

# 9M 2004

# Reclassified Results



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#### Investor Sentiment & the Market

This **climate of uncertainty** reinforces and supports the hesitancy of the private investors



The **lag in the response** of the investors to market recovery has just been **extended** by the setback in the third quarter



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#### **Net Inflows into Mutual Funds\***

€ mn

	Q3 2004	9M 2004
Total Italian Industry	-3,127	-8,373

\* Including Managed Accounts & Unit-linked policies Source: Assogestioni

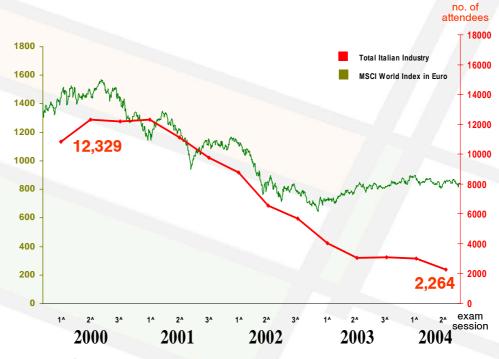


#### Life New Business Index & Unit-Linked policies\*

Q304 vs. Q303 9M04 vs. 9M03

Total Italian Industry -12% -15%

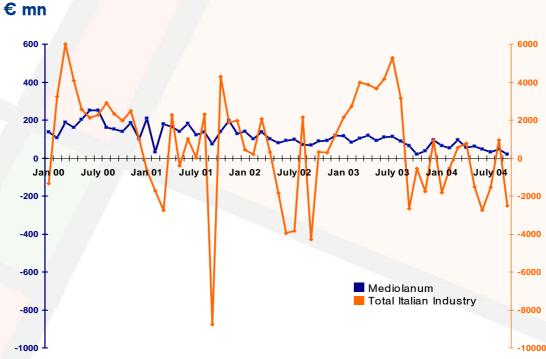
#### Appeal of F.A. Profession Licensing exam attendence



Source: Consob

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#### **Net Inflows into Mutual Funds\***

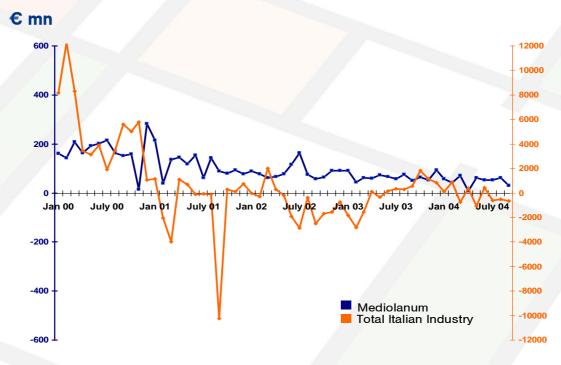


\* Including Managed Accounts & Unit-linked policies Source: Assogestioni



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#### **Net Inflows into Equity Mutual Funds\***

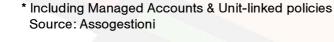


<sup>\*</sup> Including Managed Accounts & Unit-linked policies Source: Assogestioni



#### **Net Inflows into Mutual Funds\***

	Q3 2004	9M 2004
Total Italian Industry	-3,121	-8,373
Mediolanum	101	479





#### Life New Business 10 Index & Unit-Linked policies\*

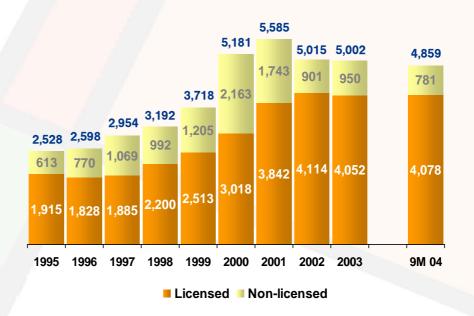
Q304 vs. Q303 9M04 vs. 9M03

Total Italian Industry	-12%	-15%
Mediolanum	+16%	+40%

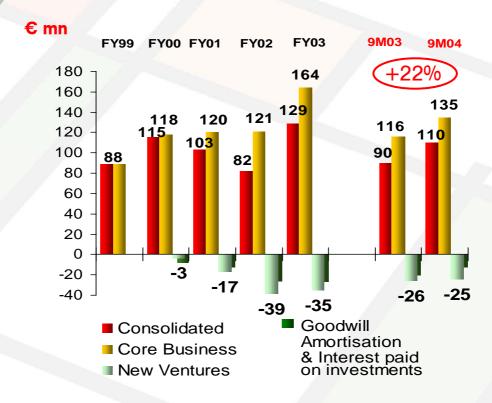
\* Ramo III Source: Ania

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### Financial Advisor Profession Mediolanum



