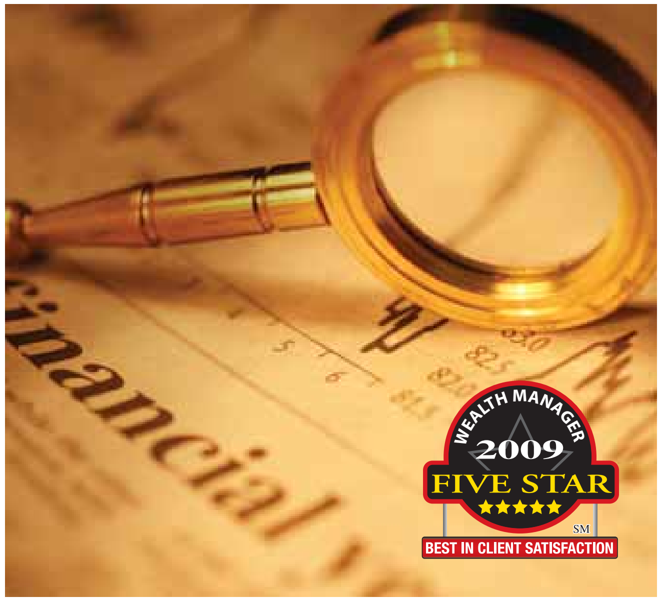
2009 INDEPENDENT SURVEY
TO FIND THE BEST IN
CLIENT SATISFACTION

Meet the Best

Personal Wealth Managers in the Twin Cities Area

WEALTH MANAGER 2009 FIVE STAR SM
BEST IN CLIENT SATISFACTION

ANNOUNCING: Twin Cities 2009 FIVE STAR Wealth Managers.



We surveyed consumers, financial service professionals and our subscribers to find the best in client satisfaction wealth managers in the Twin Cities area. Here they are.

Well over half of the consumer responses in the Twin Cities 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, bankers, etc.

With so many wealth managers to choose from, how do you find someone who listens to you, represents your interests and operates with an emphasis on integrity and service? *Minneapolis-St. Paul Magazine* and *Twin Cities Business* can help. For the second year, the magazine formed a partnership with Crescendo Business Services, an independent research firm, to find out which wealth managers successfully satisfied key client satisfaction criteria and overall scored the highest in client satisfaction.

The Selection Process

In June, Crescendo surveyed, by mail and phone 34,000 high-net-worth residents in the Twin Cities area and subscribers of *Minneapolis-St. Paul Magazine* and *Twin Cities Business*. An additional 4,200 surveys were sent to leaders of financial service industry companies.

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 July, 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 represents those wealth managers, of those evaluated, in the Twin Cities area, that scored highest in client satisfaction. These wealth managers, represent less than 7 percent of the wealth managers in the Twin Cities area. Only 559 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.

[1] 2008 Consumer Survey, Quantitative Market Intelligence

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, *Minneapolis-St. Paul Magazine* or *Twin Cities Business*.
- 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.
- For more information on the FIVE STAR Award and the research/selection methodology, go to: fivestarprofessional.com/wmresearch.

