

25th anniversary edition!

This is a (rare) personal reflection. There is no pension news of any kind in it, so feel free to ignore it.

It seems like yesterday...or a lifetime ago...that I was muscling giant file cabinets up the stairs of my house. Those cabinets sit across my office now, mostly unused, thanks to electronic storage. How things have changed - 401(k) plans were just starting to get a foothold, but they are "the" plan nowadays. We were using DOS-based programs (remember this? - C:\). We had to completely close out of one program to use a different one! Computers were bigger, slower, with hardly any storage compared to what we have now. I wrote spreadsheet formulas and macros that rounded numbers just to get in the ballpark because otherwise they would take too long. I started with a tiny client base and gradually increased it to...not a huge number, but enough to make a decent living and keep some others employed.

The constants have been service and value. Our model is hands-on service. We *know* that our clients don't have the time or inclination to do pension work themselves (if you don't know what I'm talking about, check out the pension systems of the large payroll providers - the client is essentially running their own plan, and inevitably making plenty of mistakes while doing it!). And our fee structure is similar to their fee structures, so we deliver outstanding value. In a way it's hard to imagine how they continue with their "no service" service models, but I get it, people don't know what they don't know, and in this incredibly technical field, you have to trust your provider.

I'm grateful to all of my clients for giving me the opportunity to provide this service (and especially to the 14 original clients who are still with us!), and to my family for supporting me in this venture. Special thanks to my friend and mentor, Neil Kyde, who introduced me to this business, and to my employees, Linda, Dave, Pat and Maggie, for providing much needed support and excellent work throughout.

Thank you!!!