

12

**KEY QUESTIONS
EVERY RETIREE
MUST ANSWER**



BY RAY BUKOVY, CFP® CPCA

About Ray Bukovy

Ray Bukovy, CFP® CPCA

President, Bukovy Financial Services Ltd.
CERTIFIED FINANCIAL PLANNER®, Manulife
Securities Investment Services Inc.

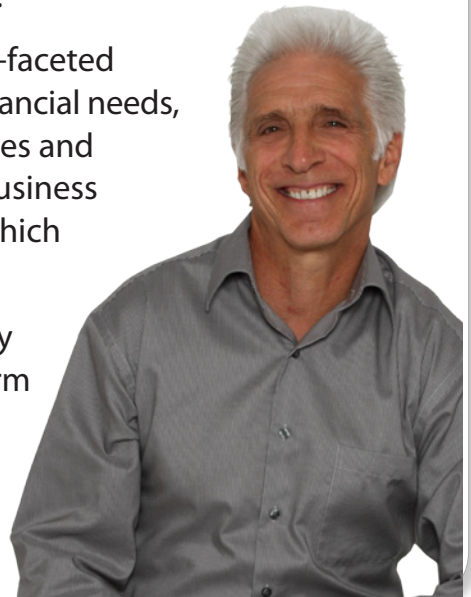


Ray Bukovy started his firm, Bukovy Financial Services Ltd., intent upon providing clients with unbiased, comprehensive, personalized service. "Our mission," he says, "is to secure the financial well-being of our clients through quality service and trusted advice."

A financial professional since 1983, Ray has acquired the kind of in-depth knowledge that comes from three decades of experience. His education encompasses a Technology Diploma from George Brown College of Applied Arts as well as the designations of CERTIFIED FINANCIAL PLANNER® (CFP®) professional and Certified Professional Consultant on Aging (CPCA). Earning those designations required advanced coursework in taxes, retirement planning, estate planning, investments, insurance, and the health, social, and financial issues facing seniors. Maintaining the designations demands a vigorous program of continuing education and adherence to a strict code of ethics.

Due to his experience and education, Ray has become a multi-faceted professional capable of helping clients with virtually all their financial needs, from income planning and investment management for retirees and pre-retirees to business protection, tax and estate issues for business owners. His services have helped him build a loyal clientele, which continues to grow thanks to clients' recommendations.

Ray is active in the community as president of the Thunder Bay Blues Society. His band, Dr. Buck and The Bluesbangers, perform regularly in Thunder Bay, to promote his love of blues music. Camping and fishing with family and friends are among his other favorite passions. He and his wife, Dianne, have been married for over 30 years and have two children.



Bukovy Financial Services Ltd., 905 Tungsten Street, Suite 400, Thunder Bay, ON P7B 5Z3

Phone: 807-684-1820 • Fax: 807-344-2117 • Email: info@bfinancial.com

www.bfinancial.com

RETIREMENT: READY OR NOT

A Reality Check for Those Retired or Close To It

The clock is ticking. Baby boomers are getting within a 9 iron of their golden years. Most have finally come to grips with the fact that despite the ideal retirement pictured in glossy brochures and commercials — that retirement for most won't be close to what they envisioned in their earlier years.

All the best laid plans, calculations and formulas have given way to one glaring reality: This is what I've set aside for my retirement. Now, how on earth can I make it last?

In other words, it is time for a reality check and a meaningful conversation about your retirement income planning.

New research finds the magnitude of the retirement savings shortfall in Canada today is staggering. 61% of Canadians feel they've come up short when it comes to retirement savings¹. The dream of retiring after a lifetime of work will be long delayed, if not impossible, for many.

Acting sooner rather than later can greatly improve your own retirement security. This is why our no cost, no obligation Retirement Income Analysis is so vitally important.

After going through the **12 Key Questions Every Retiree Must Answer**, we encourage you to call, fax or email us to schedule your no cost, no obligation Retirement Income Analysis.

It's one thing to have answers. It's quite another to have the right answers. Your Retirement Income Analysis will provide correct answers to these 12 Key Questions and much more.

¹Source: CIBC Poll Conducted By Leger Marketing, July 8, 2012.





RETIREMENT READINESS ? QUIZ

RAY BUKOVY, CFP® CPCA
BUKOVY FINANCIAL
SERVICES LTD.



