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THROUGH THE **WEALTHBRIEFING** AWARDS PROGRAMME

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WEALTHBRIEFING
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FOR EXCELLENCE

MARCH 2022

TEAM SPIRIT MAKES DECISIVE DIFFERENCE FOR TELOMERE CAPITAL

Dominique De Riaz, CEO, **Telomere Capital SA**, explains to **Tom Burroughes**, Group Editor at *WealthBriefing*, on the firm's progress.



Left to right: Anaïs Stämpfli, Petra Kordosova, Dominique De Riaz, Jérôme Tobler, Aurélien Guzzo, Stéphane Gheung, Elizabeth Jacquier and Hugo Dery

Telomere Capital SA is a Swiss company created in 2015 and based in Switzerland. Since our creation, we have developed a network of skills and knowledge specific to Switzerland. Our clientele, 80 per cent of which is made up of Swiss clients, is the best demonstration of this. Important values are what we rely on and what make us grow. Values such as respect, ethics, excellence, and performance. Values which drive us and which have been inscribed in the DNA of Telomere Capital since its incorporation. We are also one of the few independent management companies in Geneva to offer all the necessary expertise to meet the requirements of an individual, a foundation, or a family.

What sets you apart from your peers this year and why? How have your colleagues contributed towards the success of your organisation?

People often say that to measure the success of a business or a team, you need to look not just at the bottom line but at the satisfaction of its clients. At Telomere, we believe that team spirit is a key component of success. You can truly speak of team spirit and cohesion in a group only when each member enjoys being together and if they collaborate and act in harmony to achieve their common goals. Each and every staff member is

determined to contribute towards the success of our business, striving to take an active part therein: listening to our clients, understanding complex problems and responding within 24 hours, but also either applying their own technical expertise or seeking the expertise of other members of the team. Our clients are in touch not only with their account manager, but they are also in touch with our entire team. Each staff member role and name are known by our clients. Moreover, we manage a limited number of families, allowing us to guarantee high-quality services and high availability.

What are you going to do to stay on the front foot in a fast-growing but also challenging region such as this?

Indeed, our region is under constant development and competition has increased through the years. To keep staying on the front foot we must continuously develop and constantly change. This involves training our staff, implementing new electronic tools or integrating new processes. In our view, these are fundamental elements of our growth and thereby allow us to remain competitive with our peers. However, active recommendation from our customers is, for us, the most important source of growth. Our growth is linked to customer satisfaction, our greatest ambassadors. Winning the best customer service award

for the second consecutive year confirms the quality of our service.

What do you hope will be the result of receiving this accolade? How does it help your business in this region?

This year we are extremely proud to have participated in this competition and to have been named the best "EAM assets between SFr500 million – SFr1 billion AUM", "Client Service", "Innovative use of technology" and "Client reporting". For us, this is the illustration of our hard work in recent years.

The awards serve as guarantee for our clients, peers and partners on the high range of skills at our disposal. These prizes were won as part of a team, with each of us having contributed towards this success, of which we are extremely proud. We will promote these accolades among our partners, existing and prospective clients, in the hope that this will reinforce their trust in us. For us, the satisfaction of our customers remains our biggest reward. This award gives us confidence in how we do things. ■





The spirit of performance

Telomere Capital provides private clients, such as individuals, families, executives and entrepreneurs, with wealth management, investment advice, personalized financial planning and family office services. Because each life situation is unique, we offer you a comprehensive and tailor-made approach.

