

# Market Different (to the UHNW)

WWW.WEALTHX.COM



# **Wealth-X Overview**



# **About Wealth-X**

#### **VISION**

To create a perfect market between those individuals with substantial financial means and those with authentic reasons to engage them

#### **MISSION**

To help Luxury Brands, Private Wealth Managers and Non-Profits better serve their existing key revenue clients and proactively engage their "Future Clients" through bespoke sales and marketing strategies driven by the most curated wealth intelligence

#### **CORE VALUES**

Service, Integrity, Authority, Understanding, Discretion, Partnership



# **Factsheet**

**8/10** 



Of top 10 Global Private Banks are

600 +

More Billionaires Identified than Forbes

160

Countries Included

225,000

Clients

Average Weekly Database Changes 165 +

**Highly-Trained Researchers** 

200 +

**Global Staff** 

16,151,7 39

**Data Points** 

33



Language s

Spoken by Staff



# **How We Work**





# **Our Clients**



Located in every major business center from New York to Singapore.

Private Banks, Luxury Brands, Academic Institutions, Non-Profit Organizations, Aircraft Manufacturers, Auction Houses, Investment Banks, Yacht Builders, Multi Family Offices, Luxury Retailers, Private Equity Firms and Lobbying Groups.



# **Bespoke Intelligence Dossier**

Every word in a Wealth-X dossier is meticously crafted by hand. Our researchers review thousands of sources and only include that which has been verified from at least two publicly available sources.

102

19

1.5

**5.9** 

**Distinct Fields** 

Sections

Days to Create

Days Turnaround

BACKGROUND

BIOGRAPHY

CAREER

HISTORY

**EDUCATION** 

HISTORY

INTERESTING FACTS

WEALTH ANALYSIS

INTERESTS, PASSIONS, HOBBIES

PHILANTHROPY

**CLUBS & BOARDS** 

KNOWN ASSOCIATES

SERVICE PROVIDERS

FAMILY DETAILS

**NEWS** 

POLITICAL INTERESTS

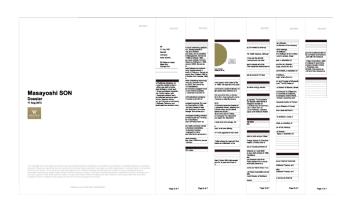
BANKRUPTCY

SIGNIFICANT LITIGATION

PRIVATE FOUNDATION

**FAMILY OFFICES** 

**BUSINESS CONTACT INFORMATION** 





# **Noted Expertise**





# **Our Authority In The News**











**Forbes** 

























MANAGEMENT















**Wealth**Briefing











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**BUSINESS** 

INSIDER











**V**aHind





























# The Ultra-Wealthy Are Different and They Express Themselves Differently



# **More Money**

• There are key differences between the mass affluent, high net worth and the ultra high net worth and the super rich...

 One of them: More money in their bank account





Some local municipalities have larger budgets...





# ...And even larger budgets.

# Abu Dhabi Police Completes Fleet Of Cars With Super-Rare Lykan Hypersport





# **Chinese Wealth**





# **London Super Homes**





# **Few More Stories to Start**

- Bloomberg Luxury Panel on New UHNW Client Acquisition
- Salesforce Marc Benioff Berluti
- Exotic Instruments American living in Hong Kong
- Yacht parked on a golf course in China
- Seasoned American entrepreneur with recent liquidity event
- Black Keys and Flying Private
- Jack Dorsey



# The Ethics of UHNW Prospect Research

- "Where a Man's wealth is, there is his Heart."
- You have a stewardship responsibility to make your time with the prospect the most focused and relevant
- Organically discovering your client is a common misnomer
- Trust only develops over the course of time anyway
- Time is scarce and you get one shot make your questions focused and have an idea based on who your prospects are, which means you need to know the narrative of their lives



# The Market for Reaching UHNW is Broken and Inefficient



# Power Struggle Churns Viacom, Even as a New Leader Is Named

#### By EMILY STEEL

With the ailing 92-year-old Sumner M. Redstone in his final act as a media titan, the two rivals jousting over the future of his \$40 billion entertainment em the father and daughter commupire repeatedly crisscrossed the nicated via FaceTime, sometimes country in the last several several times a day. months to visit his mansion in a gated Beverly Hills enclave.

ed from visiting until mid-Octotwo small great-grandchildren

executive of Viacom who formed Shari Redstone, the ostracized a close bond with Mr. Redstone a movie or television series. daughter who had been restrict- decades ago when he was a

young corporate lawyer, also fre- that initial battle for control when ber, celebrated the holidays with quented the estate. The two dis-

er and love from Mr. Redstone, man's nomination, and is opthe controlling shareholder in posed to having Mr. Dauman re-Viacom and CBS. It was a story Philippe P. Dauman, the chief line that some Hollywood executives deemed too implausible for just begun.

On Thursday, Mr. Dauman won

her father, played games and dis-cussed business, watched basket-named him executive chairman, cussed the media business. Mr. ball and talked about films Mr. succeeding Mr. Redstone. Yet Redstone's grandchildren and Redstone had recently screened. Ms. Redstone has made her wish The backdrop to those visits es clear. She was the sole Viacom also visited. When not together, was an epic fight for money, pow-director to vote against Mr. Daumain in charge.

And so, the real fight has only

"Shari is going to continue to Continued on Page A3

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#### **OBITUARIES A18-19**

#### Maurice White, Band Founder

The founder and leader of Earth, Wind and Fire, whose genre-defying sounds made it one of the most popular bands of the 1970s, died at 74. PAGE A19



WEEKEND ARTS C1-30

#### Art in Abundance

Exhibitions by Peter Fischli and David Weiss, above, Laura Poitras and Anri Sala have opened in New York. PAGE C21

EDITORIAL, OP-ED A26-27

David Brooks

PAGE A27



Diamond Collection Shop for your Valentine at www.cartier.us - 1-800-cartier

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# The Biggest Mistakes Made when approaching UHNW Sales/Marketing



### Fatal Flaw: Disaggregated View of a Key Client across Global Retail Footprint

### What you Know Today:

 Your Hong Kong office knows they spend in excess of \$100,000 per year at their retail store and \$100,000 in the Paris store

### What you Don't Know:

- He/She is worth \$500M; \$100M liquid
- Only likes bespoke items

### Intelligence Deficit Impact:

- This individual shows up in the New York retail store
- He expects to be treated appropriately but because the CRM systems are not share, the NYC staff treat this
  guest as any other prospective client
- NYC Retail store hosts a large event for its top regional clients and this individual is not invited

# How Intelligence Can Turn it Around:

- Intelligence about this individual is shared across a global CRM platform for a 360 degree view of this individual scaled across the global retail sales organization
- Equips and scales customer and prospect intelligence across the global retail sales organization



# "Faith without Works is Dead"





## Fatal Flaw: Fatal Hope Marketing Event

# What You Do Today:

- Marketing decides to host an exclusive event for Scotch and wine tasting with dinner by a famous Chef
- Marketing calls the manger of the NYC retail store and says please invite your top clients and ask them to invite their "friends"

# • Intelligence Deficit Impact:

- Your hope is that those key clients will bring not only their friends, but their financially qualified friends who
  might have a passion for your product
- You hope that during the course of the night you meet and have an opportunity to discover an engaging conversation and connect with that individual, whom you hope has the financial wherewithal to afford your product
- You hope to have a reason to follow-up

