How to Romance CPAs

A 10-Step Marketing Plan for 2015

Host: Wendi Webb, MBA,

Director of Advisor/Client Marketing

Producer: Doug Pierce

June 2015



Why You Need a Plan

"Advisors, in all honesty, lack the tenacity as a group for building CPA alliances. You see a lot of quick starts: a seminar, a mailing. But I don't see much tenacity. If you really want to work with CPA firms over time, you have to ride the relationship."

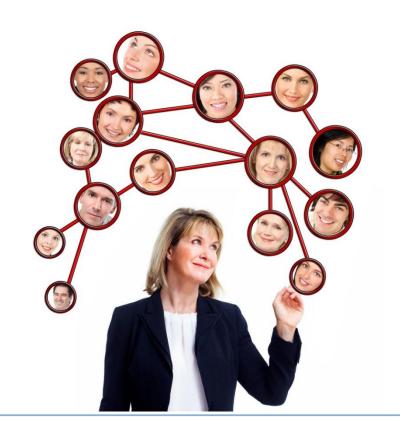
-- Chip Roame, managing principal of Tiburon Strategic Advisors



1. Build Your CPA List

Challenge: "Finding a quality list of local professionals and having a solid introduction strategy."

-- Brian S.





Identify Clients' CPAs

	Investable	% of Assets	Other	
Net Worth	Assets	Under Mgmt	Advisors	
11,000,000	9,200,000	78%	??	
4,000,000	2,000,000	60%	John Anderson	
3,000,000	1,100,000	100%	??	
3,000,000	2,200,000	45%	??	
2,000,000	2,100,000	100%	??	
2,000,000	2,000,000	75%	??	
2,000,000	650,000	770/	00	
1,700,000	1,000,000		ICT D	O ITI
1,700,000	900,000			O IT!
1,500,000	2,000,000			
1,300,000	760,000	100%	77	
1,300,000	700,000	94%	??	
1,300,000	625,000	100%	Mary Thompson	
1,300,000	560,000	100%	??	
1,100,000	775,000	100%	Jones Acctng	
1,000,000	560,000	100%	??	
1,000,000	560,000	100%	??	
1,000,000	600,000	100%	??	
1,000,000	500,000	72%	??	
800,000	650,000	100%	??	
750,000	700,000	100%	??	
500,000	400,000	81%	??	



Mine Your Social Connections

- Hire a CPA
- Ask friends & family
- Check the office directory
- Meet your neighbors





Review Industry Resources

- Industry media
- Professional associations
- State CPA Society
- Local CPA Society
- Yahoo directory
- CPAdirectory.com

State CPA Resources and Contact Information



Below are links to the 55 states and territories resources and contact information pages. The pages are designed for AICPA members, CPA societies, boards of accountancy, and aspiring CPAs to access state- and territory-specific resources and information in the areas of accountancy, qovernment, study, and taxes.

We have also compiled downloadable lists of state society and state board of accountancy social media accounts, including links to Facebook, Twitter, Linkedin, YouTube, Flickr, Google+, RSS Feeds, Myspace, Foursquare, and blogs.

If you have suggestions on how to improve the state and territory resource area, please email dbond@aicpa.org.

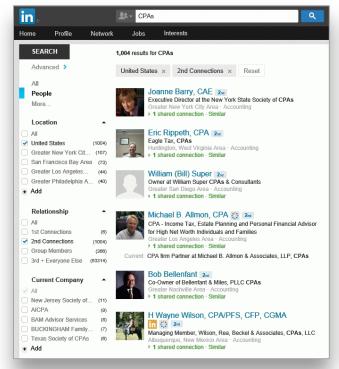
Alabama
Alaska
Arizona
Arkansas
California
Commonwealth of
the North Mariana Islands
Colorado
Connecticut
Delaware
District of Columbia
Florida
Georgia
Guam

Missouri Puerto Rico Montana Rhode Island South Carolina Nebraska South Dakota Nevada Tennessee New Hampshire New Jersey Texas New Mexico Htah New York Vermont North Carolina Virgin Islands North Dakota Virginia Ohio Washington Oklahoma West Virginia Wisconsin Oregon Pennsylvania Wvomina

Source: AICPA



Social Media





Source: LinkedIn

Source: Facebook



2. Develop an Introduction Strategy

Challenge: "Finding trustworthy professionals whom I can rely on to genuinely assist my clients."

