

# PROFESSIONAL FINANCIAL SERVICES, INC.

*"DESIGNING AND PROTECTING WEALTH"*

*ONE PLAN AT A TIME*

ROBERT E. TUCKER  
PRESIDENT  
Tel (703) 391-0299  
Fax (703) 391-0277

10913 LAWYERS ROAD  
RESTON, VIRGINIA 20191  
e-mail: [bobtucker@pfsinc.info](mailto:bobtucker@pfsinc.info)  
website: [www.pfsinc1.com](http://www.pfsinc1.com)

April 12, 2013

Mr. Robert E. Tucker  
10913 Lawyers Road  
Reston, VA 20191

Dear Bob:

## Client Questionnaire

Our goal is to provide exemplary service and to bring exceptional value to the relationship we have with you. The enclosed questionnaire will allow us to understand better your preferences and needs and to serve you the way you want. In addition to your answers, the form includes a section for your expanded comments to enable you to tell us about items we haven't thought to ask. A postage paid reply envelope is enclosed.

So, please, take just a few moments and give us your feedback. I would greatly appreciate receiving your reply by May 1<sup>st</sup>, and thank you in advance for your cooperation. Now on to some other news.

## New Employee Search

I am about to launch an active search for a new part-time employee to help us with administrative matters and new projects in the office. Below is the ad we are going to use.

"Immediate opening for a part-time position as an experienced Executive Assistant to a successful, highly organized financial services professional located in Reston, Virginia.

Applicant must be:

- . Skilled in Microsoft Office-Word, Excel, Power Point
- . A self- starter, have a willingness to learn quickly, and an ability to "think outside the box"
- . Organized and extremely careful in the work performed
- . Motivated to grow professionally

College degree is preferable, and experience in insurance and/or securities is a definite plus. Possession of insurance licenses and/or securities registrations is even better.

Hours are negotiable. Salary is negotiable.

Fax resumé to 703-391-0277 or email to "dfm1379@yahoo.com".

If you know of someone who might like to explore this opportunity, we would welcome your referrals.

**A REGISTERED INVESTMENT ADVISOR**

*Securities Transactions Offered Through*

H. Beck, Inc., Member FINRA/SIPC, 6600 Rockledge Drive, 6th Floor, Bethesda, Maryland 20817, (301) 468-0100  
Robert E. Tucker is a registered representative of H. Beck, Inc., which is unaffiliated with Professional Financial Services, Inc.

Spring Cleaning

As we emerge from the often gloomy, cold days of winter and enter into the glory of spring, many of us engage in "spring cleaning". Out with the old, in with the new. Time to clean up and restore our houses, our bodies, and our lives.

Consider the idea of putting Financial Spring-Cleaning at the top of your list of priorities.

Checking life insurance and retirement plan beneficiary arrangements, re-visiting your legal documents – Wills, Trusts, Powers of Attorney – from many points of view, reviewing your plan for dealing with long term care, examining your selection of investments based on your current risk and reward tolerance, considering your options for achieving a minimum income tax obligation based on new laws are all worthy of exploration.

We specialize in Financial Spring-Cleaning! We can and want to help. So, let us know if your financial house needs a review.

Recommendation

Recently I had an exceptionally good experience with a local, family owned heating and air conditioning company. Specifically, Mann-In Inc. who provide both new equipment and ongoing service agreements for residential customers.


We needed a new heat pump. As you know, a heat pump is not exactly a low cost item. So, it's important to make the right selection of equipment and company.

I was referred to and selected Mann-In, Inc. headquartered in Chantilly, Virginia. They did such an outstanding job with a first rate team of employees that it is a pleasure to endorse them and to suggest that if you have any service needs or need to replace any system you may have, I urge you to contact Chuck Brown, President at (703) 263-1200 and mention to him that I have referred you. We have no financial relationship. I just like endorsing people and companies of exceptional quality.

Conclusion

As always, I wish you health, happiness, and prosperity, but let us know how we can add comfort and peace of mind to your lives. Your response to the enclosed questionnaire by May 1<sup>st</sup> will be most appreciated.

Best regards,



Robert E. Tucker, CLU  
Chartered Financial Consultant

dfw

Enclosure

Neither H. Beck, Inc. nor Professional Financial Services, Inc. offers legal or tax advice. For specific tax/legal advice, please consult a qualified tax/legal advisor.

# CLIENT FEEDBACK QUESTIONNAIRE FROM ROBERT E. TUCKER

---

Your Name: \_\_\_\_\_

Please Print

1. Please give us the email address you would prefer we use:

For you \_\_\_\_\_

For your spouse, if any \_\_\_\_\_

2. Communications:

A. What information would you like to receive that you do not receive from us now?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

B. How often would you like to hear from us?

- Monthly                       Semi-annually  
 Quarterly                       Annually  
 Other \_\_\_\_\_

C. How would you like to hear from us?

Comments (if any)

- Phone Call \_\_\_\_\_  
 Email \_\_\_\_\_  
 Bob's letter \_\_\_\_\_  
 Other / Comments \_\_\_\_\_

D. Do you enjoy our Designing Wealth quarterly magazine or would you prefer not to receive it?

Yes, keep sending it to me

No, take me off the list

E. Do you like to receive our annual Month At A Glance Calendar?

Yes, keep sending it to me

No, take me off the list

Other comments:

---

---

3. Meetings

A. How often would you like to meet with Bob? \_\_\_\_\_

B. Would you prefer meetings to be held as a :

Phone appointment

Face to face meeting

Other \_\_\_\_\_

---

---

4. Website

A. Do you look at our website [www.pfsinc1.com](http://www.pfsinc1.com)?

Often

Rarely

Never

B. Do you have any suggestions as to how we can improve our website?

Yes

No

Comments:

---

---

---

**5. Overall Impression**

**A. How would you describe what we do and how we do it?**

---

---

---

**B. Do you have any suggestions as to what you feel we could do better?**

---

---

---

**C. Are you comfortable referring us if the opportunity occurs?**

Yes       No

**If not, what do you feel we could do differently to be more referable?**

---

---

---

**6. Final Comments**

**Please use the space below to make any comments, suggestions, and/or observations that you are willing to share with us. All feedback is welcome!**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

**Thank you very, very much for taking the time to complete this questionnaire.  
Your response is most appreciated!**

**Return by May 1st to:  
Robert E. Tucker, President  
Professional Financial Services, Inc.  
10913 Lawyers Road  
Reston, VA 20191**

Securities offered through H. Beck, Inc., Member FINRA/SIPC  
6600 Rockledge Drive, 6<sup>th</sup> Floor Bethesda, MD 20817, (301) 468-0100  
Investment Advisory Services offered through Professional Financial Services, Inc., A Registered Investment Advisor  
Robert E. Tucker is a registered Representative of H. Beck, Inc., which is unaffiliated with Professional Financial Services, Inc