SEE HOW PREPARED YOU ARE FOR RETIREMENT
BY ANSWERING THESE **12 KEY QUESTIONS**

- 1 Do you know how long your money will last if you stop working today, invest your nest egg as safely as possible and try to maintain your current standard of living? ☐ NO ☐ YES
- 2 Do you know how to best navigate the recent changes to OAS and CPP to maximize your benefits, while avoiding costly clawback provisions? ☐ NO ☐ YES
- 3 Do you know the proper mix of equities vs fixed income in a retirement income portfolio? ☐ NO ☐ YES
- 4 Do you know how big of a nest egg you'll need as you enter retirement if you'll be retired for 20, 30 or even 40 years? ☐ NO ☐ YES
- 5 Do you know the appropriate spending rate from your nest egg to help ensure your savings last your lifetime? ☐ NO ☐ YES
- 6 Do you know what percent of pre-retirement income you need to replace to maintain your current standard of living in retirement? ☐ NO ☐ YES
- 7 Do you know how the rising cost of health care could affect and even decimate your retirement income plan? ☐ NO ☐ YES
- 8 Do you know what your pension annuity is worth and what it costs to buy more lifetime income? ☐ NO ☐ YES
- 9 Do you know how longevity affects funding a retirement that may well last 30 years or longer? ☐ NO ☐ YES
- 10 If you have a retirement shortfall, do you know how big it is and what can be done about it? ☐ NO ☐ YES
- 11 Do you know the proper way (most tax efficient way) to leave a financial legacy to your heirs? ☐ NO ☐ YES
- 12 Taking everything into account, do you know if your retirement income plan is sustainable? (Will you outlive your money or will your money outlive you?) ☐ NO ☐ YES

**IF YOU'VE ANSWERED "NO" TO
ANY OF THESE QUESTIONS, OUR
RETIREMENT INCOME ANALYSIS
WAS DESIGNED JUST FOR YOU.**



Retirement Income Analysis

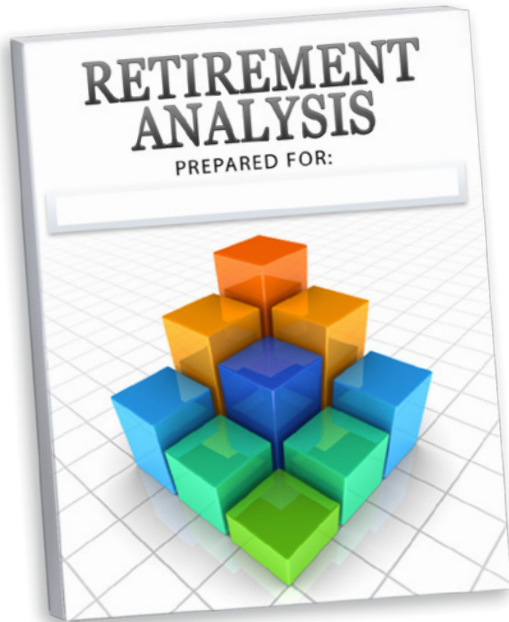


YES

I would like to receive a Retirement Income Analysis. My contact information is provided below.



Ray Bukovy, CFP® CPCA
President
Bukovy Financial Services Ltd.



NAME

PHONE

EMAIL

3 Ways To Respond

1



Call
807-684-1820

2



Fax
807-344-2117

3



Email
info@bfinancial.com

12

KEY QUESTIONS EVERY RETIREE MUST ANSWER



Proceed To Question 1

Question

Do you know
**how long your money
will last** if you stop working
today, invest your **nest egg**
as safely as possible and
try to maintain your **current
standard of living?**

Challenge

Do you know how long your money will last if you stop working today, invest your nest egg as safely as possible and try to maintain your current standard of living? One of the greatest fears of retirees today is running out of money before they run out of life. This is an important question to answer and lies at the heart of Retirement Income Planning. These answers are even more critical given the difficulties in the financial markets and larger economy that have significantly impacted retirement savings over the last decade. While it would be nice to have a one-size-fits-all formula when it comes to how long your money will last, the truth is there are many factors that go into that equation.



Solution

Planning and preparing for a financially comfortable retirement is tough enough these days; living in retirement can be even tougher. The point of all the calculations we do in our no cost, no obligation Retirement Income Analysis is to make sure your income will last a lifetime.



