

## *R.I.C.H. Planning Group, LLC.*

### *Client Experience Absolutes*

- *Same day return phone call.*
- *Customized client meetings/communications*
- *24/7 access to Craig, Jody and Robert via personal cell phones.*
- *Invitation to annual client appreciation event.*
- *Quarterly emails requesting client updates.*
- *Bimonthly electronic newsletter.*
- *Monthly statements.*
- *Quarterly performance reports.*

*Individuals with R.I.C.H. Planning Group, LLC offer securities and investment advisory services through AXA Advisors, LLC (NY, NY 212 314-4600), member NASD, SIPC and offer annuity and insurance products through AXA Network, LLC and its subsidiaries. (R.I.C.H. Planning Group is not owned or operated by AXA Advisors or AXA Network,*