, communication, value for fee charged, meeting of financial objectives, post-sale service, quality of recommendations and overall satisfaction.

Only original surveys—no copies—returned in their specially designed envelopes were accepted as valid. By February, stacks of surveys had arrived and Crescendo began carefully scoring each wealth manager. Both positive and negative evaluations were included in the scoring. Only wealth managers with five years of experience in the financial services industry were considered.

Next, each wealth manager was reviewed for regulatory actions, civil judicial actions and customer complaints as reported by FINRA (the Financial Industry Regulatory Authority) and other regulatory agencies.

Then, before finalizing the list, wealth managers were reviewed by a blue-ribbon panel. The blue-ribbon panel was comprised of individuals from within the financial services industry. Although panelist comments were incorporated into the final score, safeguards were built into the review process to reduce the ability of panel members to influence the composition of the final list on the basis of company affiliation.

Best in Client Satisfaction

The resulting list of 2009 FIVE STAR Wealth Managers is an elite group, representing less than 3 percent of the wealth managers in the Austin, San Antonio and the Central Texas area. Only 385 of the top-scoring wealth managers made this year's list. To make the list more user-friendly, wealth managers have been grouped based upon their primary financial service. Each wealth manager has also listed up to three additional financial services that they provide their clients.

Although this list will certainly be a useful tool for anyone looking for help in managing their financial world or implementing aspects of their financial strategies, it should not be considered exhaustive. Undoubtedly, there are many other excellent wealth managers who, for one reason or another, are not on this year's list.

Research Declarations:

As with any research or recognition program, it is important that we provide you the following declarations:

- **The 2009 FIVE STAR Wealth Managers do not pay a fee to be included in the research or the final list of FIVE STAR: Best in Client Satisfaction Wealth Managers.**
- The overall evaluation score of a wealth manager reflects an average of all respondents and may not be representative of any one client's evaluation.
- The FIVE STAR Award is not indicative of the wealth managers' future performance.
- Wealth managers may or may not use discretion in their practice and therefore may not manage their client's assets.
- The inclusion of a wealth manager on the FIVE STAR Wealth Manager list should not be construed as an endorsement of the wealth manager by Crescendo Business Services or TEXAS MONTHLY.
- Working with a FIVE STAR Wealth Manager or any wealth manager is no guarantee as to future investment success nor is there any guarantee that the selected wealth managers will be awarded this accomplishment by Crescendo in the future.
- The research process for the FIVE STAR: Best in Client Satisfaction Wealth Manager Program, managed by Quantitative Market Intelligence (QMI), incorporates a statistically valid sample in order to identify the wealth managers in the local market that score highest in client satisfaction. QMI does not include wealth managers on the list unless their score is statistically valid. At least fifty percent of the wealth managers in the market have a statistically valid score.
- For more information on the FIVE STAR Award and the research/selection methodology, go to: fivestarprofessional.com/wmresearch.

[1] 2009 Consumer Survey, Quantitative Market Intelligence

INDEX OF WEALTH MANAGERS

List compiled by Crescendo Business Services. Names in boldface also appear in the profiles that follow. Wealth Manager additional financial services: AC=Accounting; BK=Banking; BP=Business Planning; CG=Charitable Giving; EP=Estate Planning; FP=Financial Planning; IN=Insurance; IV=Investments; LC=Long-term Care; TS=Trust Services; TX=Taxation; WP=Will Preparation