-- Skip F.





The Approach

- 1. Referrals
- 2. Client reviews
- 3. Looking-to-refer
- 4. Second opinion service
- 5. Buy an hour

"Hi, Cathy. My name is Bob, and I'm a Financial Advisor with
Your name was given to me by and there was a specific reason why he did so.
Recently, I had breakfast with Gary Jones and we were discussing the book "Marketing to Women" by Marti Barletta. I told him that my practice is now focusing on women and female divorcees.
Although I have been in practice for 23 years, I have decided to focus on this area because of a painful experience my sister went through two years ago.
My goal is to help educate other women in the area of my expertise so they don't have to go through the same painful experience that my sister did.
Gary suggested that you would be a good person to talk to expand my education in this area. I'm trying to identify what else I can do for these women and their CPAs.
I was hoping that you could help me out with this. Could I come buy your office or buy you a cup of coffee one day and hear your thoughts?"

CPA Phone Intro -- Referral



Questions to Ask

- Tell me about your practice.
- Describe your typical client? Ideal client?
- Do you have a specialty or niche?
- How do you see your practice evolving?
- What types of cases would be best suited for your practice?
- Do you do any investment management?
- Which professional associations are you most active in?
- How would you handle (insert technical issue)?
- Could you walk me through your customer service process?
- May I contact you with further questions?





3. Up the Trust Factor

Challenge: "How do I convince them I do not want to pillage their book of business when, in fact, I really do want to pillage their book of business?"

-- *Tom S.*





How CPAs See CPAs



Professional

Client focused

Rules based

Fees/retainers

Highly educated

Fiscally conservative

Saves money

Principled



How CPAs See FAs

Product pusher

Salesy

Aggressive

Non professional

Unprincipled

Liability

Costs money

Commissions





What CPAs Want

"Every CPA wants to move away from tax counselor to comprehensive business advisor. They want to be re-branded. They want to be involved in all aspects of a client's life. And herein lies the problem. They don't know how to do that. Who does? The financial advisor.

"CPAs greatly admire the way financial advisors bond with their clients and become involved in their lives and life choices."

Daryl Logullo, industry coach



Top Business Concerns

SOLE PRACTITIONERS

- 1. Keeping up with changes and complexity of tax laws
- 2. Bringing in new clients
- 3. Seasonality/workload compression
- 4. Retention of current clients
- **5.** The effect on firms caused by new federal & state regulations (e.g., increasing complexity, costs to comply)

FIRMS WITH 2 TO 5 PROFESSIONALS

- 1. Keeping up with changes and complexity of tax laws
- 2. Succession planning
- 3. Finding qualified staff
- 4. Bringing in new clients
- 5. Seasonality/workload compression

FIRMS WITH 6 TO 10 PROFESSIONALS

- 1. Succession planning
- 2. Finding qualified staff
- 3. Bringing in new clients
- 4. Retaining qualified staff
- 5. Owner/partner accountability and unity

FIRMS WITH 11 TO 20 PROFESSIONALS

- 1. Bringing in new clients
- 2. Finding qualified staff
- 3. Succession planning
- 4. Retaining qualified staff
- 5. Retention of current clients

FIRMS WITH 21+ PROFESSIONALS

- 1. Owner/partner accountability and unity
- 2. Bringing in new clients
- 3. Retaining qualified staff
- **4.** Succession planning
- 5. Finding qualified staff

Source: AICPA, Oct. 2013



Treat Them Like Your Best Client

- Stress client service
- Don't immediately talk referrals
- Don't talk business building
- Emphasize process & training
- Speak in specifics
- Take the long view
- Be available for calls
- Become a resource





4. Show Them What You Can Do

Challenge: "Earning their trust to send me clients, building the relationship, and quantifying our value."

