



Collier Legacy Planning llc

Raymond Loth
Licensed Insurance Professional
2380 State Road 44, Suite E
Oshkosh, WI 54904
920-233-0033



Legacy Planner

Retirement • Income • Medicare

Summer 2023

1 What's the Difference?

3 Case Study: FIA's—
Great for Retirees Who
Want Growth... and a
Good Night's Rest!

Ask the Professional:
I'm Considering Rolling
Over Some of My 401(k),
How Complicated Is
This Process?

4 Recipe: Grilled Salmon
Kabobs

Bay Beach Wildlife Sanctuary, Green Bay; photo by Ray Loth

• Grilled Salmon Kabobs •

Grilling season is here! Here's an alternative to burgers and brats. How about grilled Salmon Kabobs? And if you are not able to grill, they can also be baked in the oven. These kabobs are soaked in a unique marinade blend that's full of flavor and skewered with lemon slices. Enjoy with your favorite sides, and friends!—*Barb Schlaefer*

Ingredients

- 1 1/2 lb. to 2 lbs. salmon, cubed
- 2 lemons, thinly sliced

For the marinade:

- 3 tbsp. lemon juice
- 2 tbsp. olive oil
- 1 tbsp. water
- 1 tsp. Worcestershire sauce
- 1 tsp. soy sauce
- 1 tsp. Dijon mustard
- 2 tsp. sesame seeds
- 2 tsp. capers
- 1 tsp. ground cumin
- 1 tsp. dried oregano

- 1 tsp. coarse salt
- 1/4 tsp. crushed red pepper flakes

Instructions:

Add the marinade ingredients in a large mixing bowl. Whisk to combine.

Place the cubed salmon into the marinade and cover the bowl. Refrigerate for at least 30 min. to allow the salmon to marinate. While it marinates, soak wood skewers in water.

Assemble the skewers with a lemon slice between each of the salmon cubes, about 5 salmon pieces per kabob.

Preheat grill to high heat, and add a grill grate or piece of heavy duty aluminum foil.

Grill salmon for 10 minutes, turning once to evenly brown both sides.

Photo:
Sitka Salmon
fresh fish
subscription



What's the Difference?

By Raymond Loth

As consumers we have many choices and resources available, often for the same product or service. I sometimes stand in the grocery isle a bit dazed and confused by all the choices. Who hasn't been in a brick-and-mortar store and quickly googled the item to see what it would cost online?

Consumers have similar choices in the financial services and Medicare planning industries. Medicare beneficiaries are inundated with mailings and phone calls. Retirees are heavily marketed in various ways by offers to work with your finances.* Interestingly, many of these sources represent and work with similar accounts and even the same companies.

So then, "What's the Difference?" in where, how, and through whom we do business? The answer has to include **customer service**. Genuine friendly customer service can brighten up a day and even change our outlook. When part of important planning decisions and a long-term relationship, dependable and competent customer service is even more important. **The resulting confidence, peace of mind, and reduction in stress represents real value that is not measurable in dollars.** While various factors seem to have adversely affected customer service, many companies

continue to demonstrate a real priority on high quality customer service.

The purpose of this article is to explain and highlight our strong intention to provide you with excellent customer service. We also want to acquaint you with our approach in selecting the (larger) companies we recommend for your important retirement needs.

Important considerations for customer service:

1 • From your local representative. How helpful, available, dependable, knowledgeable, and friendly is the individual that you work with, and is it consistent? If and when problems come up, how are they handled? Personally, or are you sent to a website or automated 1-800 number to fend for yourself? When it comes to your concerns, what type of follow-through, monitoring, communication, and resolution do you experience, and is it timely? Genuine customer service will **also last long after the initial "honeymoon (sales) period."** If an individual demonstrates virtue in these more visible ways, you may have good reason for confidence in how they handle behind the scenes operations.

"What's the Difference?" continues on the next page.

“What’s the Difference?” continued...

Also, how established and vested is your individual representative with the office they work in? Is there a solid basis for confidence that you will be able to work with the same individual in the future... or are they one of many employees who are shuffled around, or move on?

2 • From the larger corporation. Generally in this industry local professionals represent, or contract with, a much larger corporation. So, what is this corporation like in the above areas? Why was this company recommended over others? Do they also have a consistent culture that demonstrates higher values and ethics? Are there indications of this from credible third-party sources? (See insert.)

3 • Stability and consistency. Even a low-rated company may occasionally provide good customer service. However, companies also have a culture that comes from the top down. Sometimes it’s intentional, by design, and other times is simply by default, or poor design. In order for good customer service to be genuine, consistent, and ongoing, it needs to be part of the culture and fabric of a company—an intentional priority. When this exists, and is diligently maintained, you will experience stability and value.

Examples of Customer Service We Provide:

- *Periodic outbound phone calls to briefly check in with you*
- *Provide regular updates on activities, including your accounts, pending business, service requests, etc.*
- *Prepare and simplify any paperwork needs, including by self-addressed mailings to your home, if that is your preference*
- *Assist in setting up online access for your account(s)*
- *Answer or quickly return phone calls, emails, texts*

These and many other factors also contribute to TRUST. Trust is a challenging and sensitive subject for many in today’s world. However, trust is something that we rightly desire and look for in important relationships. **Trust involves a belief in the reliability, ability, truth, and/or strength of someone** or something, and is therefore earned over time and through experience.

We greatly value the trust you have given us and operate under an indebtedness to live up to that. **We hope that our efforts to provide you with high quality customer service make your relationship with us one that you continue to value. We also hope that this “difference” is an experience that you will share with others.** We continually review and revise the customer service systems we have in place. Our goal is that this area of life gives you confidence and peace of mind... so that you can freely enjoy the other (more important) areas of your life!