Net Profit Trend



13 Agenda





#### 9M 2004 Reclassified Results

### **Group Consolidated**



	9M 04	9M 03	Change
Total revenues	2,040.0	1,633.4	+25%
Total costs	(1,901.2)	(1,531.6)	+24%
Net investment income	7.9	20.6	-61%
Profit before Tax & E.I.	146.8	122.4	+20%
Extraordinary items	2.1	(6.4)	n.s.
Profit before Tax	148.9	116.0	+28%
Tax	(38.8)	(26.0)	+49%
Profit from minority interests	0.0	(0.1)	n.s.
NET PROFIT	110.1	90.1	+22%





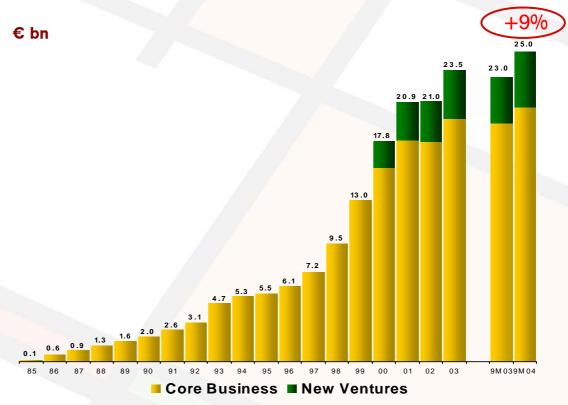
#### Net Profit in detail

€ mn

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	9M 04	9M 03	Change	
Net Premiums written	1,713.6	1,302.3	+32%	
Commission income	206.3	210.6	-2%	
Bank revenues	106.8	111.0	-4%	
Other revenues/commissions	13.4	9.5	+41%	
Total Revenues	2,040.0	1,633.4	+25%	
Net change in reserves	(1,536.1)	, ,	+32%	
Acquisition costs	(156.0)	(147.7)	+6%	
G&A expenses	(163.4)		-0%	
Amortisation/depreciation	(45.7)	(54.8)	-17%	
Total Costs	(1,901.2)	(1,531.6)	+24%	
Net investment income	7.9	20.6	-61%	
Profit before Tax & E.I.	146.8	122.4	+20%	
Extraordinary items	2.1	(6.4)	n.s.	
Profit Before Tax	148.9	116.0	+28%	
Tax	(38.8)	(26.0)	+49%	
Profit /Loss from minority interests	0.0	(0.1)	n.s.	
NET PROFIT	110.1	90.1	+22%	

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#### **Assets under Administration Trend**





#### **Assets under Administration**

€ mn	014.04	014.00	Ob
	9M 04	9M 03	Change
Life reserves	9,557.6	7,768.4	+23%
Mutual funds & managed accounts	10,686.0	9,633.0	+11%
Bank deposits	4,474.7	5,128.6	-13%
Institutional assets	18.0	164.5	-89%
Consolidation adjustments	(4,248.9)	(3,484.5)	+22%
Core Business Assets	20,487.4	19,210.0	+7%
Spain	1,999.6	1,908.9	+5%
Germany	481.4	459.0	+5%
Banca Esperia*	2,025.4	1,360.8	+49%
Mediolanum Private	3.8	11.9	-68%
New Ventures Assets	4,510.2	3,740.6	+21%
AUA	24,997.6	22,950.6	+9%

<sup>\*</sup> Mediolanum Group's share (48.5%)



		9M 04	9M 03	Change
	Life policies	1,046.0	832.0	+26%
	Mutual funds & managed accounts	401.3	737.2	-46%
N	Managed Savings	1,447.3	1,569.3	-8%
<b>A</b>	Administered Savings	39.3	259.0	-85%
N	IET INFLOWS	1,486.6	1,828.3	-19%