# How Intelligence Can Turn it Around:

 Proactively map out the social graph of individuals around your top clients, be specific about who you want in the room, understand everything about them before they walk in the door and have all sales staff prepared for that engagement (we call this a Future Client Strategy mapping exercise)



Fatal Flaw: We are a Lifestyle Brand

# What You Do Today:

- Start a "Lifestyle" magazine and content to engage your wealthiest and affluent consumers
- You launch the magazine with content around what you "think" they want to consumer and read

# Intelligence Deficit Impact:

 You don't know their passions, hobbies and interests and so therefore bombard them all categories leaving it to them to curate and sort through

# • How Intelligence Can Turn it Around:

 Engage this audience based on the content they want to consume mapped to their affinities, passions, hobbies and interests



Fatal Flaw: Advertising

- What You Do Today:
  - Spend \$150K on add in New Yorker
- Intelligence Deficit Impact:
  - Have no idea who they are engaging
- How Intelligence Can Turn it Around:
  - Segment and curate digital audience by screening publishers database



# What is the Market and Where are the UHNW?



# **UHNW Population: Larger and Wealthier**





# Almost One Million People Have Access to UHNW Resources



845,000

Principal, plus spouse and 2 adult children

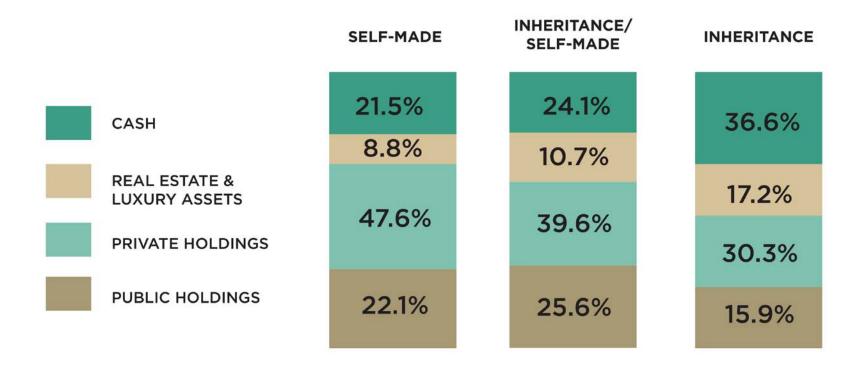


# The "Typical" UHNW Individual



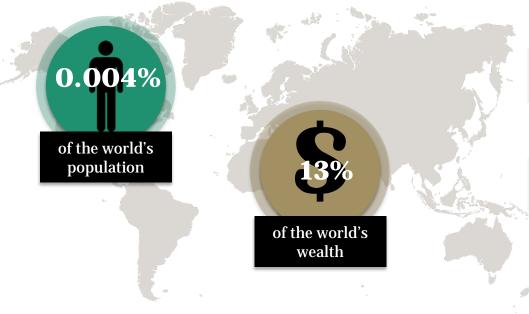


# **Private Wealth Dominates**





# **Most Concentrated Consumer Segment**

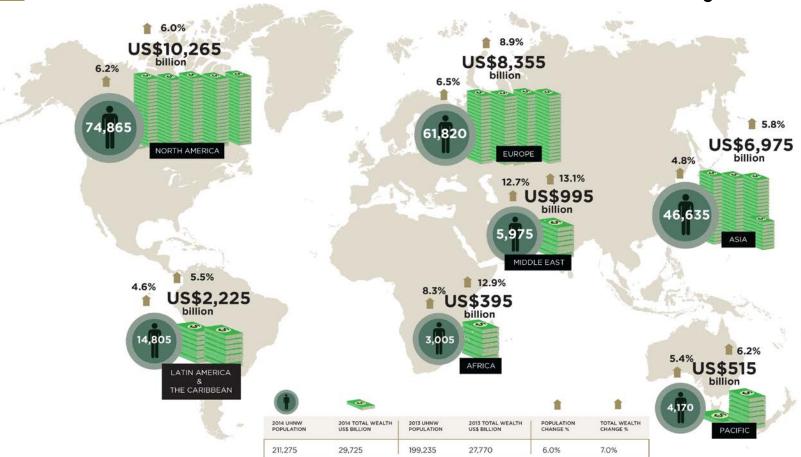


## 211,275 individuals

	UHNW Market	UHNW Share
Wealth Management	US\$7,395 billion	37%
Luxury	US\$234 billion	19%
Non- Corporate Philanthropy	US\$90 billion	18%



# Where Are The World's Ultra Wealthy?





# **USA Keeps its Pole Position**

COUNTRY		UHNW POPULATION	UHNW WEALTH US\$ billion	
1	UNITED STATES	69,560	9,630	
2	GERMANY	19,095	2,580	
3	JAPAN	14,720	2,430	
4	UNITED KINGDOM	11,510	1,445	
5	CHINA	11,070	1,565	



# **Top 10 World Cities**

CITY		UHNW POPULATION	2012-2013 CHANGE %	
1	NEW YORK, UNITED STATES	8,655	7.9%	
2	LONDON, UNITED KINGDOM	6,815	7.2%	
3	TOKYO, JAPAN	6,185	2.8%	
4	SAN FRANCISCO, UNITED STATES	5,460	12.8%	
5	LOS ANGELES, UNITED STATES	5,135	3.8%	
6	OSAKA, JAPAN	3,405	3.2%	
7	PARIS, FRANCE	3,345	4.7%	
8	HONG KONG	3,335	4.9%	
9	CHICAGO, UNITED STATES	2,885	8.3%	
10	MEXICO CITY, MEXICO	2,780	3.2%	



# **New Generations of Billionaires Emerge**

	2014		2013		2013-2014	
	NUMBER OF BILLIONAIRES	TOTAL WEALTH US\$ billion	NUMBER OF BILLIONAIRES	TOTAL WEALTH US\$ billion	POPULATION CHANGE %	WEALTH CHANGE %
TOTAL	2,325	7,291	2,170	6,516	7.2%	11.9%
SELF-MADE	1,273	4,051	1,298	3,825	-1.9%	5.9%
INHERITANCE/ SELF-MADE	599	1,750	434	1,370	38.0%	27.7%
INHERITANCE	453	1,490	438	1,321	3.4%	12.8%



#### **Billionaires' Network of Wealth**



Average Number of UHNW Known Associates







Average Social Graph



# **Demi-Billionaires Grow Fastest**

WORLD UHNW	201	4	2013-2	014
NET WORTH	UHNW POPULATION	UHNW WEALTH US\$ Billion	POPULATION CHANGE	WEALTH CHANGE
\$1 billion +	2,325	7,291	7.1%	11.9%
\$750 to \$999 million	1,295	1,075	19.9%	15.7%
\$500 to \$749 million	3,590	2,464	14.9%	12.6%
\$250 to \$499 million	9,335	3,530	7.4%	3.2%
\$200 to \$249 million	14,580	3,170	6.3%	4.9%
\$100 to \$199 million	25,400	3,660	6.6%	5.5%
\$50 to \$99 million	63,120	4,775	3.9%	1.2%
\$30 to \$49 million	91,630	3,760	6.7%	7.3%
TOTAL	211,275	29,725	6.0%	7.0%