THANK YOU for your business relationship and allowing us to care for your important needs. —Raymond Loth

* We do not do any internet advertising, mass advertising mailings (email or paper), dinner seminars, or radio ads. Our growth over the past 14 years has been from referrals, current clients, and word of mouth.

^ I am a licensed insurance professional. I am not affiliated with the Social Security Administration or any government agency. The information provided should not be considered as an offer of any



“I want to thank you for confirming that all is well and for following up the other day with the information for us. Your customer service is the best and we recommend you all the time!”

—Oshkosh Client, May 2023

Photo: Ray Loth

product. You can use a variety of funding vehicles to plan for your retirement. You should consult with your financial professional to help you determine what is most suitable for your needs.

This is not intended to offer specific advice or details on any particular asset type. While we do work with certain financial institutions, this is not intended to represent any specific company or account terms which are available only in company specific and approved materials. We also do not represent or claim to offer advice on securities. Annuities are long term financial products designed for retirement income and may not be suitable for everyone. They involve fees, expenses, and limitations, including surrender charges for early withdrawals. Some include optional riders and benefits that may come at additional cost. Annuity guarantees are backed by the financial strength and claims-paying ability of the issuing company. Annuity product and feature availability may vary by state.

Information and estimates are only intended to demonstrate concepts available and are incomplete and subject to company specific information. Some figures, while retaining accuracy, have been adjusted for purposes of confidentiality. The example shown is for illustrative purposes only and is not guaranteed. It should not be construed as advice designed to meet the needs of an individual situation. Please seek the guidance of a professional regarding your specific financial needs. Consult with your tax advisor or attorney regarding specific tax or legal advice.

Network Health Medicare Advantage Plans include PPO plans with a Medicare contract. Enrollment in Network Health Medicare Advantage Plans depends on contract renewal. We do not offer every plan available in your area. Any information we provide is limited to those plans we do offer in your area. Please contact Medicare.gov or 1-800-MEDICARE to get information on all of your options. For accommodations of persons with special needs at sales meetings, call 800-983-7587 (TTY 800-947-3529). Every year, Medicare evaluates plans based on a 5 Star rating system. H5215_4474-01-0323_M

“Usually clients’ No. 1 concern in retirement is running out of money. We really want to reframe the conversation to be about maintaining good health because if they re not healthy, then everything we are doing doesn’t matter.”

—Barron’s, Nov. 13, 2013

Case Study

FIA’s—Great for Retirees Who Want Growth... and a Good Night’s Rest!^

FIA’s (Fixed Indexed Annuities) offer at least 2 very powerful features for retirement. These include principal protection and index linked growth that can exceed fixed interest accounts. Both of these complimentary features have been on display and of great value to our clients over the past couple of years.

Mr. and Mrs. — came to us in mid-2020 looking to reposition some of his retirement assets. After a couple of meetings evaluating objectives and discussing options, we chose a 5 year FIA with a highly rated company. This account didn’t have any annual fees or riders, and simply focused on asset growth. Interest rates and participation rates were lower back then, but the client liked the principal protection and growth potential that was available at that time.

He decided to put \$450,000 in this account with the remaining \$300,000 or so to another type of account with us. The next two policy years proved to demonstrate opposite swings in financial markets. Our client actually benefited during both periods with the FIA that we set up together.

—At the end of the first year **he had over \$71,500 credited to his account (nearly 16%)**. These earnings were protected from future loss.

—That worked well, because **the next policy year the S&P tumbled** during skyrocketing inflation. Although he didn’t experience any growth this year, **he didn’t lose one dime**. His full account value (growth and earnings) of over \$521,500 was principal protected.

—Actually, he did earn some growth that second year because the remaining \$300,000 that we were working with, had been placed in a fixed growth account that continued paying interest while the stock market was falling.

This client and his wife have enjoyed their first couple of years in retirement. The planning that we’ve done together has served them well: **increasing the size of their nest egg, while protecting it from market losses**. They have also been shielded from the worry and stress that occurs during times of economic uncertainty...because they have certainty. —Raymond Loth



Photo: Laslovariga, Wikimedia Commons

Ask the Professional...

I’m Considering Rolling Over Some of My 401(k), How Complicated Is This Process?^*

In life, if the decision is half the battle, the other half, of following through, can seem more daunting due to the threat of complications. Fortunately, 401k rollovers are often surprisingly simple transfers. Either way, once you decide on the retirement account that you want, it is our job to work through the steps for the transfer.

The vast majority of 401k rollovers are very simple and can often be done with your verbal request when we call the existing company. Otherwise, we simply prepare the necessary paperwork for you to sign. Then, as things progress, we track and care for this process, keeping you posted on it.

Also, since you do not take possession of the funds at time of transfer, **this is not a taxable event for you**. This is because they are directly deposited into your new IRA (Individual Retirement Account). Having an IRA allows you to choose the investment options, company, and customer service instead of being limited to what your employer-based group plan offers.

In closing, I would like to note, that while many people decide to roll over their entire 401(k), this is not generally required. While this may simplify things, sometimes with very large accounts, or if individuals like aspects of both types of accounts, then it may make sense to rollover only a portion of the account. Generally, more can be done at a later date into the new account. **Many 401(k) plans also allow rollovers while you are still working.**** This can be an excellent way to prepare for retirement ahead of time.

Please call us at 920-233-0033 with your questions about how much your 401k can produce in guaranteed lifetime income, or in protected growth accounts. —Raymond Loth

^ This information applies equally to other employer based plans like: 457(b), 403(b), SEP-IRA, SIMPLE-IRA, etc.

** Occasionally companies will also offer options on pensions like a “pension buyout” for current employees. This is a complicated and important decision that requires thorough consideration.