- Debbie C.





Choose an Expertise/Solution

- Retirement income planning
- Retirement planning
- Roth recharacterization
- College funding
- Asset protection
- Asset transfers
- Income management
- Inherited IRAs
- Insurance
- Charitable giving
- Business succession

- Social Security
- Captive insurance
- Special needs planning
- Industry specific topics
- Advanced IRA strategies
- Risk management
- Wealth transfer strategies
- Fixed income investing
- Asset/liability management
- Legacy planning
- Start-up financing



Prove Your Value

- Come in with specific problems
- Provide sample work product
- Offer case studies
- Include them in client reviews
- Give educational workshops
- Invite them to investment committee meetings
- Provide second opinions





5. Help Them Talk About You

Challenge: "Teaching CPAs what to look for and how to introduce us as a resource that could help them."

-- Aaron Y.





Ideal Client Profile

• Net worth: \$1 million

• Age: 50+

• Career: Senior exec

• Family: Married with children

• **Problem**: Retiring in 5 years with multiple retirement accounts

 Major pain points: Shaping income stream from qualified and non qualified retirement accounts. Maintaining current lifestyle. Financing vacation home.



Bob



Your Marketing Toolkit

- CPA-specific positioning statement
- Technical bio(s)
- 1-3 CPA/client stories
- Code of Ethics/Values
- Sample work product
- List of 'conversation starters'



Questions to Ask Clients on Asset Protection

- · What steps have you taken to protect your assets?
- Are all your assets held in your own name?
- Do you have real estate held in your own name?
- · Do you have significant equity in your personal residence?
- . Do you own a boat, plane, etc., held in your own name?
- What insurance do you carry both professionally and personally?
- What business entity do you operate under? Are you a sole proprietor? Partner?
- What trusts do you have?
- Do you have an estate plan?



6. Stay Top-of-Mind

Challenge: "Staying in front of them... so when the needs arise they think of me!"

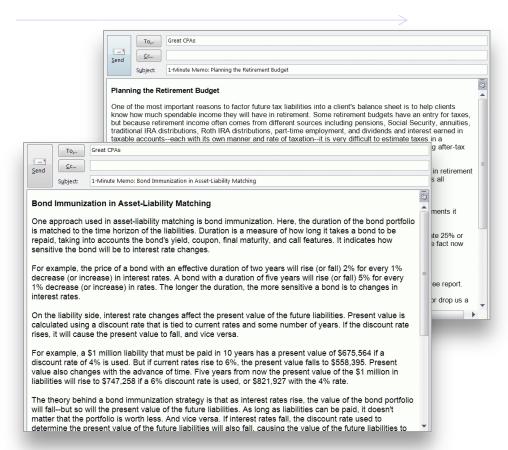
-- Tim N.





Regular Email Touches

- Send articles
- Send videos
- 1-Minute Memos
- Market reports





Seasonal Communications

- Letter of introduction
- Help during tax season
- Swag during tax season
- Blackout dates



Wealth Management Group

9 Liberty Rock Rd., Suite 19 Peoria, IL 61601 (123) 456-7890 www.wealthmanagement.com

Dear [Insert Name],

My name is [Insert Advisor Name] and we have mutual clients by the name of [Insert Client Name(s)].

I am writing to introduce myself and [Insert Company Name]. We are a wealth management firm specializing in assisting high net worth individuals and businesses with their financial needs. This may include cost basis information for tax preparation purposes.

We also provide complimentary services for our CPA partners throughout the year, and especially during tax season. Examples of these services include historical pricing information, gain loss reports, estate settlement values and a review of retirement plans. Our services may be viewed as "value added" by your clients with no cost to you.

Occasionally, our clients are in need of professional help and ask us for referrals. Please do not hesitate to send us information about your firm and your services.

We look forward to a long and lasting relationship working with you for the benefit of the [Insert Client Last Name]'s.

Very truly yours,



Adam Sample Certified Financial Planner adam@wealthmanagement.com

Advisory Services offered through Wealth Management Group, a Registered Investment Advisor. Securities offered through Wealth Management Group, member FINRA/SIPC.



