



Mutual Shareholder Services, LLC

# Mutual News

**Making The Mutual Fund Venture More Practical**

**Volume 1 Issue 3  
October 1 –December 31,2011**

**Dear Clients,**

**Ready to Serve**

This is Mutual Shareholders Services third issue of the quarterly newsletter. As stated in the first issue we continue to grow as a company and we want to keep our clients informed of the ongoing changes and developments within our organization.

**Current Events**

Mutual Shareholder Services has added five new funds to our client base, and would like to welcome The Ranger Quest Income and Small Cap Funds (Oct.), Plainsboro China Fund (Oct.), and the Christopher Weil & Company Core Investment and Global Dividend Funds (Dec.). We are very excited to bring these funds to our client roster. The addition of these funds is another step in our continued growth and development as a company.

**Meet:**



**Steve Muller**

Steve has been with Mutual Shareholder Services, LLC for six years, and is a graduate of Wittenberg University with a Bachelor’s degree in Economics. He is a Fund Administrator and also manages the SEC filing procedures for the mutual funds here at MSS.

Steve resides in the greater Cleveland suburb of North Royalton and has recently been elected to the position of city councilman within that community. He also is an active volunteer for the North Royalton Community Emergency Response Team..

**A Job Well Done**

We are proud to announce that MSS, for three years in a row, has been selected as a Weatherhead 100 Winner. As one of the 100 fastest growing companies in Northeast Ohio Mutual Shareholder Services, LLC was honored amongst its peers and professionals on December 1, 2011. Dr. and Mrs. Gregory Getts along with ten employees attended the award dinner.



**Rising To The Challenges Of A Growing Company**

Mutual Shareholder Services, LLC (“MSS”) has been providing transfer agent and accounting services for mutual funds to shareholders since 1999. To meet the challenges of a growing business MSS has implemented new technologies, staff development and stellar client services. President, Gregory B. Getts, Ph. D., combines fund accounting and computer programming experience to streamline operations. Fund accounting and shareholder processing is automated with customized programs developed and updated by Dr. Getts; and has proven to be a valuable growth strategy for the organization.

Employee retention and a 50% increase in staff over the past five years; plus adding a 1200 foot expanded office and work space are contributing factors to the growth of MSS. The staff is provided with training to develop skills to handle other accounting functions besides mutual funds, such as limited partnerships and ETF’s. Listening to the staff and our clients needs a Call Center was developed to handle the increase in funds and shareholder activity. Mutual Shareholder Services is a service based company determined to consistently provide personalized service to clients and to their shareholders.