



2010

FIVE STAR
Wealth Managers

2010 INDEPENDENT SURVEY
OVERALL CLIENT SATISFACTION



Meet your

Boston 2010 FIVE STAR Wealth Managers.

We surveyed consumers, financial service professionals and *Boston* magazine subscribers to find wealth managers in the Boston area who scored highest in overall client satisfaction. Here they are.



Well over half of the consumer responses in the Boston area 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 14,600 wealth managers in the Boston area, how do you find someone who listens to you, represents your interests and operates with an emphasis on integrity and service? *Boston* magazine can help. The magazine recently formed a partnership with Crescendo Business Services, an independent research firm, to find out which wealth managers successfully satisfied key client satisfaction criteria and scored the highest in overall satisfaction.

The Selection Process

In July, Crescendo surveyed, by mail and phone, 105,000 high-net-worth residents in the Boston area and subscribers of *Boston* Magazine. An additional 10,200 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 August, 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.

An Elite Award

The resulting list of 2010 FIVE STAR Wealth Managers is an elite group, representing less than 4 percent of the wealth managers in the Boston area. Only 536 of the top-scoring wealth managers made this year's list. For a more user-friendly listing, 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 2010 FIVE STAR Wealth Managers do not pay a fee to be included in the research or the final list of FIVE STAR 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 clients' 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 *Boston* magazine.
- 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 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 overall 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: fivestarpromotional.com/wmresearch.

⁽¹⁾ 2009 Consumer Survey, Quantitative Market Intelligence

2010 FIVE STAR WEALTH MANAGERS



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

ACCOUNTING	ESTATE PLANNING	ESTATE PLANNING	ESTATE PLANNING	FINANCIAL PLANNING
ACCOUNTING	Richard Dailey Dailey & Associates LC, TX, WP	Christopher Mahoney Rubin Hay & Gould BP, TX, WP	Robert Vigoda Rubin and Rudman BP, CG, TS	Lisa M. Austin UBS Financial Services BP, CG, LC
Dennis Barbo Darmody Merlino & Company TX	Brenda Diana Ropes & Gray TS	Howard Mandelcorn Hutchings Barsamian Mandelcorn & Zeytoonian TX, WP	Jing Wang New York Life FP, IN, IV	William Baldwin Pillar Financial Advisors EP, IV
Kelsey Korbey Day Korbey & Murphy BP, EP, TX	John R. Dunnell Russell Plummer and Rutherford TS, TX, WP	Harry S. Margolis Margolis & Bloom LC, TS, WP	Lucy West Rackemann Sawyer & Brewster BP, CG, WP	Regina Ballinger Ballinger Financial Service IV
William Pappafotopoulos Milton Financial Group BP, FP, TX	Michael L. Fay Wilmer Hale BP, CG, TS	Dennis McHugh The Law Office of Dennis E. McHugh BP	Hank Whittenberg Whittenberg Knudsen CG, TS, WP	Constance Barber Barber Financial IN, IV, LC
Craig Peacock Powers & Sullivan TX	Ann Meissner Flood Flood, Sheehan & Tobin TS, TX, WP	Theresa Meehan Meehan Financial Services FP, IN, IV	Robert Wilkinson New England Trust Services FP, IN, TS	Christopher W. Battersby Atlantic Planning Group
Donald Sandler Donald R. Sandler EP, TS, TX	Judith Flynn Elder Law Office of Judith M. Flynn FP, LC, TS	Evelyn V. Moreno Nixon Peabody CG, TS, WP	David Wolicki Law Offices of David P. Wolicki BP, LC, WP	Warren Beckman IFP/Lincoln Financial Advisors BP, EP, IV
Christopher Sulmonte Sulmonte & Frenier BP, EP, TX	David P. Frenette Frenette & Dukess LC, TS, WP	Daniel Nye Doherty Ciechanowski Dugan and Cannon TS, TX, WP	Byron E. Woodman Woodman & Eaton FP, TS, WP	Spencer Betts Bickling Financial Services BP, IN, IV
BUSINESS PLANNING	Jonathan Graham Law Office of Jonathan M. Graham & Associates TS	Suzann Ordile Law Offices of Suzann Ordile TS, WP	FINANCIAL PLANNING	Charles M. Beynon Ameriprise Financial BP, EP, IV
Mark Scheier Scheier & Katin EP, WP	Donald Greenough Law Office of Donald M. Greenough BP, CG, WP	Stanley Romaine, Jr. Romaine Financial Services Corp CG, FP, LC	Dean Agelopoulos Ameriprise Financial IV, LC, TX	Dorothy Bickling Bickling Financial Services BP, IN, IV
ESTATE PLANNING	Robert G. Holdway Fiduciary Trust Company FP, IV, TS	Merek Rubin Rubin Hay & Gould BP, TX, WP	Harvey Albert RBC Wealth Management EP, IN, IV	Robert Bodio GW & Wade EP, IV, TX
Julia Abbott Orsi Arone Rotherberg CG, TS, WP	Lawrence Hunt Partridge Snow & Hahn BP, TX, WP	Richard Rubino Rubino & Liang BP, IN, TS	Abigail Allen Securities America EP, LC, TS	Rocco Bombardieri Ameriprise Financial EP, IN, IV
Elizabeth Bailey Kotin Crabtree & Strong TS, TX, WP	John Hwee Centinel Financial Group BP, IN, LC	Jeffrey Skerry Hays & Skerry BP, IV, TS	William Almond Strategic Financial Partners IN, IV	Bob Brandt Ameriprise Financial EP, IN, IV
Jeffrey Baron Northwestern Mutual BP, IN, IV	Micheal Kehoe Partridge Snow And Hahn BP, WP	Jennifer Snyder Wilmer Cutler Pickering Hale and Dorr CG, TS	Marc Altenhoff Ameriprise Financial IN, IV, LC	Michael Broad Michael Broad Attorney EP, IV, WP
Harry Christensen The Law Offices of Harry Christensen TS, WP	Samuel Liang Rubino & Liang IN, LC, TS	Scott Squillace Squillace & Associates P.C. Principal CG, TS, WP	Justin Amaral Morgan Stanley Smith Barney BP, EP, IV	Michael F. Broderick Atlantic Planning Group BP, EP, IN
Peter T. Clark Law Offices of Peter T. Clark BP, TS, WP	Todd Lutsky Cushing & Dolan LC, TX, WP	Marjorie Suisman Davis, Malm & D'Agostine TS	Stuart Armstrong Centinel Financial Group IN, IV, LC	David Bross DS Bross Financial Advisory CG, IV, TX
Lawrence Cohen Edwards Angell Palmer & Dodge TS	Leiha Macauley Day Pitney CG, TS, TX			Susan Brown Back Bay Financial Group EP, IN, IV
Leo Cushing Cushing & Dolan LC, TX, WP				