#### Sales Network

	9M 04	9M 03	Change	
Italy: Banca Mediolanum	4,859	5,008	-3%	
Spain: Fibanc (Mediolanum model)	406	322	+26%	
Spain: Fibanc (Traditional model)	65	78	-17%	
Germany: B.A. Lenz	86	84	+2%	
Full-Time Exclusive Advisors	5,416	5,492	-1%	
Italy: Partner Time	658	954	-31%	
Spain: Fibanc Part-Time agents	107	72	+49%	
Germany: Gamax	573	892	-36%	
Part-Time / Non-Exclusive Advisors	1,338	1,918	-30%	
TOTAL SALES NETWORK	6,754	7,410	-9%	

#### 9M 2004 Reclassified Results

#### **Core Business**



	9M 04	9M 03	Change
			_
Total revenues	1,937.7	1,563.2	+24%
Profit before Tax & E.I.	172.0	149.0	+15%
Extraordinary items	3.0	(5.2)	n.s.
Profit before Tax	175.0	143.8	+22%
Tax	(40.3)	(28.1)	+44%
NET PROFIT	134.6	115.7	+16%





#### **Net Inflows**

€ mn

	9M 04	9M 03	Change
Life policies	982.5	803.1	+22%
Mutual funds & managed accounts	29.6	453.1	-93%
Managed Savings	1,012.1	1,256.2	-19%
Securities	(65.1)	113.0	n.s.
Cash	110.2	(247.2)	n.s.
Repurchase agreements	(57.8)	250.1	n.s.
Administered Savings	(12.7)	115.9	n.s.
NET INFLOWS	999.4	1,372.1	-27%



#### **Assets under Administration**

	9M 04	9M 03	Change
Life reserves	9,557.6	7,768.4	+23%
Mutual funds & managed accounts	10,686.0	9,633.0	+11%
Institutional assets	18.0	164.5	-89%
Consolidation adjustments	(4,248.9)	(3,484.5)	+22%
Managed Savings Assets	16,012.8	14,081.4	+14%
Bank deposits	4,474.7	5,128.6	-13%
Administered Savings Assets	4,474.7	5,128.6	-13%
TOTAL AUA	20,487.4	19,210.0	+7%

financed by 1st-year

loadings

# Life Reserves € mn

	9M 04	9M 03	Change
Traditional Reserves	1,218.8	1,269.3	-4%
Index-linked Reserves	4,194.4	3,204.4	+31%
Unit-linked Reserves	4,144.5	3,294.7	+26%
LIFE RESERVES	9,557.6	7,768.4	+23%

#### Life Reserves Trend € bn Decline in traditional reserves sensitive to low interest rates Guarantees relate 4.1 only to traditional reserves: 13% of Life assets 2.7 4.1 4,1 Unit & Index-linked 85% don't require solvency margins H1 FY H1 2001 2001 2002 FY 2000 Cost & availability of capital present ■ Traditional ■ Unit-linked ■ Index-linked no issue: network commissions



#### Mutual Funds & M.A. Assets

€ mr

€ mn			
	9M 04	9M 03	Change
Equity funds	6,465.4	5,600.0	+15%
Bond funds	1,837.1	1,896.0	-3%
Monetary funds	823.2	763.2	+8%
Total "unbundled" mutual funds	9,125.8	8,259.2	+10%
	,	,	
"Elite" fund of funds	97.7	38.7	+152%
o/w equity	75.9	19.2	+295%
"Mix" accounts	1,391.6	1,254.6	+11%
o/w equity	1,114.3	792.2	+41%
"Chorus" managed accounts	1,736.7	1,868.7	-7%
o/w equity	1,159.2	1,164.6	-0%
Total "bundled" mutual funds	3,226.0	3,162.0	+2%
Managed accts. in own mutual funds	(1,665.8)	(1,788.2)	-7%
MUTUAL FUND & MA ASSETS	10,686.0	9,633.0	+11%
o/w equity	71%	66%	+8%

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#### Mutual Funds Assets by Location

as at 30/09/04



# Bank Deposits € mn

	9M 04	9M 03	Change	
Cash under deposit	2,647.3	2,624.5	+1%	
Securities under deposit	1,699.3	2,039.9	-17%	
Repurchase agreements	123.0	453.9	-73%	
Subordinated loans	5.1	10.3	-50%	
BANK DEPOSITS	4,474.7	5,128.6	-13%	