Proceed To Question 2

Question

Do you know how to best navigate the **recent changes to OAS and CPP** to **maximize your benefits**, while avoiding costly clawback provisions?

Challenge

Are you aware of the recent changes to Canada's government retirement system, and how those changes might affect you? Do you know the best way to navigate those changes to maximize your income and lifetime benefits, while at the same time, avoiding costly clawback provisions. Not much gets Canadians riled up like the clawback of Old Age Security benefits. In January 2012, a new set of rules became effective for the Canada Pension Plan (CPP). This can change your best strategy for the timing of your application for benefits. This makes your decisions more complicated and more complex. Therefore, it's important that you're up to date on these changes and how the system can best work for you.

**Service
Canada**

Solution

In our no cost, no obligation, Retirement Income Analysis, we can provide a solution with substantial savings for retirees, who are upset about having their OAS clawed back. They are your OAS and CPP benefits, and what you don't know CAN hurt you.



Proceed To Question 3

Question

Do you know the **proper mix** of **equities versus fixed income** in a **retirement income portfolio**?

Challenge

Asset allocation is an investment strategy that attempts to balance risk versus reward by adjusting the percentage of each asset in an investment portfolio according to the investor's risk tolerance, goals and investment time frame. Asset allocation is based on the principle that different assets perform differently in different market and economic conditions. One of the cornerstones of financial planning for retirement is that an individual's exposure to higher-risk assets like equity mutual funds should decline as his or her retirement date nears. Since risk level and portfolio return are directly related, your asset allocation should balance your need to take risk with your ability to withstand the ups and downs of the market.



Solution

What's the best asset allocation for my age? It depends on your age, your goals and objectives and your appetite for risk. In our no cost, no obligation Retirement Income Analysis, we evaluate all pertinent factors and help you arrive at the optimum asset allocation for your situation.



Proceed To Question 4

Question

Do you know
**how big of a nest
egg** you'll need as you enter
retirement if you'll be retired for
20, 30 or even 40
years?

Challenge

Have you ever considered how big of a nest egg you'll need to retire comfortably if your retirement could last 20, 30 or even 40 years? The range of answers is all across the board. The low end suggests you'll need to have saved 8 times your pre-retirement pay in order to maintain your current lifestyle during retirement, with the high end more like 20 times your annual salary. Estimating what your retirement expenses will be can give you a ballpark figure for the amount of savings you'll need. It will be imperfect because it requires making assumptions about factors such as how long you will live, what the inflation rate will be and how your investments will perform. Nevertheless, making an estimate is a valuable exercise.



Solution

An individualized assessment of your retirement income needs will be far more valuable than any one-size-fits-all formula. With our no cost, no obligation Retirement Income Analysis we will play out a variety of scenarios and look at all the factors that go into answering this question.



Proceed To Question 5

Question

Do you know the
appropriate spending
rate from
your nest egg
to insure your savings last
your lifetime?

Challenge

If you thought it was hard to grow a nest egg, try living off one in retirement. A lot is written about how to build a nest egg, but not as much about taking money out. Most have no idea how dangerous it is to withdraw too much from their nest egg each year. As baby boomers make the transition from career to retirement, more and more people are grappling with the question, How much can I safely withdraw from my nest egg each year? In today's low interest rate environment, that poses even bigger challenges. The presumed safe withdrawal rate of 4% has come under fire in recent years. What's an investor to do?



Solution

The Wall Street Journal said a 2% withdrawal rate is bullet proof, 3% is considered safe, 4% is pushing it, and with 5% or more, you risk running out of money, especially if you live into your 90s. In our no cost, no obligation Retirement Income Analysis, you'll see the outcomes with various withdrawal rates.



Source: The Wall Street Journal: How To Survive Retirement – Even If You're Short On Savings

Proceed To Question 6

Question

Do you know what
**percent of pre-retirement
income** you need to replace to
maintain your current
standard of living
in retirement?

Challenge

Estimates of the percent of your pre-retirement income you'll need to replace in retirement to maintain your standard of living vary greatly. Conventional retirement wisdom says that it's vital to replace anywhere from 70% to 85% or even more of pre-retirement household income. The reality is that on average, most Canadians aren't able to do that. It's tough to know how much income you'll need in retirement. The older you get, the less you'll spend. Typically, retirement age triggers a number of changes in your spending patterns. For example, you may have paid off your mortgage. Your children may have finished college and moved away. Health care costs may use up a greater portion of your income. You may have to pay more to make sure your insurance needs have been met. Spending on leisure activities, such as travel, entertainment or hobbies, may increase significantly.



