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## NEWS RELEASE



### **Customers rate MLC/Garvan Financial Planning as Australia's leading financial advice group**

Local financial advice business Wealthfarm Financial Planners is part of the MLC/Garvan Financial Planning network, which has won the *CoreData Major Financial Advice Group* award for the second consecutive year.

The award is the result of mystery shopper research conducted throughout Australia by CoreData<sup>1</sup> and recognises the quality of customers' experiences when seeking financial advice.

Nicholas Sinclair, Director of Wealthfarm Financial Planners, said, "This award reflects our constant focus on providing consistently high quality advice that helps our clients reach their financial and lifestyle goals."

"MLC/Garvan Financial Planning advisers take the time to understand clients' needs and provide advice they value, and this came through strongly in the research. Potential customers indicated they saw the benefit of our advice, would choose to proceed with our suggestions, and would recommend the adviser they met with."

Over 300 mystery shopping experiences were conducted by customers genuinely looking for financial advice. The customers visited 16 advice practices as part of the research and ranked them against a number of criteria to give their overall experience a rating.

MLC/Garvan Financial Planning advisers rated highly because of how they worked with clients. The research found they provided the most consistent service overall, were leaders in the Quality category and highly commended in three other areas.

"Winning this award two years in a row demonstrates the value of our advice in all economic conditions," said Nicholas Sinclair. "Wealthfarm" is honoured to be part of the Major Financial Advice Group of the Year and we remain committed to supporting our clients."

<sup>1</sup> CoreData is the research arm of an Australian market intelligence and consultancy firm, with offices or affiliates in New York, Paris, Beijing and London. - Ends -

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