



My investments have lost value. Can CIPF help me?

SITUATION

Lianne, a widow whose late husband made most of the financial decisions, recently learned that the investment firm holding his portfolio had gone under. The portfolio was being transferred to another firm. When Lianne took a look at it, she discovered that its value was far less than it was the last time she reviewed it, which was before her husband died.

Given that both the insolvent firm and her new investment firm were CIPF members, Lianne felt CIPF would reimburse her.

Lianne met with Sonja, a licensed investment advisor at the new firm. Lianne explained that she was neither a savvy investor, nor did she understand what CIPF meant when they said they ensure the safe return of property, but not the *value* of that property.

ACTION

Sonja confirmed that all of the portfolio's property had been moved over from the old firm to her firm, but that the value had unfortunately declined. She went on to explain that investing is a risk and that assets can, and do, go up and down in value.

Sonja then went through CIPF's protection with Lianne, explaining how CIPF made sure that her property was returned to her by providing the financial assistance necessary to have her account transferred to another CIPF member, but that CIPF does not protect against a decline in the property's value.

Lianne was unhappy, but she understood. And once she did, she was ready to let Sonja help her make a new plan, starting with divesting the assets in her husband's portfolio that didn't align with her new financial goals.