Solution

The good news is that as a general rule, the longer you live, the less you spend with health being the key factor. In our no cost, no obligations Retirement Income Analysis, we will help you arrive at meaningful percentages based on your specific situation.



Proceed To Question 7

Question

Do you know how
**the rising cost of health
care** could affect
and even decimate
**your retirement
income plan?**

Challenge

It's a fact that healthcare costs have increased at a record pace, and many believe they will continue to rise. Everyone knows the old saying about death and taxes. But there's one more certainty everyone who retires will need to face: the staggering cost of healthcare. Most people don't appreciate the significant impact healthcare costs can have on their retirement savings. Yet these expenses can overwhelm even the best-laid retirement plans. Nearly 9 out of 10 are flying blind when it comes to understanding, what could be for many, one of your largest costs in retirement. If you're like most, you're underestimating these expenses. Many retirees are not prepared for the high-cost of medical care in retirement. 72% of Canadians are worried about rising health care costs...and the impact they will have on their savings and quality of life.



Source: Retirement Risk Survey By The Canadian Institute of Actuaries, June 14, 2010.

Solution

Health care expenses are a significant part of spending in retirement, and should be one of your greatest concerns. In our no cost, no obligation Retirement Income Analysis, we will help to estimate what these costs will be and incorporate that into your plan.



Proceed To Question 8

Question

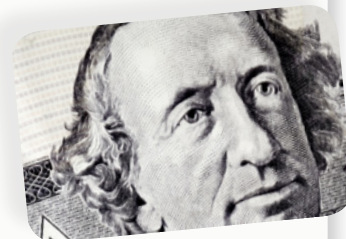
Do you know what
your pension annuity
is worth and what
it costs to
buy more
lifetime income?

Challenge

Some pension plans guarantee a monthly payment for the rest of your life, while others only offer a lump sum of money. If you're fortunate enough to be among the 29% of Canadians with a company-funded pension, you probably have to make a one-time, irrevocable decision on how you want to receive your benefits. Should you take a lump sum payout or the pension annuity with monthly payments? This sort of dilemma is faced by hundreds of thousands of people each year, as they approach retirement. Which option is best for you? It depends on your plan's options, your retirement needs, and your current financial situation.

There are trade-offs you face between taking the pension lump sum at retirement or opting for the pension annuity. Regardless, there are several factors to consider in making a decision. For many retirees, it's the single most important decision they face.

Source: How To Take A Pension Payout, Fidelity Viewpoints, June 19, 2013



Solution

In our no cost, no obligation Retirement Income Analysis, we will help you to understand your options including a series of regular periodic payments for life, a lump sum or a combination of the two. After examining your situation, we help you determine which option is right for you.



Proceed To Question 9

Question

Do you know how longevity affects funding a retirement that may well last 30 years or longer?

Challenge

Thanks to healthier lifestyles and breakthroughs in medical technology, life expectancy for Canadians has increased significantly during the past half century. While it's good news that you can expect to live longer in retirement and have a better quality of life, it also means your investment portfolio may need to last for 30 years or more. The average life expectancy for a 55-year-old male is 24.3 years. For a 55-year-old female it's 27.8 years. But who's to say you are average? Retirement planning is not about planning to average life expectancy; it is about planning beyond life expectancy. While most Canadians now expect to live longer than previous generations, many have not factored longevity into planning for retirement. Very few people have saved enough money to live their pre-retirement lifestyle for 30 or even 40 years. And Canadians live three years longer, on average, than Americans.



Source: Reuters: Canadians Live Longer, Healthier Lives Than Americans. April 29, 2010

Solution

It is important to understand you have a good chance of living a long time, which means you must have vastly more retirement assets than previous generations. Our Retirement Income Analysis will show you the actions to take to insure you do not outlive your assets — no matter how long you live.



Proceed To Question 10

Question

If you have a
retirement shortfall,
do you know **how big it**
is and what can be
done about it?

