



Horizons Wealth Christmas message 2020

There is no doubt that 2020 was a year that no-one could have written a script for in 2019 – it would not have been believed! Every family in our team, and that we work with as clients, has a different story for 2020. For many it has been the most challenging of years. There have also been stories of greater connection, less rushing and re-discovery of, or sometimes a new sense of purpose. Whatever your experience of 2020, we hope to be able to take the positives out of the year and not lose them as things return to “normal” in 2021.

I would like to give a shout out to our team at Horizons Wealth. I had to step out of the business early this year for a few months due to the unexpected death of our son Benjamin in January. The Horizons team, led by Matt Dunstone, not only did a magnificent job of supporting Sallie and I through this time, but by March had to deal with getting our whole team working from home and all of the changes to process and technology that entailed. We know that the experience has not been entirely seamless for all our clients, but we do know that we have moved heaven and earth to be able to continue to provide the best service possible.

We have made several videos through this year to keep you up to date and we would suggest that you go back to these - in particular [HW - 8 Apr 2020 - This is NOT the GFC!](#) on our website. In essence, we said that the recovery from the downturn earlier this year would not be as lengthy as the GFC - this has proven to be the case. In fact, today the ASX 200 was just a little higher than it was on Jan 1 this year (6690) and only 6% less than the peak in Feb. Your portfolio strategy of diversification and holding sufficient defensive assets to weather these downturns has once again proven to be sound.

Massive changes in the advice world have occurred over the last three years. These changes were precipitated by the Banking (and advice) Hayne Royal Commission in 2018. We communicated about this to you in 2018 and 2019 and conducted a survey to understand how you felt about your relationship with us - the results of that survey were very positive 3.6/4.0 – 90%. Many of you have completed a much wider survey in the last few months which is part of the largest value of advice survey ever undertaken – the numerical results were again very good but the key phrase that kept coming up was Horizons Wealth provides “Peace of Mind”. We will unpack these results with you early in 2021. We know that we are not perfect and have worked hard to continue to improve our processes and communication to you in what has been a very challenging set of conditions!

The changes in the advice world, that were precipitated by the banking royal commission have added significantly to the complexity, and therefore cost of how we have to give advice. We have worked very hard to streamline that as much as we possibly can. We have been left with net cost increases that we have borne over the last few years. At your next review in 2021, we will discuss with you how we will continue to work together to provide you with the advice and service level that you need, at a price that keeps us in business and you properly advised!

In June this year we welcomed Melanie Hesse to our team, she is part of our Client Services team. Many of you would have already spoken to Mel. We thought we would share Mel's story while transitioning to her new role at HW.

'My name is Melanie and I am new to Horizons Wealth. I started in June this year. I had a few weeks training in the office, but then Covid in Victoria hit and we went into stage 4 lockdown.

At first, this was a little strange as it was new to me, I hadn't previously worked from home, let alone training with new team members via our online system. I didn't have the face to face physical contact of the team that I had only just briefly met in the office.

It took some getting used to, but with the wonderful world of technology and the great team at Horizons Wealth, I was up and running working from home in no time.

There have been ups and downs to 2020 and working from home, but there are also many wins. One of my wins is that I have access to staff at all times during my working week that I can call or video chat and they are there to help with anything I need. I have never felt this time to be a struggle, but a challenge in changing the way that I think and work.

This time has made me open my mind and make me look outside the box to adapt to my new environment.

Good things can come out of hard times and I am very lucky to have been employed with such a great office and team'.

2020 is almost a wrap. We know that Victoria is mad for a break after being "locked up" for a good part of the year - Enjoy it because you deserve it! Appreciate each other just a little bit more, be deliberate about resting and we look forward to working with you to re-set and achieve your dreams in 2021. Thanks for the privilege of being a part of your lives!

From Philip Volk and all of the team at Horizons Wealth, we wish you a fantastic Christmas, and a safe and fun holiday period.

May 2021 be your best yet!

Merry Christmas!



www.horizonswealth.com.au

Our office is closed from 22nd December 2020 through to 10th January 2021. Should you require urgent assistance with your fund manager, please refer below contact details.

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