## **Wealth-X Five Year Forecast**

	AVERAGE ANNUAL POPULATION GROWTH %	AVERAGE ANNUAL WEALTH GROWTH %
WORLD	4.4%	5.3%
NORTH AMERICA	4.2%	5.2%
EUROPE	3.3%	4.5%
ASIA	5.7%	6.7%
LATIN AMERICA & THE CARIBBEAN	4.3%	4.9%
MIDDLE EAST	6.0%	5.1%
PACIFIC	3.9%	3.3%
AFRICA	7.0%	5.5%



# **World UHNW By Tier**

	201	14	201	13	2013	5-2014
	UHNW POPULATION	UHNW WEALTH US\$ billion	UHNW POPULATION	UHNW WEALTH US\$ billion	POPULATION CHANGE %	WEALTH CHANGE %
TOTAL	211,275	29,725	199,235	27,770	6.0%	7.0%
US\$1 billion +	2,325	7,291	2,170	6,516	7.1%	11.9%
US\$750 million - US\$999 million	1,295	1,075	1,080	929	19.9%	15.7%
US\$500 million - US\$749 million	3,590	2,464	3,125	2,189	14.9%	12.6%
US\$250 million - US\$499 million	9,335	3,530	8,695	3,420	7.4%	3.2%
US\$200 million - US\$249 million	14,580	3,170	13,720	3,022	6.3%	4.9%
US\$100 million - US\$199 million	25,400	3,660	23,835	3,469	6.6%	5.5%
US\$50 million - US\$99 million	63,120	4,775	60,760	4,720	3.9%	1.2%
US\$30 million - US\$49 million	91,630	3,760	85,850	3,505	6.7%	7.3%

40



# UHNW Asia Market Data Asia China Pacific Australia

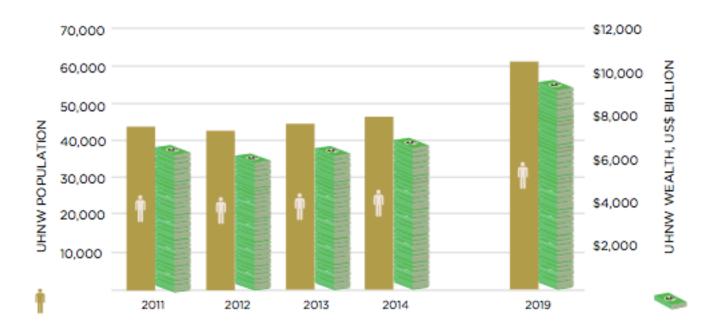


# Asia



# **Asia UHNW Landscape**

#### ASIA 2011-2019





2014 2013 2013-2014 UHNW UHNW UHNW UHNW POPULATION WEALTH WEALTH WEALTH POPULATION POPULATION CHANGE % CHANGE % US\$ billion US\$ billion WORLD 29,725 27,770 7.0% 211,275 199,235 6.0% ASIA 46,635 6,975 44,505 6,590 4.8% 5.8%

# Asia UHNW Map





2014 2013 2013-2014

	UHNW POPULATION	UHNW WEALTH US\$ billion	UHNW POPULATION	UHNW WEALTH US\$ billion	POPULATION CHANGE %	WEALTH CHANGE %
ASIA	46,635	6,975	44,505	6,590	4.8%	5.8%
JAPAN	14,720	2,430	14,270	2,335	3.2%	4.1%
CHINA	11,070	1,565	10,675	1,515	3.7%	3.3%
INDIA	8,595	1,013	7,850	935	9.5%	8.3%
HONG KONG	3,335	595	3,180	530	4.9%	12.3%
SOUTH KOREA	1,470	280	1,390	265	5.8%	5.7%
SINGAPORE	1,395	180	1,355	160	3.0%	12.5%
TAIWAN	1,315	225	1,245	210	5.6%	7.1%
INDONESIA	875	130	865	130	1.2%	0.0%
MALAYSIA	875	110	840	105	4.2%	4.8%
THAILAND	735	135	720	110	2.1%	22.7%
PHILIPPINES	690	100	660	95	4.5%	5.3%
PAKISTAN	465	55	415	50	12.0%	10.0%
VIETNAM	210	20	195	20	7.7%	0.0%
KAZAKHSTAN	140	22	130	20	7.7%	10.0%
BANGLADESH	95	16	90	15	5.6%	6.7%
UZBEKISTAN	90	14	85	13	5.9%	7.7%
SRI LANKA	80	10	75	10	6.7%	0.0%
AZERBAIJAN	70	10	65	10	7.7%	0.0%
TAJIKISTAN	45	6	45	6	0.0%	0.0%
MONGOLIA	35	7	35	6	0.0%	16.7%
REST OF ASIA	330	52	320	50	3.1%	4.0%

# Asia UHNW Market



# China



# **China UHNW Market Segmentation**

2014 2013 2013-2014

	UHNW POPULATION	UHNW WEALTH US\$ billion	UHNW POPULATION	UHNW WEALTH US\$ billion	POPULATION CHANGE %	WEALTH CHANGE %
TOTAL	46,635	6,975	44,505	6,590	4.8%	5.8%
US\$1 billion +	560	1,410	508	1,188	10.2%	18.7%
US\$750 million - US\$999 million	190	160	165	137	15.2%	16.8%
US\$500 million - US\$749 million	605	420	530	385	14.2%	9.1%
US\$250 million - US\$499 million	2,455	965	2,310	965	6.3%	0.0%
US\$200 million - US\$249 million	5,345	1,150	4,932	1,098	8.4%	4.7%
US\$100 million - US\$199 million	7,665	1,140	7,320	1,070	4.7%	6.5%
US\$50 million - US\$99 million	13,650	1,060	13,370	1,135	2.1%	-6.6%
US\$30 million - US\$49 million	16,165	670	15,370	612	5.2%	9.5%



# **China UHNW Market**



#### CHINA

2014 2013 2013-2014 UHNW UHNW UHNW UHNW POPULATION WEALTH WEALTH WEALTH POPULATION POPULATION CHANGE % CHANGE % US\$ billion US\$ billion ASIA 46,635 6,975 44,505 6,590 4.8% 5.8% CHINA 11,070 1,565 10,675 1,515 3.7% 3.3%



# **China UHNW Market**



TOTAL WEALTH US\$ 21,310 BILLION

UHNW WEALTH US\$ 1,565 BILLION



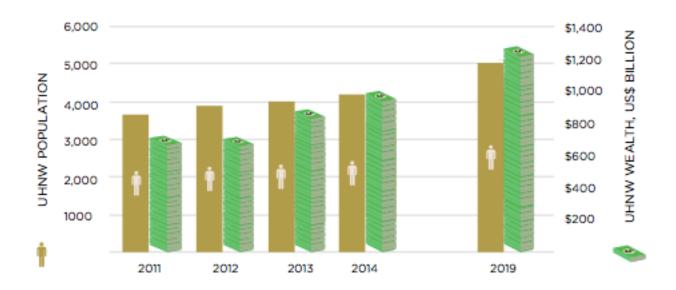


# Australia



# **Pacific UHNW Market**

#### PACIFIC 2011-2019





# **Pacific UHNW Market**

	201	4	201	3	2013	3-2014
	UHNW POPULATION	UHNW WEALTH US\$ billion	UHNW POPULATION	UHNW WEALTH US\$ billion	POPULATION CHANGE %	WEALTH CHANGE %
WORLD	211,275	29,725	199,235	27,770	6.0%	7.0%
PACIFIC	4,170	515	3,955	485	5.4%	6.2%
AUSTRALIA	3,580	440	3,405	415	5.1%	6.0%
NEW ZEALAND	550	70	510	65	7.8%	7.7%
REST OF PACIFIC	40	5	40	5	0.0%	0.0%