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#### Gross Premiums Written

	9M 04	9M 03	Change
U-L Pension plans Pension plans: automatic increase in premiums* U-L Investment policies (Life Funds) Recurring Policies (AP)	46.6 23.0 55.9 <b>125.5</b>	61.1 20.0 15.8 <b>96.9</b>	-24% +15% +254% <b>+30%</b>
Trad/Group/Investment policies Unit-linked policies (Life Funds, Oro Funds) Index-linked policies (Dipiù) Single Premium Policies (SP)	6.1 107.1 830.7 <b>943.9</b>	6.6 90.3 571.2 <b>668.1</b>	-8% +19% +45% <b>+41%</b>
TOTAL NEW BUSINESS	1,069.4	765.0	+40%
Pension plans in-force Investment policies in-force	470.3 108.3	431.5 72.9	+9% +49%
TOTAL IN-FORCE BUSINESS	578.6	504.4	+15%
TOTAL GROSS PREMIUMS WRITTEN	1,648.1	1,269.4	+30%

<sup>\*</sup> Included in In-force Business in the Embedded Value calculation





#### Recurring Policies in detail (AP)

<b>U</b>		
	€ mn	9M 04
	U-L Pension plans (My Pension) o/w automatic increase in premiums	<b>34.0</b> 6.0
	o/w discretionary increase in premiums already paid  U-L Pension plans (Europension)	3.9 <b>31.5</b>
	o/w automatic increase in premiums o/w discretionary increase in premiums already paid	12.9 6.5
	Traditional Pension Plan	1.8
	o/w automatic increase in premiums	1.8
	U-L Investment policies (Life Funds)	58.2
	o/w automatic increase in premiums	2.3
	RECURRING POLICIES (AP)	125.5
	o/w automatic increase in premiums o/w discretionary increase in premiums already paid*	23.0 10.5
	Total increase in premiums	33.5

<sup>\* 8.8</sup> euro/mn of discretionary increase in premiums written, but not yet paid are not included in the slide



### Gross Inflows into Retail Mutual Funds & Managed Accounts

9M 04	9M 03	Change
341.6 148.5 321.2 <b>811.4</b>	346.3 218.1 339.7 <b>904.1</b>	-1% -32% -5% <b>-10%</b>
40.9 27.6 173.8 139.5 78.2 44.1	41.5 21.0 163.3 82.1 128.8 60.8	-1% +31% +6% +70% -39% -27%
292.9	333.6	-12%
1,104.3 50%	1,237.7 41%	-11% +21%
	341.6 148.5 321.2 <b>811.4</b> 40.9 27.6 173.8 139.5 78.2 44.1 <b>292.9</b>	341.6 346.3 148.5 218.1 321.2 339.7 <b>811.4 904.1</b> 40.9 41.5 27.6 21.0 173.8 163.3 139.5 82.1 78.2 128.8 44.1 60.8 292.9 333.6



#### Bank Accounts & Account Holders

	9M 04	9M 03	Change	
Active bank accounts	338,000	331,000	+2%	
Primary account holders (unduplicated)	782,200	768,700	+2%	



#### **Primary Account Holders**

	011.01	011.00	01	
	9M 04	9M 03	Change	
Life	595,100	566,700	+5%	
Mutual funds & managed accounts	281,300	287,100	-2%	
Bank	305,700	297,500	+3%	
Other	61,700	64,100	-4%	
Unduplicated Primary Account Holders	782,200	768,700	+2%	





#### **Total Account Holders**

	9M 04	9M 03	Change	
Life	595,100	566,700	+5%	
Mutual funds & managed accounts	428,700	440,500	-3%	
Bank	467,000	454,800	+3%	
Other	64,100	66,700	-4%	
Total Account Holders	918,900	907,400	+1%	

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#### Sales Network

	9M 04	9M 03	Change
Licensed Financial Advisors	4,078	4,092	-0%
Non-Licensed Financial Advisors	781	916	-15%
Banca Mediolanum	4,859	5,008	-3%
o/w financial executives	781	839	-7%
Partner Time	658	954	-31%
TOTAL NETWORK	5,517	5,962	<b>-7</b> %



# Total Revenues € mn

	9M 04	9M 03	Change
Premium income	1,648.1	1,269.4	+30%
Re-insurance ceded	(4.5)	(5.1)	-12%
Commission income	189.0	194.6	-3%
Bank revenues	91.5	91.9	-0%
Other commission & revenues	13.5	12.4	+9%
TOTAL REVENUES	1,937.7	1,563.2	+24%