BANKING

Steve Builta
Hometrust Mortgage Company

Dana Carter
Wells Fargo Investments

Jason Jarl
Banc of America

Howard H. Lutz
Amegy Bank
FP, IV, TS

Sharon Perry
Summit Home Mortgage

Elaine Ries
Charles Schwab
FP, IN, IV

Michael Rogers
Chase Investment Services
BP, IN, IV

BUSINESS PLANNING

Steven Fleckman
Fleckman & McGlynn
WP

James P. Robinson III
The Law Offices of James P Robinson III
FP, WP

Howard M. Skillrud
Ameriprise Financial
FP, IN, TS

ESTATE PLANNING

Amy Bloomquist
Amy P. Bloomquist Atty. at Law
BP, CG, WP

Joe Caddell
Caddell Capital Group
FP, IN, TS

Edward K. Clark
Edward K. Clark
BP, CG, TX

R. James Curphy
R. James Curphy
BP, TX, WP

Elizabeth G. Deleery
Osborne Helman Knebel & Deleery
BP

James C. Dunlap
Law Office of Jim Dunlap
TS, WP

Carl Feuerbacher
efg&m
BP, CG, IN

Grant Foster
Foster Financial Group
BP, FP, IV

Julie R. Frey
Graves Dougherty Hearon & Moody
BP, CG, TX

Chris Heinrichs
Heinrichs & De Gennaro
BP, TX, WP

Sam Hildebrand
Clark Thomas Winters
BP, CG, WP

Lloyd Lochridge
McGinnis Lochridge & Lochridge

Melvin Martinez
Melvin Martinez Attorney at Law
BP, IN, IV

Duncan Osborne
Osborne Helman Knebel & Deleery

Paul Premack
The Premack Law office
LC, TS, WP

Frank E Scofield
Scofield & Scofield
AC, TX, WP

Banks Smith
Schoenbaum Curphy and Scanlan
BP, TX, WP

Charles Starr
New York Life
BP, IN, LC

Richard H. Tye
McReynolds & Tye
BP, TX, WP

Guy Wilson
Wells Fargo
IN, IV

Harry W. Wolff, Jr.
Cox & Smith
TX

FINANCIAL PLANNING

Lisa Allen
Planning Works
BP, EP, IV

Donald W. Ames
Ames & Weinheimer
BP, IN, IV

Jean Arias
Morgan Keegan
IN, IV, LC

Kurt Armbruster
Edward Jones
IN, IV, LC

Daniel Brandon Arrington
Wells Fargo Advisors, LLC
BP, EP, IV

Jim Bailey
Ameriprise Financial
IN, IV, LC

Issam M. Bakir
TNT Finanical Services
BP, IN, IV

David Ballard
Waddell & Reed
IN, IV

Lawrence Barocas
UBS Financial Services
BP, EP, IV

Todd Bender
Ameriprise Financial
BP, IN, IV

Randal C. Boggs
Morgan Stanley Smith Barney
IV

Larry Braxton
Larry Braxton
BP, EP, IV

David Bregger
Bregger & Associates
IV

Janet Briaud
Briaud Financial Advisors
BP, EP, IV

John Brooks
Ameriprise Financial
EP, IV

Tim L. Brown
The Viable Group
EP, IN, IV

Michael Burton
Burton Group Financial Advisors
BP, EP, IN

Scott Campbell
Austin First Financial
EP, IV, LC

Clay Carter
Carter Wealth Management
BP, EP, IV

Raoul Celerier
Ameriprise Financial
CG, EP, IV

Scott Chapman
Raymond James Financial Services
IV

Jason Clevlen
Ameriprise Financial
IV

Michael Coley
senior horizons
EP, IN, LC

Charles Cooper
UBS Financial Services

Kent Copeland
Ameriprise Financial
EP, IN, IV

Dan Cordoba
Asset Exchange Group
EP, IV, TS

Russell Cowman
Morgan Stanley Smith Barney
IV

Karl M. Dagel
Ameriprise Financial
IN, IV, TX

Paul Davis
Edward Jones
IN, IV, LC

Max Dean
Ameriprise Financial
IN, IV, LC

Michael Dickey
Summit Wealth Resources
BP, IV, TX

Randall Craig Donowho
Ameriprise Financial
BP, EP, TS

Steve Dziuk
Ameriprise Financial
BP, EP, IV

Patrick Easter
Morgan Stanley Smith Barney
EP, IV, TS

Laurence Egle
H. D. Vest Investment Services a non-bank subsidiary of Wells Fargo
IN, IV

Kam Emerson
Edward Jones
IN, IV, LC

Larry Esparza
Ameriprise Financial
CG, EP, IV

Alexander Fafoutakis
Riverstone Wealth Management
IN, IV, LC

Martin Ferguson
Live Oak Investors
CG, EP, IV

Jenny Fleming
EquiStar Wealth Management
IV, TS

Jason Florey
Waddell & Reed
IN, IV, LC

Keith Ford
Ameriprise Financial
EP, IN, IV

Bert Foster
Prudential Foster Financial Services
EP, IN, IV

Bill Fox
New England Securities
IN, IV, LC

Kirk Francis
Cross Financial Services
BP, EP, IV

Ivan Friend
Ameriprise Financial
CG, EP, IV

Anthony Garcia
Ameriprise Financial
IN, IV