# **Australia UHNW Market**

		201	4	201	13	2013	5-2014
		UHNW POPULATION	UHNW WEALTH US\$ billion	UHNW POPULATION	UHNW WEALTH US\$ billion	POPULATION CHANGE %	WEALTH CHANGE %
	WORLD	211,275	29,725	199,235	27,770	6.0%	7.0%
	PACIFIC	4,170	515	3,955	485	5.4%	6.2%
	AUSTRALIA	3,580	440	3,405	415	5.1%	6.0%
۱	NEW ZEALAND	550	70	510	65	7.8%	7.7%
	REST OF PACIFIC	40	5	40	5	0.0%	0.0%





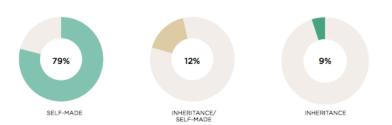
# **Australia UHNW Population**

2014 2013 2013-2014

	UHNW POPULATION	UHNW WEALTH US\$ billion	UHNW POPULATION	UHNW WEALTH US\$ billion	POPULATION CHANGE %	WEALTH CHANGE %
TOTAL	4,170	515	3,955	485	5.4%	6.2%
US\$1 billion +	34	97	34	99	0.0%	-2.0%
US\$750 million - US\$999 million	40	33	30	25	33.3%	32.0%
US\$500 million - US\$749 million	70	45	60	40	16.7%	12.5%
US\$250 million - US\$499 million	190	55	170	51	11.8%	7.8%
US\$200 million - US\$249 million	285	67	260	60	9.6%	11.7%
US\$100 million - US\$199 million	460	60	430	57	7.0%	5.3%
US\$50 million - US\$99 million	1,120	78	1,075	75	4.2%	4.0%
US\$30 million - US\$49 million	1,971	80	1,896	78	4.0%	2.6%



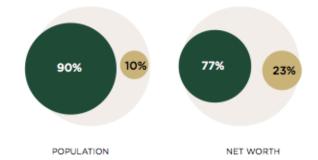
# **Australia UHNW population**





#### AUSTRALIA

	20	14	201	13	2013	3-2014
	UHNW POPULATION	UHNW WEALTH US\$ billion	UHNW POPULATION	UHNW WEALTH US\$ billion	POPULATION CHANGE %	WEALTH CHANGE %
PACIFIC	4,170	515	3,955	485	5.4%	6.2%
AUSTRALIA	3,580	440	3,405	415	5.1%	6.0%



TOTAL WEALTH US\$ 6,080 BILLION

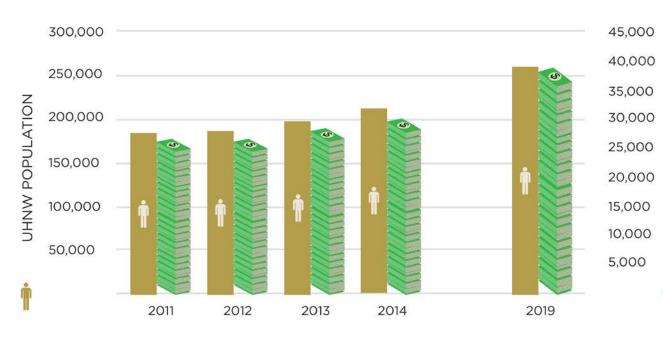
UHNW WEALTH US\$ 440 BILLION





# **Looking Ahead to 2019**

#### UHNW POPULATION AND WEALTH TRENDS



# 24% more UHNW Individuals

29% more UHNW Wealth



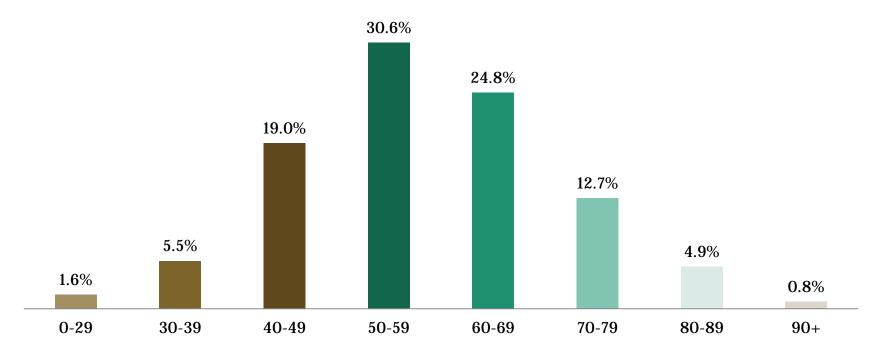
# **Five Year Forecast**

REGION	AVERAGE ANNUAL POPULATION CHANGE %	AVERAGE ANNUAL WEALTH CHANGE %
North America	4.2%	5.2%
Europe	3.3%	4.5%
Asia	<b>5.7</b> %	6.7%
Latin America	4.3%	4.9%
Latin America  Middle East	<b>4.3</b> % <b>6.0</b> %	<b>4.9</b> % <b>5.1</b> %
Middle East	6.0%	5.1%



# **Significant Trend**

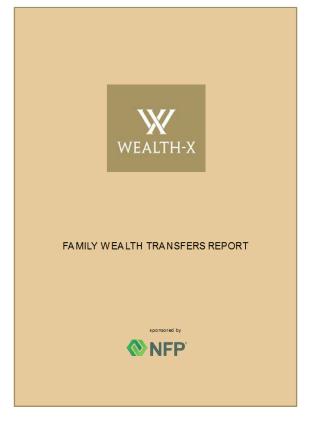
#### Almost 75% of the UHNW Population is over 50



58



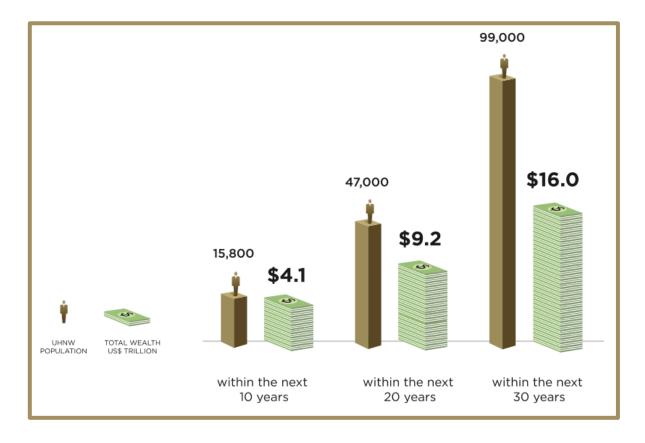
# Findings from Wealth-X and NFP Family Wealth Transfers Report



# US\$16 trillion to be transferred in the next three decades



## **Inherited Wealth to Grow**



New Generations of UHNW individuals

Many used to luxury lifestyle

New clients, different expectations



# **Liquidity to Increase**

- US\$6 trillion of wealth to be transferred in privately held wealth
- Some heirs likely to sell their stakes
- Furthermore, US\$4.6 trillion in liquid assets will be transferred