# Adjusted Premium Income € mn

	9M 04	9M 03	Change
Recurring policies*	102.5	76.9	+33%
Single premium policies x 1/10	94.4	66.8	+41%
NEW BUSINESS APE	196.9	143.7	+37%

<sup>\*</sup> excluding automatic increases in premiums

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#### **Commission Income**

€ mn

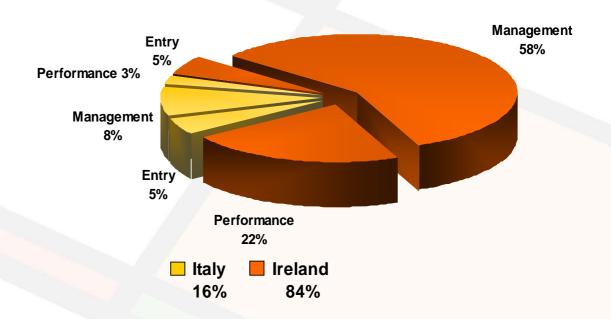
	9M 04	9M 03	Change	
Entry fees	18.9	23.2	-18%	
Management fees	125.2	103.9	+21%	
Performance fees	44.9	67.5	-33%	
TOTAL COMMISSION INCOME*	189.0	1946	-30%	

<sup>\*</sup> on all products with mutual funds underlying

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#### Commission Income by Location

as at 30/09/2004





#### **Bank Revenues**

€ mn

	9M 04	9M 03	Change	
Interest Spread	37.9	43.6	-13%	
Securities	8.5	12.6	-33%	
Service fees on managed accounts	15.2	16.9	-10%	
Other services	29.9	18.8	+59%	
-o/w mortgages	17.4	7.8	+123%	
Service Margin	53.6	48.3	+11%	
BANK REVENUES	91.5	91.9	-0%	



€ mn

#### Benefits Paid & Change in Reserves

9M 04 9M 03 Change

Claims & maturities 342.7 235.0 +46%

Natural surrenders 244.6 130.0 +88% Surrenders from transformation 78.3 124.0 -37% **Benefits Paid** 665.6 489.0 +36% **Change in Reserves** 814.4 647.4 +26%

Recovery from reinsurance (5.7) (4.6) +24%

BENEFITS PAID & CHANGE IN RESERVES 1,474.3 1,131.8 +30%



#### Surrenders\*

€ mn

	9M 04	9M 03	Change	
Surrenders from Transformation	49.4	124.0	-60%	
Natural Surrenders*	180.7	110.8	+63%	
% of reserves	3.6%	2.6%	+38%	
TOTAL SURRENDERS	230.1	234.8	-2%	
% of reserves	4.6%	5.5%	-16%	
% of reserves  TOTAL SURRENDERS	3.6% <b>230.1</b>	2.6%	+3	8% <mark>2%</mark>



#### Surrenders of Investment Policies

€ mn	9M 04	9M 03	Change	
Surrenders of Traditional Invest. Pol.	29.0	47.1	-38%	
% of reserves	14.1%	19.1%	-26%	
o/w Natural Surrenders	23.3	27.2	-14%	
% of reserves	11.2%	10.6%	+6%	
Surrenders of Unit-linked Invest. Pol.	77.4	45.0	+72%	
% of reserves	8.6%	6.3%	+37%	
o/w Natural Surrenders	60.3	45.0	+ <b>34</b> %	
% of reserves	6.7%	6.3%	+6%	
SURRENDERS OF INVEST. POL.*	106.4	92.1	+16%	
% of reserves	9.6%	9.6%	n.s.	
o/w Natural Surrenders	83.6	72 <i>.</i> 2	+16%	
% of reserves	7.5%	7.4%	+1%	



<sup>\*</sup> excluding index-linked & group policies

<sup>\*</sup> excluding group policies



#### **Surrenders of Pension Plans**

	9M 04	9M 03	Change	
Surrenders of Traditional Pension Plans	23.8	120.9	-80%	
% of reserves	2.5%	12.1%	-79%	
o/w Natural Surrenders	13.8	16.6	-17%	
% of reserves	1.5%	1.6%	-6%	
Surrenders of Unit-linked Pension Plans	99.9	22.0	+354%	
% of reserves	3.4%	1.0%	+240%	
o/w Natural Surrenders	83.3	22.0	+279%	
% of reserves	2.8%	1.0%	+180%	
SURRENDERS OF PENSION PLANS*	123.7	142.9	-13%	
% of reserves	3.2%	4.3%	-26%	
o/w Natural Surrenders	97.1	38.6	+152%	
% of reserves	2.5%	1.2%	+108%	

