

Can a \$1,000 Résumé Boost Your Career? p.66

Financial Reform: How to Get Ready p.14

8% Returns—The Bond Deals You're Missing p.60

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# SmartMoney

THE WALL STREET JOURNAL MAGAZINE

## WHAT THEY'RE Saying Now

How the World's Greatest Investors Are Making Money In This Market p.43



Bill Gross



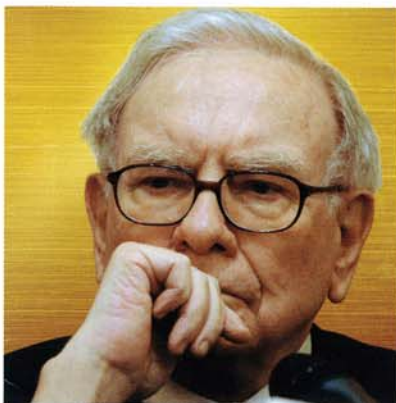
Robert Rodriguez



Anne Gudefin



Joel Tillinghast



**PLUS:**  
Buffett's  
Comeback  
Strategy p.52

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## Broker Bits. Crop Conundrum. Irked Over Ink.



**Good, But Not Perfect, Fits**  
While I agree that E\*trade is a pretty good brokerage firm overall (“Finding the Best Fit,” June), the article left out one huge move E\*trade pulled on some of its clients. In March, E\*trade abruptly terminated its line of mutual funds. This, of course, forced investors to liquidate their holdings. How’s that for customer service!

WESLEY MATTHEWS  
Strongstown, Pa.

*Editor’s Note: E\*Trade did liquidate its mutual funds; however, the company says it notified its customers in advance and worked with them to transfer money to other funds.*

Personal contact with your broker is important, but clients pay for this service through fees.

Regular personal contact with your adviser is important, but clients should understand that they pay for this service through fees, commissions or hourly rates. Recently, a client of mine said she missed the regular calls from her previous full-service broker. I pointed out that the extra \$9,000 she had been paying annually over and above my hourly-rate fee would pay for another 40 hours of my time every year.

KENT M. GREALISH, CFP  
San Bruno, Calif.

**Not Much Comfort**  
In response to the question about the safety of genetically modified crops (“The Seeds of Future Growth,” The Corner Office, June), Monsanto CEO Hugh Grant says regulators

have evaluated the crop data and “they’ve vouched for the safety.” That makes me feel better. In the middle of a financial meltdown overseen by those same governments and their regulators, what could go wrong here?

JOE RUH  
Rochester, N.Y.

**My Patience Has Expired**  
I enjoyed Anne Kadet’s “Printer Ink’s Murky Math” (Tough Customer, July) column; however, you left out one area of great frustration: the expiration date on some ink cartridges! I have a Hewlett Packard printer that I am about to throw out even though it still works. I have to keep replacing ink cartridges because they have reached their expiration dates. I do not do much printing, so in a little over a year I will have to replace the cartridge, even though it likely will be still 40 percent full of ink. Once the expiration date is reached, my printer will stop working until a new ink cartridge is inserted. Canon cartridges do not have expiration dates, and their ink works just fine. Guess what printer I plan to buy next.

HARRY MILLER  
Sterling Heights, Mich.

**Things Said About “10 Things”**  
Depending on the car you drive, there is a clear difference between the “91 octane” fuels sold at various gas stations (“10 Things Your Gas Station Won’t Tell You,” May 22,

SmartMoney.com). I’ve switched back and forth for many years to save a few bucks once in a while, and when I go to the no-brand fuel stations for a couple months, my BMW will stutter when going into first and second gears.

CHRIS STEUART  
ALISO VIEJO, CALIF.

I enjoyed June’s “10 Things National Parks Won’t Tell You.” However, I disagree with point No. 1: “Frankly, there are just too many parks.” We need additional national parks because our nation’s



population is growing each year. A balanced approach would have national-park investment keep pace with our population. This would provide all Americans with a culture of conservation.

Kirt Manecke  
Founder, LandChoices  
Milford, Mich.

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