US\$2.9 trillion

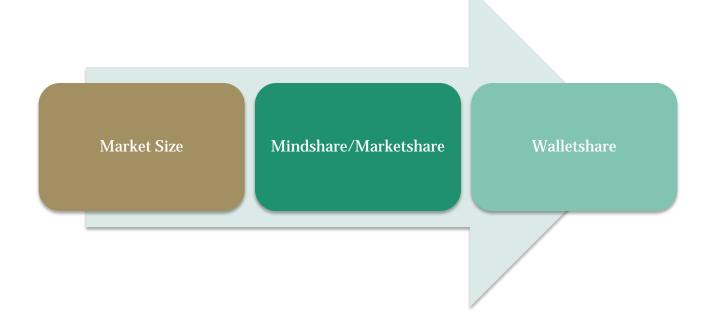
UHNW WEALTH HELD IN OWNER-OCCUPIED RESIDENTIAL REAL ESTATE



# **Engaging the Ultra Affluent**



# **UHNW Consumer Journey**





#### Will Robots Wear Cartier?

#### Will Inequality Spark A Class War?

19 June 2015



Wealth-X President David Friedman appeared on CNN to discuss Richemont Chairman Joha Rupert's recent comments at the FT Luxury Conference on wealth and inequality.

#### **M**CNBC

#### HOME U.S. ▼ NEWS MARKETS INVESTING TECH SI

Rupert said Richemont—which owns Net-a-Porter, Alfred Dunhill and jeweler Van Cleef & Arpels, along with luxury watch brands Cartier, Piaget, Vacheron Constantin and IWC—will continue to focus on desirable products with brand equity.



Chris Ratcliffe | Bloomberg | Getty Images

Richemont Chairman Johann Rupert speaks with delegates during the Financial Times Business of Luxury Summit in Monaco, June 8, 2015.



# **Key Luxury Landscape Trends & Lessons**

# The Search for the Soul of Luxury

- Democratization of luxury; has it overextended
  - Rag & Bone with Target
  - Vera Wang with Kohl's
  - Acquisition of HW by Swatch
- De-democratization of luxury and retrenchment towards UHNW
  - Levi's Bespoke Store in Meatpacking
  - Tiffany, Abbot Downing, Ascent Private Capital
  - Sony
- Is Luxury by nature exclusive?
- Debate between exclusive vs. inclusive



# **Key Trends & Lessons from Luxury**

- UHNW consumers are looking for strong brand voices and narratives yet for bespoke experiences
  - Successful engagement of the UHNW market by luxury brands will have to navigate this tension successfully
- Data driven marketing Shift from "What did they spend" to "What could they spend" from Segmentation by spend to wealth
  - From marketing based on spend to marketing based on net worth; from how much did they spend to how much can they spend
  - When sitting down with your agencies, discussion from average spend to annual household income
- The US is the New Emerging market for luxury
- Risk & Reward: The convergence of UHNW and KYC/AML

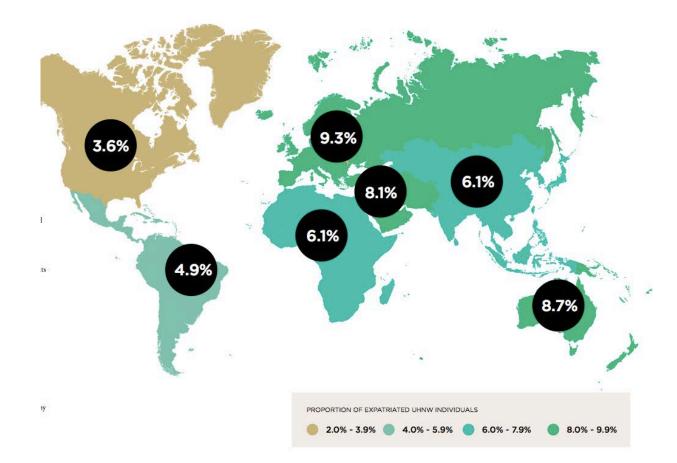


# **Key Trends**

- From "brick'n'mortar" to "click'n'mortar" back to "brick'n'mortar"
  - 90% of Asia's luxury purchases will be outside of China
  - For highest price items, its about the experience
  - Tiffany's Salon



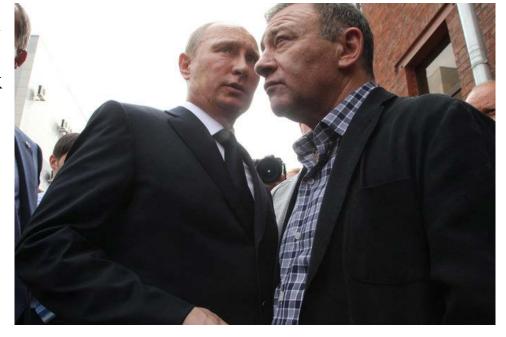
# **Global UHNW Pockets**





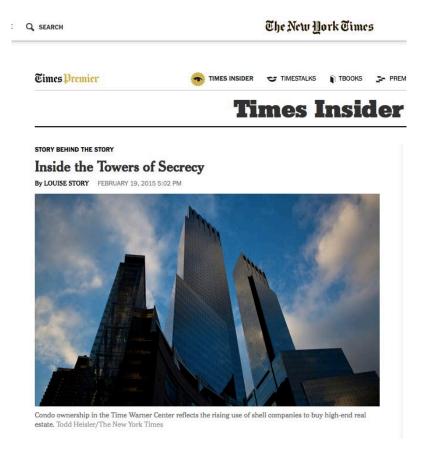
# **Risk Graph - Reputational Risk**

- The emergence of hyper polarized wealth in emerging economies is closely linked with traditional risk and compliance issues
- AML/KYC
  - Casinos
  - Auction Houses
- Enlightenment Publishing
  - Cyprus
  - Arkady R. Rotenberg, a judo sparring partner from Mr. Putin's St. Petersburg youth
  - Microsoft





# **Towers of Secrecy**





# **Chinese Luxury Consumer**

INTERNATIONAL BUSINESS

#### China's Big Spenders Pull Back, as Stock Market

点击查看本文中文版 Read in Chinese

By HIROKO TABUCHI and AMIE TSANG AUG. 26, 2015



Waiting for customers at a Rolex store in the Causeway Bay section of Hong Kong. Spending on luxury goods in China contracted 1 percent last year, to about \$18 billion. Xaume Olleros/Bloomberg News, via Getty Images

- Chinese anti-corruption purge has facilitated major pull back
- Macao revenues have shrunk for the first time
- Conspicuous and over luxury is receding
- "This is going to hit hard," said David Friedman, the president of Wealth-X, a luxury intelligence firm.
   Mr. Friedman, who is based in New York, added,
   "It's the straw that breaks the camel's back for luxury brands that looked at the Chinese consumer as a driver of their revenue growth."
- "Is the Chinese consumer still incredibly important to luxury brands? The answer is absolutely yes. But is the Chinese consumer over the next several years going to be the same economic juggernaut of consumption for these brands? The answer is no."







# Convergence of UHNW, Luxury, Residential Property & Visas





# **Best Practices and Strategy**



# Sale, Market & Advertise Different : Bespoke Marketing

From Targeting Segments to Crafting Sales/Marketing approaches that engage an individual person based on who they are (their life story, passions, hobbies, interests) and who they spend time with

- What if you could directly qualify an individual based on their fit for your products and their proximity to your company's greatest ambassadors?
- And then tailor fit an approach that engages them around their passions and interest?
- Measure your market share and wallet share of an individual's overall spending.