<sup>\*</sup>excluding group policies



		9M 04	9M 03	Change	
Net claims, benefits p	aid, changes in reserves	1,474.3	1,131.8	+30%	
Acquisition costs (con	nmission expense)	140.9	136.4	+3%	
G&A expenses		133.0	126.4	+5%	
Advertising expenses		2.8	6.5	-57%	
Depreciation & provisi	ons	24.1	33.8	-29%	





#### Net Investment Income

€ mn

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	9M 04	9M 03	Change
Investment income - Life	37.4	49.8	-25%
Adjustments to financial investments	(2.5)	0.2	n.s.
Adjusted investment income - Life	34.9	50.0	-30%
Policyholders' interest	(27.1)	(30.6)	-11%
Net Investment Income - Life	7.8	19.4	-60%
Net Investment Income - other	(4.4)	(4.9)	n.s.
Interest paid on investments	6.1	6.2	-2%
NET INVESTMENT INCOME	9.4	20.7	-54%



#### **Profit by Business Line**

	9M 04	9M 03	Change
Life insurance	86.5	65.5	+32%
Mutual funds	50.1	44.7	+12%
Bank business	35.2	40.3	-13%
Other operations	0.2	(1.5)	n.s.
PROFIT BEFORE TAX & E.I.	172.0	149.0	+15%





#### 9M 2004 Reclassified Results

#### **New Ventures**



	9M 04	9M 03	Change	
Spain	1.1	(0.6)	n.s.	
Germany: Gamax	1.3	(0.2)	n.s.	
Germany: B.A. Lenz	(8.1)	(6.1)	+32%	
Banca Esperia*	1.4	1.0	+42%	
Mediolanum Private & others	(8.0)	(0.6)	+36%	
NET PROFIT/LOSS	(5.1)	(6.5)	-22%	

<sup>\*</sup> Mediolanum Group's share (48.5%)





#### Net Consolidated Effect

€ mn

	9M 04	9M 03	Change	
Net profit/loss	(5.1)	(6.5)	-22%	
Goodwill amortisation	(15.4)	(15.1)	+2%	
Interest paid on investments	(4.1)	(4.1)	-1%	
NET CONSOLIDATED EFFECT	(24.5)	(25.7)	-5%	



#### **Spain Net Profit**

	9M 04	9M 03	Change	
Total revenues	101.0	65.5	+54%	
Total costs*	(40.3)	(35.9)	+12%	
Net changes in reserves	(61.8)	(33.8)	+83%	
Capital gain/loss	2.5	5.1	-51%	
Profit before Tax & E.I.	1.4	0.9	+54%	
Extraordinary items	(0.6)	(1.4)	-60%	
Profit before Tax	0.8	(0.5)	n.s.	
Tax	0.3	(0.1)	n.s.	
Profit from minority interests	0.0	0.0	n.s.	
SPAIN NET PROFIT	1.1	(0.6)	n.s.	
*o/w start-up costs	(2.1)	(3.0)	-31%	



# Spain Net Effect € mn

Net profit/loss Goodwill amortisation Interest paid on investments  9M 04 9M 03 Change  1.1 (0.6) n.s.  (10.6) (10.2) +3%  (2.4) (2.5) -4%
Net profit/loss 1.1 (0.6) n.s. Goodwill amortisation (10.6) (10.2) +3%
Net profit/loss 1.1 (0.6) n.s.
9M 04 9M 03 Change

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#### Spain Network

	9M 04	9M 03	Change
Financial Advisors (Mediolanum model)	406	322	+26%
Commercial Agents & Employees (Traditional model)	65	78	-17%
Part-time Agents	107	72	+49%
SPAIN TOTAL NETWORK	578	472	+22%



#### Spain Gross Inflows

€ mn

	9M 04	9M 03	Change
Gross premiums written	70.1	46.9	+49%
o/w Recurring Policies (AP)	3.9	1.8	+117%
o/w Single Premium Policies (SP)	66.2	45.1	+47%
Mutual funds & managed accounts	176.3	277.3	-36%
Managed Savings	246.4	324.2	-24%
Securities	8.8	81.8	-89%
Cash	2.9	(59.0)	-105%
Administered Savings	11.7	22.8	-49%
SPAIN GROSS INFLOWS	258.1	347.0	-26%



