



People who care, Plans that perform

237 Labrador Drive
Waterloo, ON N2K 4M8
tel 519.745.8500, fax 519.745.8283
toll 877.745.8500
www.arcafinancial.com

Advisors:

- David Archer
- Mark Healy
- Robert B. Hooper
- Mark Leech
- John V. Lunz
- Douglas T. McPhail
- Paco Sanchez
- Kelly Strome
- Paul Struck
- William J. Vollmer

Associates:

- Sue Block,
Client Service Associate
- Carolyn Brown,
Investment Associate
- Jeff Coulter,
Financial Planning Associate
- Aisling Dennett,
Insurance Associate
- Irene Fast,
Mutual Funds Branch Manager/
Group Benefits
- Krystle Harris,
Client Service/Investment
Associate
- Theresa Himburg,
Investment & Insurance Associate
- Debbie Hohl,
Client Service Associate
- Megan Kemp,
Insurance Associate
- Jane Leis,
Financial Planning Associate
- Michelle Nelles,
Client Service/Insurance Associate
- Tania Steffler,
Client Service Associate
- Lori Struk,
Client Service Associate
- Kelly Watson,
Investment Associate

Support Team:

- Christine Black,
Tax & Estate Planning
Consultant/Chief Financial Officer
- Rose K. Frim,
Receptionist / Executive Assistant
- Susan Langdon,
Project Co-ordinator
- Claire van Wijk,
Accounting / Benefits
Administrator
- Kelly Wagner,
General Manager

Arca is a founding member of



“Creating the right path”

We Want To Serve You Better!

Watch your mailbox in early June... Arca is conducting our first-ever, company-wide “**Client Loyalty Survey**”, and we want your input!

Now is your chance to let us know how you feel.

Your input will be compiled and reported back to us from an independent third party company, and the results will impact our client service efforts and initiatives in the future.

Your feedback is important, and there are prizes to be won!

If you're not already thrilled about doing business with us, we want to know exactly what we should do to improve - to the point that you wouldn't hesitate to *enthusiastically recommend us* to your friends, family and business associates.

Our survey will be sent to a *random sample* of our clients, however if you have specific feedback you would like to offer, please contact us at

inquiries@arcafinancial.com, or call Rose at (519) 745-8500 before June 1st to

make sure you are put on our list of survey recipients.

We look forward to hearing from you!

WHAT REALLY DRIVES COMPANY PROFITABILITY?

Courtesy of Chris Marshall, CEO of QuickSurvey, Inc.

Profit. Organizations worry about it, companies thrive on it and everyone seems to write about it. But what is it that really drives bottom line profitability?

Can we assume that customers will always remain loyal? Are the customers' highest expectations being met or exceeded? Will they come back, and will employees consistently provide the best service to those that do? Does management communicate the right message to staff and meet *their* expectations? Can any one employee at any time describe exactly what the company does well and promote it?

As a business advisor for nearly thirty years, these are questions I have asked my clients over and over again. Almost every time, they acknowledge the critical relevance of knowing exactly what drives their profits and why both *customer loyalty* and *employee attitude* are two of the key triggers behind their success. Yet, they are unsure how to define, understand and gain control over the essential drivers that affect employees and customers and lead to real success.

Thus, QuickSurvey came into being – a different and affordable survey company that allows businesses to assess the “Five Key Drivers” of organizational excellence. QuickSurvey has the measuring tools and expertise to help any business examine ways to improve their growth and profitability by identifying and understanding their needs and by increasing customer and employee loyalty, rather than just satisfaction. The results are amazing.

To learn more about this vital link to success, take our two-minute sample survey at www.quicksurvey.biz, or call us toll free at 1-866-944-1024 for a free consultation and analysis.

*QuickSurvey can't tell you what your profit should be
– but we can show you what drives it.*



“Summer Hours” will be in effect at Arca from Monday, July 4th through to Friday, September 2nd inclusive:
Monday – Thursday, 8:00am – 5:00pm
Friday – 8:00am – 12:30pm

FROM OUR GROUP BENEFITS DEPARTMENT

Courtesy of Paul Struck, Group Benefits Consultant

What is an out-of-country medical emergency?

The definition of an out-of-province or out-of-country medical emergency may vary from insurer to insurer so always refer to your specific group benefits plan or contract, but generally speaking it's an unforeseen injury or illness that begins while the insured person is traveling outside his or her home province. Treatments required for a medical condition that was diagnosed prior to the trip may be **excluded** from the contract, however, coverage may be available for an unforeseen complication (requiring immediate medical attention) arising from an existing condition if the condition was completely stable at the time of departure from home. In this case, the insurance company will investigate to determine whether there was any reason to expect complications.

Be safe, not sorry!

Plan members should discuss their pre-diagnosed medical conditions(s) with their physician before traveling to establish if there is any risk of complications. It's wise to make certain this discussion is properly documented in their physician's files for future reference if required.

Taking a trip?

To find further information and advice for travelers, try the Department of Foreign Affairs and International Trade (www.voyage.gc.ca), Transport Canada (www.tc.gc.ca) and the Canadian Automobile Association (www.caa.ca).



THE MORTGAGE CENTRE (TRISTAR FUNDING CORPORATION)

Courtesy of Steve Heimbecker, Mortgage Consultant

At the Mortgage Centre, mortgages are our only business, and since we are brokers, we work for you - not for the banks – meaning we offer unbiased advice to help you select the mortgage that's absolutely right for you.

Tristar Funding Corporation has been in business since 1984, and been part of the Mortgage Centre franchise system since 1991, generating over 130 million funded mortgages annually. The Mortgage Centre gets Canada's leading lenders to compete for your mortgage in an exclusive electronic bid process that - when combined with advice from your Mortgage Centre Specialist - always guarantees you the best available package of rate and features.

We specialize in renewals, early renewals, first time home buyers and refinance/consolidation mortgages. We'll show you how you can save money by breaking your fixed rate mortgage, using your mortgage as a tool to manage debt, and paying off your mortgage faster.

Feel free to contact Steve Heimbecker or Richard Kitts, your local Mortgage Centre Specialists, for a quick, no cost, no obligation review of all your mortgage financing requirements.

The Mortgage Centre, 1120 Victoria St N, Suite 201, Kitchener, ON, 519-743-4365,

www.mortgagecentrekw.com

ARCA'S GRAND OPENING EVENT – A SUCCESS!

Many of our clients, suppliers and business partners came out to enjoy the great food, wine, music and festive atmosphere at our Grand Opening Event on January 28th. Those who couldn't make it out to Labrador Drive might have caught our shareholders doing the ceremonial ribbon-cutting that evening on CKCO-TV News. You could almost hear the sighs of relief coming from the new parking area – no more elevators or stickers!

Thanks to our business partners for donating wonderful prizes which were raffled off, as well as to The Stone Crock for their superb catering job and to the talented band *Atlantic Avenue*, for providing us with our entertainment.

And very special thanks to those clients who came out and helped create a memorable evening!



Barrington is an Advisory Group founded in May 2000 by a number of like-minded top professionals specializing in various areas of financial planning and life insurance planning in particular. Combining both the knowledge and buying power of the group ensures that the client receives the best of class products and services, each and every time.

To learn more about Barrington Wealth Partners, visit our website at www.bwpartners.com

****if you prefer to receive this newsletter by email, please send us a note at inquiries@arcafinancial.com****