# Let's Review – 3 Cornerstones of an UHNW Engagement Strategy

### 1. Where are my future key and highest revenue/margin clients?

- Hidden within your existing database Wealth Screen and Client Analytics
- Connected to your existing clients <u>Future Client Strategy Mapping exercise</u>

### 2. Who are they?

Wealth-X Bespoke Intelligence Dossier

### 3. How do I engage them?

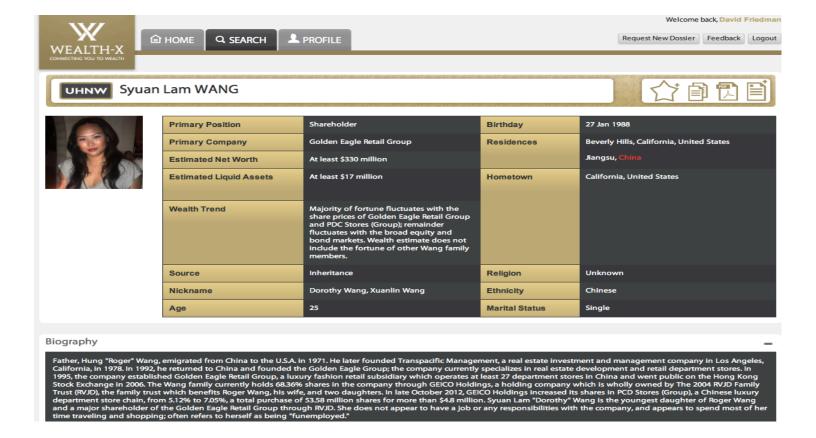
**Bespoke Marketing Strategies** 



# **But Who Are They, Really?**



## From Shotgun to Rifle





### Who is She?

#### Interesting Facts

Wang appears to travel with luggage from upmarket purveyor Rimowa.

Wang claims to have attended a "business meeting" in London, England on November 30, 2012. Further details are unclear.

In December 2011, Gary Lovema, CEO of Caesars Entertainment, Steven Tight, President of Caesars Entertainment, and Alex Mirza and Geoffery Stewart, Executives of Caesars Entertainment, visited the Golden Eagle Group and signed a Strategic Partnership Agreement with the group.

The Wang family recently went to the Golden Eagle Disabled Children Education Center and Children's Welfare Office in Nanjing, China to celebrate Christmas with them. Wang was reportedly delighted when she discovered that two orphans had been adopted by foreign families and were well cared for.

In May 2009, Golden Eagle Group opened the Shanghai Golden Eagle International Shopping Center which has several luxury department stores including Gucci and Bottega Veneta.

In December 2012, an acquaintance appears to have tried to pass off a photo of Wang's Hermes Birkin handbag as her own. Wang's friends pressured the acquaintance to delete the photo from social media websites.

Wang appears have an interest in Christian Louboutin shoes, a luxury French shoe and bag designer. She formerly used a photo of the brand's signature black high heel with red-lacquered sole as her Facebook profile photo. She also posted a picture on her Instagram account of a Christmas tree in a Christian Louboutin store made of white shoes with red-lacquered soles.

Wang appears to drive a Porsche automobile.

After a 76-round tender offer in July 2010, Golden Eagle Retail Group acquired a 100% stake in Anhui Ruijing Business Company, a subsidiary of Anhui Gujing Company, for \$39.36 million. Anhui Ruijing Business Company owns two luxury department stores in Anhui, China.

Wang appears to spend the majority of her time shopping, partying, and traveling with friends and her mother. Her social and lifestyle activities are regularly shared on her Twitter account. Recent tweets include: "Long day of retail therapy w/@ezrajwilliam@AngelinaCindy@wintosutowo;"; "A day of retail therapy with my pet snake #celine #nopetsjustpurses"; "Great shopping day and late lunch at carettel Still can't believe@sarahalhassan\_ and I both scored a pair of isabel python shoes"; "had a nice, lonngggg day w/ mummy at the shops! #girltime"; "Of course the guest bringing my shoes' flight is delayed!!!!!! Heading to cannes for a shopping mission #wishmeluck."

Wang enjoys luxury clothing brands including Hermes, Balenciaga, Isabel Marant Bazil, Bebe, Birkin, Christian Louboutin, and Chanel. She also appears to own a Frank Muller watch and a purse made from white water snake leather, which she named "Celine."



### What are Her Passions Investment?

- Wang appears to travel with luggage from upmarket purveyor Rimowa.
- Wang appears to drive a Porsche automobile.
- Wang enjoys luxury clothing brands including Hermes, Balenciaga, Isabel Marant Bazil, Bebe, Birkin, Christian Louboutin, and Chanel. She also appears to own a Frank Muller watch and a Celine purse made from white water snake leather.



### What is on Her Mind?

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Interests Passion Hobbies

### What are Her Passions & Hobbies?

interests, Passion, Hobbies	-
Hobby Name	Description
Cycling	Appears to attend spinning classes.
Philanthropy	The Wang family are active philanthropists and primarily support education, arts and culture, healthcare, natural disaster relief, and social causes.
Social Networking	Active user of Facebook, Twitter, and Instagram.
Languages	Reportedly speaks Mandarin Chinese, English, and Spanish.
Luxury Lifestyle	Enjoys and purchases items from luxury clothing brands including Hermes, Balenciaga, Isabel Marant Bazil, Bebe, Birkin, Christian Louboutin, and Chanel.
Partying	Appears to enjoy clubbing and bars.
Food	Appears to enjoy cooking and dining out.
Fashion	Appears to have attended several Chanel promotional events, including a party marking the publication of "Chanel: Her Life", a biography of Coco Chanel, in 2011, and a fashion show displaying Chanel's 2012/2013 line in 2012.
Traveling	Appears to enjoy travelling; recently traveled to Paris and London and has also been to Las Vegas.



## Who Does She know?

Known Associates				
Name	Company	Relationships	Remarks	
Kexiu WANG	Ports International Enterprises	Business	President of Beijing Chun Tian Real Estate; Vice President and Assistant to the Director of PCD Stores (Group), a subsidiary of Ports International Enterprises. Wang is shareholder of PCD Stores (Group) via GEICO Holdings, a holding company established by father, Hung Wang.	
YI ZHU	Golden Eagle Retail Group	Business	Vice President of Golden Eagle Retail Group, of which Wang is a shareholder and daughter of Founder, Hung Wang.	
Ezra J. WILLIAM		Friendship	Self-described "fashion enthusiast" appears to be Wang's friend. Believed to live in Los Angeles, California and New York, New York. William's occupation, if any, and family background are unclear.	
Kai Tai CHAN UHNW	Ports International Enterprises	Business	CEO of Ports International Enterprises; Chairman of PCD Stores (Group), a subsidiary Ports International Enterprises. Wang is shareholder of PCD Stores (Group) via GEICO Holdings, a holding company established by father, Hung Wang.	
Gang DONG	Ports International Enterprises	Business	Financial Controller of PCD Stores (Group), a subsidiary of Ports International Enterprises; Wang is shareholder of PCD Stores (Group) via GEICO Holdings, a holding company established by father, Hung Wang.	
XI Qing TANG	Golden Eagle Retail Group	Business	Vice President of Golden Eagle Retail Group, of which Wang is a shareholder and daughter of Founder, Roger Wang.	
Chi Husan LIU UHNW	East West Bank	Business	Chairman of East West Bank (China) is an Independent Director of Golden Eagle Retail Group, of which Wang is a shareholder and daughter of Founder, Roger Wang.	
Nicola CAGLIATA	Chanel	Business	Director of Watches and Fine Jewelry of Chanel; attended the "Chanel: Her Life" party with Wang.	