#### **Spain Net Inflows**

	9M 04	9M 03	Change
Life policies	55.0	33.7	+63%
Mutual funds & managed accounts	(24.4)	41.0	n.s.
Managed Savings	30.6	74.7	-59%
Securities	8.8	81.8	-89%
Cash	(14.4)	(64.8)	-78%
Administered Savings	(5.6)	17.0	n.s.
SPAIN NET INFLOWS	25.0	91.7	-73%





#### Spain Assets under Administration

	9M 04	9M 03	Change	
Life & pension funds*	186.7	107.8	+73%	
Mutual funds**	712.2	727.5	-2%	
Bank deposits	1,297.9	1,219.3	+6%	
Institutional assets	62.4	95.4	-35%	
Consolidation adjustments	(259.5)	(241.1)	+8%	
SPAIN AUA	1,999.6	1,908.9	+5%	
*o/w Ireland-based assets	125.2	50.0	+150%	
**o/w Ireland-based assets	22.5	8.3	+171%	



	9M 04	9M 03	Change	
Net profit/loss	1.3	(0.2)	n.s.	
Assets under Administration	394.6	424.3	-7%	
Gross inflows	76.1	75.4	+1%	
Net inflows	(33.6)	(11.0)	+205%	





#### B.A. Lenz Highlights

€ mn

	9M 04	9M 03	Change	
Net profit/loss	(8.1)	(6.1)	+32%	
Assets under Administration	86.8	34.7	+150%	
Gross inflows	16.6	35.0	-53%	
Net inflows	14.4	35.0	-59%	
o/w managed savings	11.1	5.8	+90%	
o/w administered savings	3.3	29.2	-89%	
Financial Advisors	74	99	-25%	
Clients	6,052	2,767	n.s.	



#### Banca Esperia Highlights (100%)

	9M 04	9M 03	Change	
Net profit/loss	2.9	2.1	+42%	
o/w Mediolanum share	1.4	1.0	+42%	
Assets under Administration	4,176.0	2,805.8	+49%	
% in managed assets	83%	81%	+3%	
Net inflows	1,007.0	707.5	+42%	
o/w managed savings	895.0	507.7	+76%	
Private Bankers	44	37	+19%	
Clients	1,677	1,269	+32%	



#### 2004 - Projects Update



### Product Development Update Latest insurance products



#### **DiPiù Alternative**

- principal-protected index-linked policy
- invests in "funds of hedge funds" HFRX index
- 6 & 9 year maturities
- € 18 mn in sales as at the end of October



#### **Mediolanum Alternative Funds**

- unit-linked investment policy
- offers the choice among 3 different profiles
- 50% investing in "funds of hedge funds" & 50% in diversified mutual funds
- € 66 mn in sales as at the end of October



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### Regulatory Update New fee structure on Italy-based funds



#### Proposal to Bank of Italy submitted in July

- to change performance fee calculation method according to the guideline recommendations
- to increase management fees, as the TER on our ltaly-based funds is relatively low



- √ Neutral effect on margins
- ✓ Stabilise revenues over time
- ✓ Increase in Embedded Value



#### **Expected approval very soon**

- New fee structure likely to be implemented by summer 2005
- Similar move to be made on Ireland-based funds thereafter



#### Regulatory Update Private pensions



#### Guideline Law approved in July 2004

- Decree on final regulations not expected until well into 2005
  - ✓ government needs to find funding for the additional tax deduction
  - compensation will need to be made to companies for loss of TFR working capital
- Adjustment of our Individual Pension Plan will likely be required





### **Key Business Priorities Recovery of volumes**



Aggressively developing the **Life** insurance business - boosting 'My Pension' and 'premium increases', as well as taking advantage of strength of 'Life Funds'



Markets should respond favourably to reduced uncertainty - resulting in resumed growth in **Mutual Funds** volumes



Preparing a comprehensive marketing plan to boost **current accounts** 



### **Key Business Priorities Recruitment of Advisors**



Developing alternative recruiting procedures that work in today's critical environment



Resuming advertising as soon as mid-November to counteract the deteriorated image of the profession

