# Claudio Piron - Service Expectations

We don't work with everybody. We work with about 80 families who have higher-than-average assets. We adhere to a written list of service expectations. These expectations are reviewed annually and modified to ensure we provide the highest personalized service standard. Service is the one thing I can control. Things get done quickly and correctly because I work with a small number of clients.

If you become my client, I will handle your account personally. I won't hand it off to another advisor or send it to a customer service area elsewhere.

I have 17 years experience as an Investment Advisor and Tax Specialist*. My assistant, Angela Scarpelli has 16 years experience within the investment industry. I am responsible for all investment, tax and estate planning decisions. This responsibility is never reassigned to a junior or intermediate broker. All administration is overseen and managed by Angela.

I will respond to all telephone messages or emails within 24 hours. If I am unable to do so personally, Angela will call you or email you to identify the issue and resolve on her own if she can. In the event, she is unable to resolve the issue or you need my assistance; Angela will contact me, and I will get back to you within 24 hours.

I will personally review your investment accounts every month. Conference call account reviews can be arranged anytime and as frequently as you wish. Formal, in person, account reviews are carried out semi-annually or annually depending upon the account size and market conditions. Clients can request a formal review at any time by contacting Angela.

Clients can request investment reviews, in addition to monthly or quarterly investment statements at any time and can have them prepared on a scheduled basis. These can be emailed or mailed depending on the client's preference.

Account access to all investment accounts is available online 24/7. Please contact Angela to arrange access to this service.

I won't buy or sell items in your account for personal gain unless it's your personal gain. I'm in this business to make money but not to your detriment. If principles and values aren't important to you, then we shouldn't do business.

There are good, conscientious people with integrity at many firms. I'm conscientious, knowledgeable and have your interests at heart. And I'm here.

*HollisWealth and the Scotiabank companies do not provide income tax preparation services nor do they supervise or review other persons who may provide such services. 

## What Claudio Brings to the Table?

Claudio wasn't always a Senior Investment Advisor. For 16 years, after qualifying as a Chartered Accountant, he worked as Vice President Finance, as a division controller and host of other executive positions in Europe, the USA and Canada for companies such as Schlumberger and Thyssen AG. He speaks the language of business and understands the challenges business executives and entrepreneurs face.

Like so many other busy executives, Claudio trusted his finances to someone else. When he started training as an Investment Advisor, he realized being a Chartered Accountant (CA) gave him a particular expertise that most investment advisors don't have-he had the tax and business knowledge.

Claudio can leverage his extensive business and tax knowledge with his investment knowledge to craft a financial plan for you that will minimize your tax hit and meets all your financial, succession and estate planning needs.

Claudio's education includes an honours business degree from the *Schulich School of Business*, designations of Chartered Accountant, CERTIFIED FINANCIAL PLANNER®, Chartered Strategic Wealth Professional and Trust and Estate Practitioner. He is securities, mutual funds, options and insurance licensed.

He is a member of the Canadian Tax Foundation, a fellow of the Canadian Securities Institute and a member of the Society of Trust and Estate Practitioners. Claudio is a strong believer in education and professional development. He and his team have access to all the most current tax and investment regulations.

Let Claudio leverage his professional skills and extensive experience to create a comprehensive, integrated financial plan to meet your unique needs.

**Claudio Piron CPA, CA, CFP®, CSWP, TEP**
**Senior Investment Advisor**

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