# **Yiqian Liu**



Notable Art Collector
Owns over US\$460 million in art



## **Find Out Who He Knows**

Name	Company	Relationships	Remarks
Yunhua XIAQ	Hubei Biocause Pharmaceutical	Business	Chairman and General Manager of Hubel Biocause Pharmaceutical, a company that manufacture pharmaceuticals and chemical products, where Liu is the Former Chairman.
Zhigang CHENG	Hubel Biocause Pharmaceutical	Business	Chief Engineer of Hubel Biocause Pharmaceutical, a company that manufacture pharmaceuticals and chemical products, where Liu is the Former Chairman.
Guoqiang DONG	Beijing Council International Auction	Friendship	Founder and Chairman of Beijing Council International Auction; is a friend of Liu. Dong and Liu jointly established the auction company in 2005; Liu currently appears to be the financial backer of the company.
Dianling HU	Hubei Biocause Pharmaceutical	Business	Director in Hubei Biocause Pharmaceutical, a company that manufacture pharmaceuticals and chemical products, where Liu is the Former Chairman.
Xuemin DENG	Sunline Group	Business - Colleague	Serves as CFO of Sunline Group, where Liu is the Chairman. Deng is also a Former Director in Hubel Biocause Pharmaceutical, a company that manufacture pharmaceuticals and chemical products, where Liu served as the Chairman.
Wenging SHI	Hubel Biocause Pharmaceutical	Business	Director and Executive General Manager of Hubei Biocause Pharmaceutical, a company that manufacture pharmaceuticals and chemical products, where Liu is the Former Chairman.



# "LinkedOut" The Wealth Graph and Referrals

Who do your top clients know that should be your next key clients?



# Referrals: #1 Source of New Client Acquisition

- Pavilion in Cannes notes that consumers now make purchasing decisions in the same way they consume content with the purpose of choosing brands that engage their passion and interests.
- "With consumer behaviour changing so quickly, understanding that the path to purchase is actually a path to purpose has meaningful implications for brand advertising at all stages along the consumer journey," said Brandon Berger, worldwide chief digital officer at Ogilvy & Mather





## **Wealth Graph**



Singapore which has a propiertary databse of individuals worth \$30

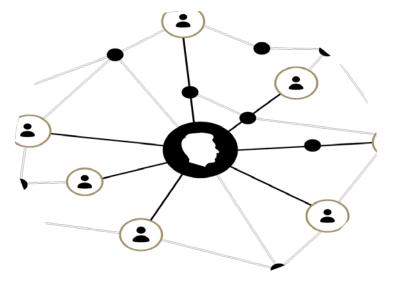
of the 50 most influential ultra high

million or more, has compiled a list J. . Scott Applewhite/AP

net worth individuals, based on the collective net worth of their social and professional networks.



# Valuable Social Graph



Business jet owners' social graph worth: **US\$ 1.1 trillion** 

Superyacht owners' social graph worth: **US\$ 710 billion** 



# Why Referrals?

"The last hundred years have been defined by the mass media. In the next hundred years, information won't be just pushed out to people. It will be shared among the millions of connections people have...**Nothing influences people more than a recommendation from a trusted friend**...A trusted referral is the Holy Grail of advertising."

-- Mark Zuckerberg



### **Referrals are Cost Effective**

"Referrals generate more than half of the site's new customer, creating multiple economic advantages across the businesses...eBay relies more on word of mouth than on advertising and traditional marketing. The company has found that **referred customers cost less to serve** because they've already been coached by a promoter on ho the site works."

-- The Ultimate Question, Fred Reichheld



# **Targeted Events (No "Hope Marketing")**



# **Case Study: Bespoke Marketing Event**

### Challenge

 Global Luxury Client wanted to target specific UHNW individuals at an Oil & Gas conference.

### Solution: Bespoke Marketing Campaign

- Wealth-X Screening: Identified UHNW prospects.
- Our Global Luxury Client then sent cold invitations to those prospects for a marketing event that was hosted with another Wealth-X fashion client.

ITEMS	RESULTS		
Conference Attendee List	500		
UHNW Identified	50		
% Target	10%		
Invites Sent	50		
RSVPs	40		
Percent Accepted	80%		
Follow up Flight Demos	8		
Planes Sold	5		



# Bespoke Marketing Methodology Data Driven & Predictive Analytics Sales & Marketing



# **Key Bespoke Marketing Strategic Planning Steps**

- Uncover your detailed target client profile through screening and client analytics and future target profiles using affinity clustering
- 2. Apply UHNW archetype to:
  - Existing data set to surface golden needles in the Haystack
  - Social graph of key ambassadors of the brand for warm prospects
  - Geographic segmentation of Wealth-X database
- 3. Understand through deep intelligence
- 4. Engage through deployment by both retail and institutional:
  - Direct referrals
  - Bespoke Marketing Events based on affinity clustering and passions/hobbies/interests
  - Sponsorship investments based on affinity clustering
  - Monitoring dynamic news and alerts around this collection of target UHNW prospects



# **Surfacing the Golden Needles in the Haystack** What Key Client Intelligence Could Look Like



**KEY UHNW** INDIVIDUALS

**NEW CLIENTS** 

**DELIVERED TO YOU** 

**ENGAGE** 



CONNECT

**FUTURE CLIENTS** 













Screen & Unearth UHNW individuals within your dataset

Identify key UHNW individuals segmented to your region

List of potential new clients integrated into your Wealth-X Professional Favourites list

Download dossiers of individual prospects directly and devise bespoke strategies to upsell and engage

From your Favourites List. we will populate Friends of Favourites, providing you a Future Client List

An email notification alert will be sent to you when there are dossiers on new prospects



# The Future: Big Data Driven Marketing

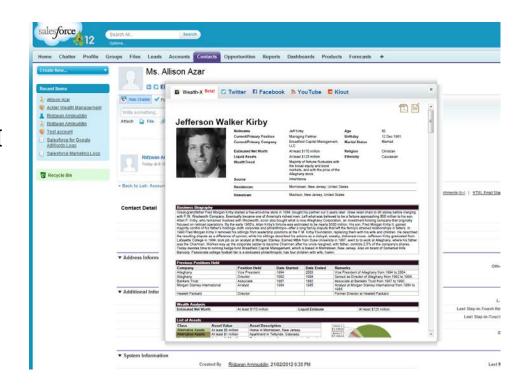
### • Intelligence and Data:

 Greater ability to customize content to connect with the UHNW consumer

### Integration of Data with CRM Systems:

Allow global organizations to have a 360 degree view unified across a global platform