Challenge

A new report shows 52% of Canadians feel they will need between \$750,000 and \$3 million to live comfortably in retirement. The magnitude of the retirement savings shortfall is staggering. One of the biggest risks to a comfortable retirement is running out of money too soon. Baby boomers and those of younger generations will need to plan adequately to overcome the potential shortfalls of retirement income they once relied on. Given how quickly life expectancies are going up, the risks are only getting greater. Matters are more dreadful still because the low interest rate environment and current return expectations on one's retirement assets mean that it takes more money than ever to retire comfortably.



Source: Ten Tips On How To Readjust After A Retirement Shortfall, by New York Life

Solution

In our no cost, no obligation Retirement Income Analysis, we will examine your savings and investments, estimate your expenses, take into account your retirement goals, and determine whether you have a retirement surplus or shortfall. If it's a shortfall, how big is it, and what can be done about it?



Proceed To Question 11

Question

Do you know the
proper way
(most tax efficient way)
**to leave a financial
legacy** to your heirs?

Challenge

You've worked hard to accumulate wealth. As you contemplate passing it on to the next generation, remember that estate planning is never easy. The mechanics of the process require a lot of thought and planning. It may not be fun to think about, but after you're gone you won't have a say in some pretty important matters unless you let your wishes be known. In a nutshell, estate planning is the ability to pass the assets you've accumulated to whom you want, when you want, the way you want in the most tax efficient manner. Though Canada doesn't have any "death taxes," taxes on your estate, including your Registered Retirement Savings Plans (RRSPs) and Registered Retirement Income Funds (RRIFs), can really add up. With a good estate plan you can keep those taxes at a minimum.



Solution

In our Retirement Income Analysis, we'll share with you the most efficient ways to pass on your hard earned assets. It will show ways to minimize income tax and expensive probate and estate administration fees, so as not to leave a significant percentage of your money to the CRA.



Proceed To Question 12

Question

Taking everything
into account, do you know
if your
**retirement
income plan**
is sustainable?

Challenge

In the good old days, retirement was pretty simple. You worked 30 years, got a pension, and put your money in bonds to make it last. But this isn't your father's retirement. Back then, life expectancy was such that people only spent less than a decade in retirement. Today is different. Much different! After working for 30 years, it's not out of the question to spend another 30 years in retirement. And that, for lots of people, is the big worry. People getting ready for retirement are worried that they won't be able to save enough to last. And people already in retirement worry they will outlive their nest eggs. People are living longer than ever before, dramatically altering the financial challenges in retirement. Increased longevity is a blessing, but it's an expensive one, because that translates into the need for a bigger retirement nest egg and access to secure retirement-long income.

RETIREMENT
SOLUTIONS

Source: At Risk Of Outliving Your Retirement Savings? USA Today, July 15, 2013

Solution

Will you outlive your money or will your money outlive you? How will you know if your retirement income plan is sustainable? In our Retirement Income Analysis, we take everything into account and we'll be able to tell you if you'll be able to make it to the finish line.

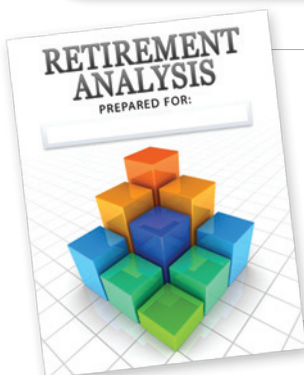


Retirement Income Analysis

Getting A Handle On Retirement Readiness Like Never Before



Q: If you're going to be retired for 20 to 30 years or longer... Doesn't it make sense to spend a few minutes **NOW** to insure your retirement is everything you envision it to be and more?



Our no cost, no obligation Retirement Income Analysis consists of 6 steps.

Proceed To 6 Steps

STEP 1

Retirement: What Does It Look Like?

In Step 1, we will ask you to articulate the retirement you've always envisioned.



What does it look like? What are you doing? Where are you doing it? Who are you doing it with? Retirement Planning isn't just about the money. It's also about the things money can't buy.

In order to know how much money you'll need to set aside to retire comfortably, you'll need to have a feel for your hopes, dreams and goals.

Does your vision of retirement include:

- Starting a business
- Work part-time
- Consulting
- Move and relocate
- Grandchildren's education
- Volunteer work
- New hobby
- Play golf, tennis or fish
- Vacation home
- Remodel home
- Travel abroad
- Go back to school
- Time with kids and grandkids
- Leave an inheritance

Once we have a clear understanding of what you envision your retirement to look like, then it's time for . . .