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

Neil Lapidus
Lurie Besikof Lapidus
BP; EP

James Lewis
Lewis Kisch & Associates
BP; FP; TX

Susan Savarese
Sannerud Savarese and Associates
TX

BANKING

Susan Henricks
Anchor Bank
FP

Amber Keith
U.S. Bank Private Client Group
FP

Jose Peris
U.S. Bank Wealth Management
EP; IV; TS

David Waldo
Private Bank Minnesota

BUSINESS PLANNING

Joe Fox
North Star Resource Group
IN; IV

Steven Goldetsky
Inrelex Law Group
EP; WP

Jim Sarych
Financial Concepts
FP; IV

John Thorvilson
Silverman Olson Thorvilson & Kaufmann
AC; EP; TX

Ronald D. Ulbrich
Mahoney Ulbrich Christiansen Russ
EP; TX

Dennis Zahrbock
Business & Estate Advisers
EP; FP; IV

ESTATE PLANNING

David Arnold
David B. Arnold Attorney at Law
BP; TS; WP

Stuart C. Bear
Chestnut & Cambronne
BP

Bruce A. Bouta
Attorney and Consultant
BP; IV

Steve A. Brand
Robins Kaplan Miller & Ciresi
WP

Joseph Earley
Earley Law Offices
CG; WP

Michael S. Frost
Michael S. Frost Attorney-At-Law
CG; WP

James Greupner
Siegel Brill Greupner Duffy & Foster
BP; TX; WP

Larry Henneman
Gray Plant Mooty
BP; TX; WP

Scott Husaby
Krass Monroe
BP; CG; TX

Thomas Johnston
Johnston Law Group
BP; TS; TX

Kevin Lanigan
Carlson Estate Planning
BP; CG; WP

Susan Link
Maslon Edelman Borman & Brand
WP

Peter McClellan
The 401k Latte Company
FP; IV

Dave Senger
Moss & Barnett
BP

Curtis Swenson
Advisor Net Financial
IN; IV; FP

John Thomas
Ameriprise Financial
BP; CG; FP

Jeffrey Vest
Vest & Johnson
BP; WP

FINANCIAL PLANNING

Thomas Aamot
Ameriprise Financial
IV

Mary Adamski
RBC Wealth Management
CG; IN; IV

Jason Aleshire
Stevens Foster Financial Advisors
IN; IV; LC

Charles Anderson
Focus Financial
EP; IN; IV

Eric Anderson
RBC Wealth Management
IN; IV

Gregory Anderson
Ameriprise Financial
EP; IV; LC

Paul Archambeau
North Star Resource Group
IN; IV; LC

Todd Arens
UBS Financial Services
IV

Zurich Awes
Zurich Awes Financial Management
BP; IN; IV

Denis Bakke
UBS Financial Services
EP; IV

Mary Barker
Ameriprise Financial/ White Ely and Associates
EP; IN; IV

Phillip Barnhill
The Advocate Group
CG; EP; IV

Troy Barta
Endura Financial Investment Services
IN; IV; LC

Daniel Bartel
Ameriprise Financial
BP; EP; IV

James Bates
Askar Corporation
IN; IV; TX

David Beise
Thrivent Investment Management
BP; IN; IV

Nick Beissel
Wealth Enhancement Group
EP; IN; IV

Jeffrey Bemel
Meridian Financial Group/ AXA Advisors
IN; IV; LC

Jonathan Benge
Preferred Resource Group
CG; EP; IV

Angus Bennett
Financial Network
EP; IN; IV

Mary Bennett
UBS Financial Services
BP; EP; IN

Steinar Berg
Berg Financial
IN; IV; LC

Larry Berger
Berger Financial Group
EP; IV; TX

Steve Berger
Advanced Advisor Group
EP; IV

Gerald Bernard
Wealth Enhancement Group
EP; FP; IN

Grant I. Beyl
Thrivent Financial for Lutherans
IN; IV; LC

Dick Bjorklund
Principal Financial Group
BP; EP; IN

Susan Lee Blount
Morgan Stanley
EP; IV

Daniel Boeckermann
Boeckermann, Grafstrom & Mayer Wealth Management
AC; IV; TX

Daniel Boyer
Ameriprise Financial
IN; IV; LC

Reggie Boyle
UBS Financial Services
EP; IN; IV

Michael A. Branham
Cornerstone Wealth Advisors
BP; EP; IV

Gwenn Branstad
Thrivent Investment Management
CG; IV; LC

Timothy Braun
RBC Wealth Management
EP; IN; IV

David Bremer
Boulay Financial Advisors
EP; IV; TX

Dana Brewer
KLB Financial
BP; EP; IV

C. Ann Brookman
UBS Financial Services
EP; IV

Michael Brown
McNellis, Bjork, Brown & Asato/Raymond James Financial Services
CG; EP; IV

Timothy S. Brown
Brown Wealth Management
EP; IN; IV

Lester Brunker
Citi Family Office
EP; IV

Travis L. Buck
Kusske Financial Management
EP; IV; LC

Robert Burley
Wealth Enhancement Group
EP; IN; IV

Lawrence Bushnell
Heritage Financial Group
IV; LC; TX

Lance Butner
Ameriprise Financial
EP; IN; IV

Leslie Cadle
Ameriprise Financial
EP; IN; IV

Sharon Calhoun
Vector Wealth Management
BP; EP; IV