Accelerate micro-targeting of based on key characteristics







### **Top Global Retailer – Top 10 US retail markets**

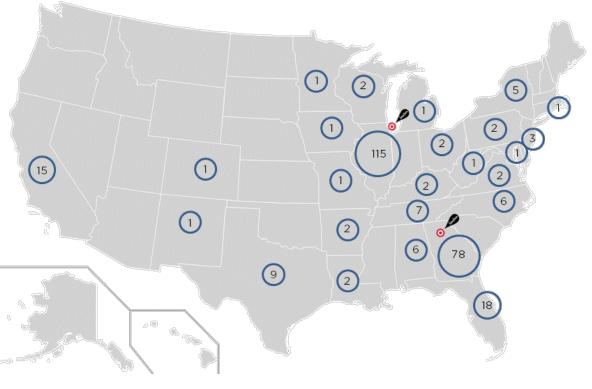
- 99,666 records
- 292 UHNW true matches (0.29%), combined wealth \$45bn
- 2.4% of US billionaires
- 2,370 UHNW Known Associates, worth \$437bn

Match Quality	30 – 50m	50 – 100m	100 – 250m	250 – 1bn	> 1bn	TOTAL	Combined Wealth (\$)
True	202	24	35	24	7	292	44.56bn
High	13	2		1		16	0.92bn
Medium	8					8	0.24bn
Low	25			1		26	1.25bn
TOTAL	248	26	35	26	7	342	46.97bn

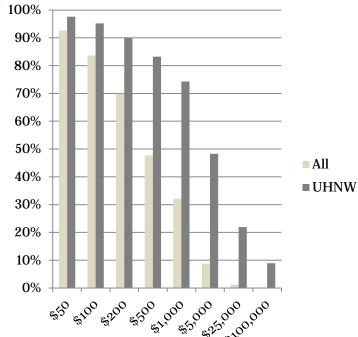
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# **Client Analytics: Segmenting**



### **Cumulative Spend Distribution**





# **Client Analytics: Affinity Clustering**

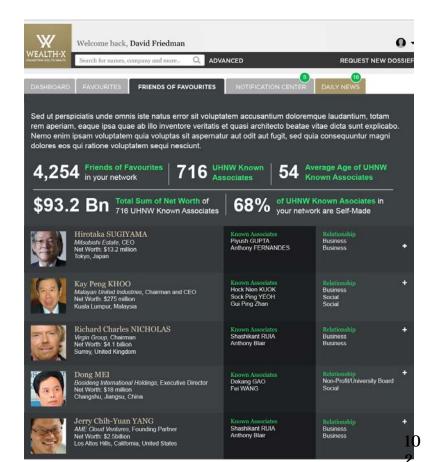
Characteristic	Average UHNW Client	Rank	Hobby or Interest	Client UHNW %	All UHNW % (rank)
Gender	Male	1	Philanthropy	44.8%	33.9% (1)
Marital Status	Married	2	Management	31.3%	28% (2)
Age	60-69 (average: 62.7)	3	Education	28.1%	22.4% (3)
Ethnicity	Caucasian	4	Hunting	25.0%	10.1% (14)
Religion	Christian	5	Aviation	21.9%	11.9% (12)
Location	Georgia / Illinois	6	Entrepreneurship	21.9%	22.2% (4)
Net Worth	\$153m	7	Art	20.8%	14.9% (7)
Liquidity	\$140m (median: \$50m)	8	Fishing	17.7%	9.5% (16)
Source of Wealth	Self-made	9	Investment	15.6%	17.9% (5)
		10	Leadership	14.6%	8.6% (19)



## **Dynamic News & Alerts & Warm Referrals**

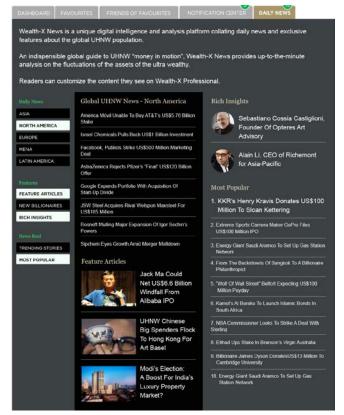


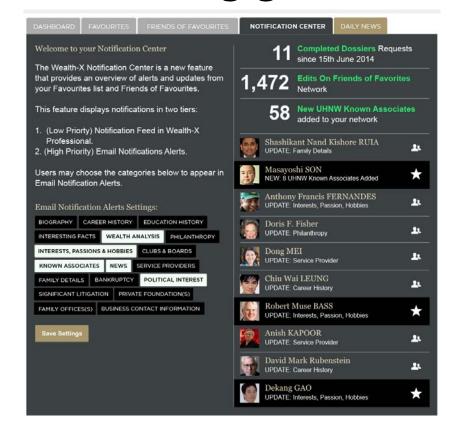






# Dynamic News Allows Monitoring for Opportunities to Engage







### iPad and iPhone Access







# **Content & Digital Marketing**



# **Digital Marketing: Still Nascent**

# 68% of respondents feel UHNW clients do not respond to digital marketing

- Only 25% of respondents say they use online marketing to engage with UHNW clients
- 84% of respondents feel digital marketing is particularly useful in brand awareness



### Content is the "New Black"









### **Social Media and the UHNW Market**

- They are online
- But for a majority, they are "LinkedOut":
  - They are not on Facebook
  - They are not on LinkedIn
    - Except for financial services and digerati

### Nerds Dinner at Davos

"Larry, do you use Facebook?

"No, not really," Page replies without affect in his high-pitched nasal voice. Zuckerberg seems disappointed.

"Why not?" he perists.

"It's not really designed for me," Page answers. Zuckerberg starts to ask him another questions, but is deterred by Sandberg.

"Mark! Don't talk about that in front of David!" she scolds.

-- David Kirkpatrick, The Facebook Effect



## The Power to "Convene"

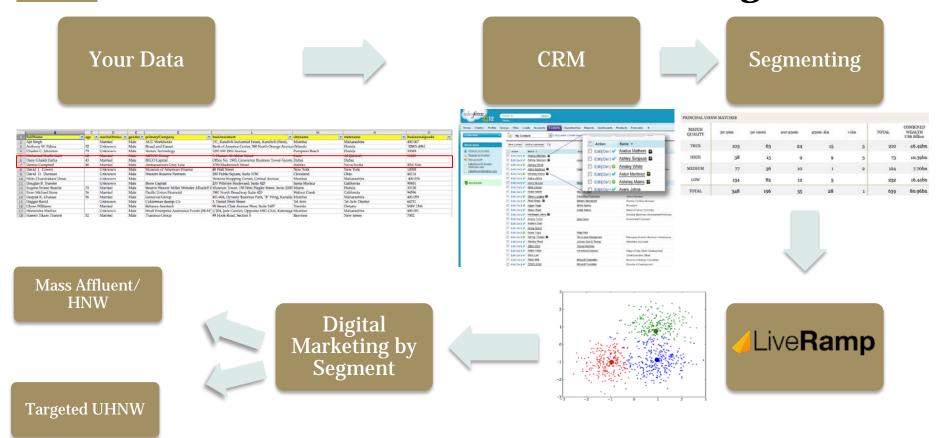




# **The Near Future**



## The Future of UHNWAdvertising

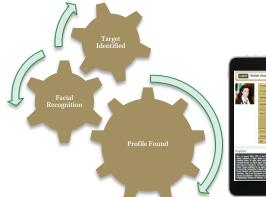




# **Taking Technology & Data Further**









Estimated Net Worth	At least \$1.7 billion
Estimated Liquid Assets	At least \$570 million

**Hobby Name** 



Education
Fashion
Finance - Accounting
Human Rights - Women's Rights
Travel
Family
Luxury Lifestyle
Philanthropy
Business - Leadership



## **Connect With Us**

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