"When a man retires, his wife gets twice the husband, but only half the income."

Chi Chi Rodriguez

Proceed To Step 2

STEP 2

Inventory of all Assets, Savings and Investments

In Step 2, we will take an inventory of all of your assets, savings and investments.



No matter what your situation, one of the first steps is to assemble the key pieces of information needed in creating a sustainable Retirement Income Plan.

Included in that inventory are such things as:

- GICs
- Insurance / Annuities
- Mutual Funds
- Real Estate / REITs
- Investment property
- Managed Accounts
- Personal Property
- Debt Owed To You
- RRSPs / RRIFFs
- Bonds
- Money Market Funds
- Chequing / Savings
- Options / Commodities
- Business Interests
- Employer-Sponsored Plans
- TFSAs

Once we have a clear understanding of your assets, savings and investments, then it's time for ...

“When a man retires and time is no longer a matter of urgent importance, his colleagues generally present him with a watch.”

R.C. Sheriff

Proceed To Step 3

STEP 3

Calculate Your Expenses In Retirement

In Step 3, we will help you calculate what your expenses will be in retirement.



Some expenses may increase in retirement, while others may decrease. There are many questions about your retirement that need to be answered to get a handle on what your expenses will be in retirement. When you plan to retire, where you plan to live, and how you plan to spend your time all will have an impact on how much you'll need to save to fund the retirement you envision.

We will focus on:

- Housing
- Food
- Transportation
- Clothing / Personal Items
- Healthcare
- Entertainment
- Travel
- Misc Expenses

Use this to calculate the total expenses for this item.	
Mortgage Payments	\$ <input type="text"/>
Rents	\$ <input type="text"/>
Real estate taxes	\$ <input type="text"/>
Homeowner's Insurance	\$ <input type="text"/>
Telephone/Utilities	\$ <input type="text"/>
Furnishings	\$ <input type="text"/>
Appliances	\$ <input type="text"/>
Other	\$ <input type="text"/>

Once we have a clear understanding of what your expenses will be in retirement, then it's time for . . .

"Retirement at sixty-five is ridiculous. When I was sixty-five I still had pimples."

George Burns

Proceed To Step 4

STEP 4

Total Up Income From All Sources

In Step 4, we will total up your income from all sources.



Most working Canadians have only one source of steady income — their job. In retirement you are likely to have a patchwork quilt of several income streams.

In creating your Retirement Income Analysis, we will look at all sources of income in retirement including:

- CPP & OAS
- RRSPs / RRIFs
- Bonds & Bond Funds
- Money Market Funds
- Full & Part-Time Work
- Inheritance
- Insurance
- Retirement Accounts
- Company Sponsored Pensions
- Mutual Funds
- Savings Accounts
- TFSAs
- Annuities
- Home Equity
- GICs

Once we have a clear understanding of what your income will be in retirement, then it's time for . . .

“When you retire, you switch bosses – from the one who hired you to the one who married you.”

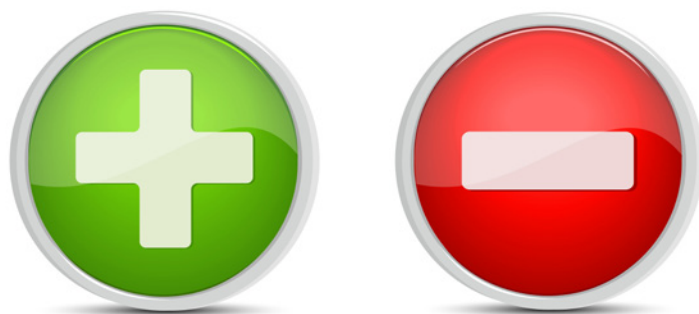
Gene Perret

Proceed To Step 5



Surplus or Retirement Shortfall?

In Step 5, we will determine if you have a surplus or a retirement shortfall.



One of the biggest risks to a comfortable retirement is running out of money too soon. In other words, running out of money before you run out of life.

After taking everything into account, we will be able to tell you if you'll be able to make it to the finish line. You'll know if your retirement income plan is sustainable.



We will help you determine if you have a projected shortfall or surplus at retirement, and if a shortfall, how big. You'll also know how long your current retirement savings will last.