Host CPA Events

- Host 1-2 educational events
- Host 1-2 social events
- Give TGIO party
- Offer CE hours
- Webinars
- Client appreciation events
- Exercise!





7. Cultivate the Relationship

Challenge: "Building trust and getting them to understand all the financial services and concepts I can help their clients with!"

-- Michael J.





Nurturing Ideas

- Contact 20x per year
- Lunch rotation
- Provide financial summaries
- Gather clients' tax materials
- Annual portfolio review with best client
- Selected social events



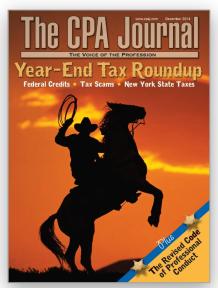


Stay Up on Their Issues











8. Find a Champion

Challenge: "Breaking into the good old boys network!"

-- Laura M.





The Champion Checklist

- Do they serve a similar target market?
- What are the assets of their average client?
- ☐ How many clients do they have?
- ☐ Are your business goals compatible?
- ☐ Is their business successful?
- ☐ How do they get new clients?
- ☐ Do they have high end expertise?
- ☐ How customer service oriented are they?
- ☐ What financial services do they offer?
- ☐ What are their financial service biases?





9. Induce Reciprocity

Challenge: "Getting any type of reciprocation!" -- Eric G.





Aim for Pass Through

- Provide marketing materials for clients
- Offer to give workshops to CPA's clients
- Offer special table at your events
- Offer Second Opinion Service
- Connect on LinkedIn
- Invite to referral events
- Give several referrals per year





10. Build a Game Plan

Challenge: "A workable, consistent plan/strategy... the lack of which has resulted in little to show for the haphazard effort."

-- John F.



Your 2015 CPA Marketing Plan

CPA & Attorneys Communication Schedule				
Month	Communications	Reports	Tier	
Jan	Investment Committee Meeting Email article with note	4Q & Year End Review	Tier 1 CPAs & Attnys Tier 1 & 2 All	
Feb	Contact CPA for tax needs Send client's financial summary		Tier 1 CPAs & Attnys	
Mar	CPA lunch/gift basket Tier 1 CP		Tier 1 CPAs	
Apr	"Thank God It's Over" open house 1Q Review Tier 1 & 2 CPA		Tier 1 & 2 CPAs	
May	COI Roundtable		Tier 1 & 2 All	
Jun	Portfolio review meeting Email article with note		Tier 1 & 2 CPAs Tier 1 & 2 All	
Jul	Invite to social event/lunch 2Q Review Tier 1 &		Tier 1 & 2 All	
Aug	aug Email article with note Tier 1 & 2 All		Tier 1 & 2 All	
Sep	Phone call/visit		Tier 1 CPAs & Attnys	
Oct Invite to educational workshop 3Q Review Tier Email article with note		Tier 1 & 2 All		
Nov	COI/Client Year End Meeting	COI/Client Year End Meeting Tier 1 CPAs & Attnys		
Dec	Dec Holiday Open House		Tier 1 & 2 All	

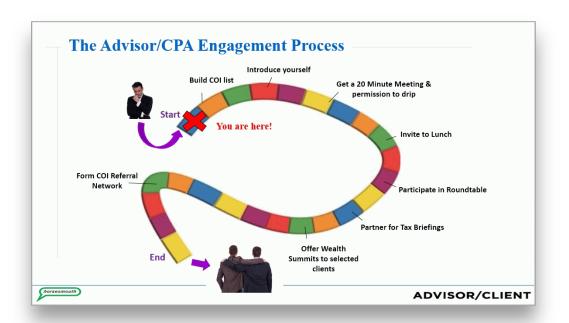


The 2015 CPA Marketing Checklist

- ☐ Build your CPA list
- Develop an introduction strategy
- Up the trust factor
- ☐ Show them what you do
- ☐ Help them talk about you
- ☐ Stay top-of-mind
- Cultivate the relationship
- ☐ Find a champion
- ☐ Induce reciprocity
- ☐ Build a game plan