If our Retirement Income Analysis projects a retirement shortfall, you might have to make compromises to reach your goals.

Once we have an idea of just how big your retirement shortfall is, then it's time for ...

"Retirement kills more people than hard work ever did."

Malcolm Forbes

Proceed To Step 6

STEP 6

Explore Various Options And Trade-Offs

In Step 6, depending on how big your retirement shortfall is, we will lay out the various options along with their associated trade-offs.



Retirement — The word used to conjure up images of leisure, travel, golf, new hobbies, or spending time with the grandkids. But today, when people think about their retirement, all they do is worry.

If you are projected to have a retirement shortfall, now is the time to address that shortfall while there is still time to make adjustments.

You might need to save more, earn a better rate of return, adjust your retirement plans downward, work longer, delay retirement and a whole host of other options.

We will explain each of your various options that make the most sense along with explaining the various trade-offs associated with each one.

If you would like to take advantage of our no cost, no obligation, Retirement Income Analysis, simply fill out the next page and fax it.

You have nothing to lose, but quite possibly, much to gain.

“First you forget names; then you forget faces; then you forget to zip up your fly; and then you forget to unzip your fly.”

Branch Rickey

Request Retirement Income Analysis

Retirement Income Analysis

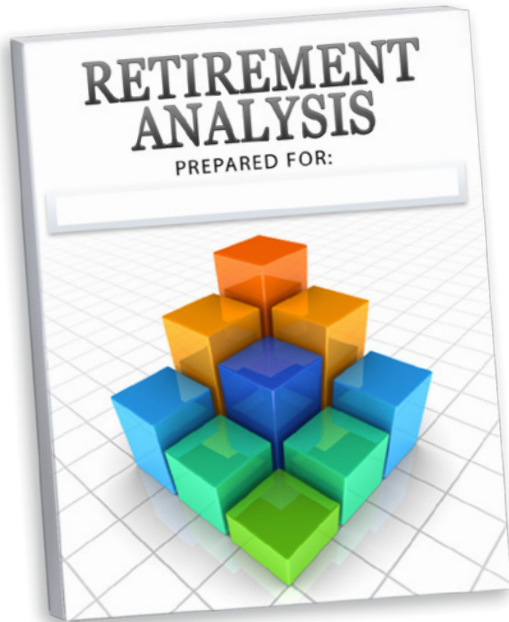


YES

I would like to receive a Retirement Income Analysis. My contact information is provided below.



Ray Bukovy, CFP® CPCA
President
Bukovy Financial Services Ltd.



NAME

PHONE

EMAIL

3 Ways To Respond

1



Call
807-684-1820

2



Fax
807-344-2117

3



Email
info@bfinancial.com

Ray Bukovy, CFP® CPCA

President, Bukovy Financial Services Ltd.
CERTIFIED FINANCIAL PLANNER®, Manulife
Securities Investment Services Inc.



Address

Bukovy Financial Services Ltd.
905 Tungsten Street Suite 400
Thunder Bay, ON P7B 5Z3

Phone

Phone: 807-684-1820
Fax: 807-344-2117

Web

www.bfinancial.com

Email

info@bfinancial.com

Social Media



Legal Disclosure

Broker Dealer Disclosure

Manulife Securities Investment Services Inc. is a Member MFDA IPC.

Mutual funds are offered through Manulife Securities Investment Services Inc. Insurance products and financial planning are offered through Bukovy Financial Services Ltd.

CFP® and CERTIFIED FINANCIAL PLANNER® are certification marks owned outside the U.S. by Financial Planning Standards Board Ltd. (FPSB). Financial Planners Standards Council is the marks licensing authority for the CFP marks in Canada, through agreement with FPSB.

Trademark Information

The **12 Key Questions Every Retiree Must Answer** workbook is designed to provide what we believe is accurate and reliable information with regard to the subject matter covered. The Creative Juice Agency, Inc. is not engaged in rendering legal, accounting, financial or other professional advice. If such advice is required, a competent and qualified professional should be consulted. The material contained in **12 Key Questions Every Retiree Must Answer** workbook is owned, copyrighted and licensed by The Creative Juice Agency, Inc.® The information contained in **The 12 Key Questions** workbook may not be distributed, modified, reproduced in whole or in part without the prior written permission of The Creative Juice Agency, Inc.