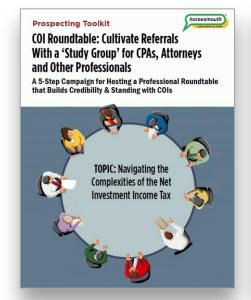
Advisor/CPA

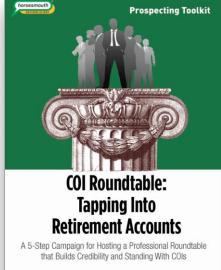


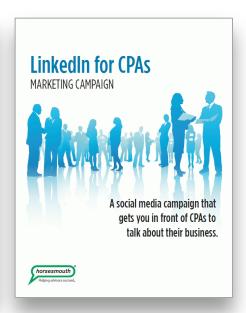
A year's worth of CPA marketing



CPA Presentations







Each workshop can be offered for 1 CPE hour.



12 Months of CPA Touches



With health care reform implementation getting closer and the memory of super storms still fresh, now is a good time to review insurance policies

Engine P. (CC) by Instantian, v. (). At Repti Paramet.
Lineau P. (CC) T. (CC)











A key benefit of Social Security that most people never think about are the payments to survivors following the death of the primary wage earner. These payments can be life-saving for young families, of course, but they can also be very important in determining your retirement.

County V (FF) to have read to A Right Reserved.
Linear F (MRC) (RIGHT Payers Linear, For Males.
PLINES RES Mall read to A Administrative Relative Linear County.







Retirement Income: Which Accounts to Tap First?

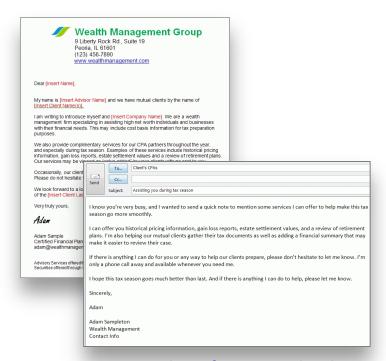




Seasonal Communications



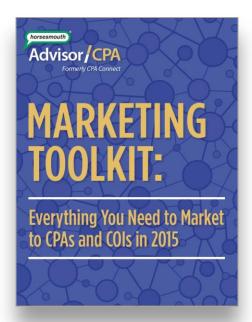
Branded reference materials



Templates for personalized communications



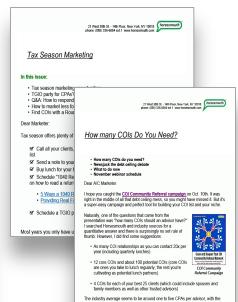
CPA Marketing Techniques



Step-by-step marketing quidance



CPA Forms, Templates & Worksheets



Bi-monthly CPA
Newsletter



CPA Advice & Coaching

Date	Campaign	Description	
2/19/2015	Your 2015 COI Marketing Plan	Strategize 12 months of marketing activities to help you meet and cultivate your best centers-of-influence (COIs) especially CPAs. Campaigns discussed: • 2015 COI Marketing Plan • 2015 1-Minute Memos • 2015 Key Financial Data Campaign • How Can I Help Email & Phone Script	
4/30/2015	How to Get in Front of CPAs	Get in front of 10 CPAs (at least!) in the next 60 days with a step-by-step system for contacting, meeting, and cultivating CPAs and other centers-of-influence. Campaigns discussed: Introduction Strategies COI Roundtables: Tapping Into Retirement Accounts COI Roundtable: Navigating the NIIT COI Workshop: LinkedIn Marketing Summer Social Prospecting With Your Best COIs	
7/16/2015	Fall Marketing With CPAs	Set up a series of client education workshops and high-level strategy meetings with your favorite COI(s). Campaigns discussed: • 2015 Tax Briefings • Wealth Summits Strategy Lunches • COI Community Referral Campaign	
9/17/2015	Establish a Formal COI Referral Network	Build your own personal network of professional referral sources who meet regularly to exchange advice, insights, and new business.	

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CPA-specific campaigns!



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