

Inside Capital

28 April 2010

Business update

CRGI meetings focus on China and emerging Asian markets

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Hong Kong was the site of an intensive, four-day series of research meetings in March. (Pictured here is Victoria Harbour.)

Forty portfolio counselors and analysts from Capital Research Global Investors International Group (I-Group) met in Hong Kong from 23 to 26 March to participate in intensive discussions about investment opportunities in China and emerging Asian markets.

Research directors **Winnie Kwan** and **Douglas Upton** formed a planning committee six months ago to formulate strategy for the event, which was the largest meeting of its kind to be held in HKO to date.

Participants spent several days meeting with representatives of companies based in China, Korea, Taiwan, India, and other Asian countries. Victor Fung, a prominent Hong Kong businessman, gave a keynote

presentation to the group about global trade and the China market.

The I-Group's stated objective for the event was to increase knowledge and understanding of China and emerging Asia markets. **Paul Li**, a Tokyo-based analyst, was particularly interested in learning more about Chinese consumers' tastes and preferences for technology products, including PCs, handsets and TVs. He thinks, "There may be a whole set of different companies in the entire supply chain that could benefit from the growth in China, and we need to find out who they are.

"One big take-away that struck me was how important China's strong growth is to other Chinese-speaking Asian countries. Companies in Taiwan, Hong Kong and Singapore are using their language and their cultural and geographic proximity to help China grow in their respective areas of expertise."

New York-based portfolio counselor **Jeanne Carroll** left the meeting recognizing that many companies are cautious about the near-term outlook on China's economy. Despite these concerns, she felt her more optimistic view of China's long-term growth prospects was validated, and she's feeling positive about companies that will benefit from the growth of China's domestic consumption.

The group also took this opportunity to interact with traders and investment control and other associates in HKO. They reviewed research portfolio and high-conviction stock ideas, and discussed better ways to improve communication and effectiveness.

Renaud Samyn, a Hong Kong-based investment analyst, found the dynamics and creativity flowing

from the team of enthusiastic professionals to be among the most valuable aspects of the event. "We have amazing insights emerging from such fantastic group interaction." He also enjoyed a quiz about the Asia markets presented by the CRGI HKO-based traders. As CRGI trader **Harry De Pree** observed, "The presentation was met with much good-natured heckling. Analyst **Harold La** knew all the answers and won a bottle of champagne."

The logistics required to host such a large group became a challenge, but HKO associates successfully managed the allocation of resources including associates, rooms, technology and other supplies. Technology support analysts **Jemerson Viernesa** from Tokyo and **Alex Fung** from Hong Kong were on-site to resolve any information technology issues. To provide for sufficient meeting space, the site's largest pantry was converted into a meeting room. This temporary room was a hit, offering a panoramic view of Hong Kong's Victoria Harbour against a grey, hazy sky that slowly brightened and cleared during the four-day event.

— by HKO reporter [Selina Tng](#)

A brief visit with

Cathy Ward, CRMC senior vice president and director

28 April 2010



Cathy Ward displays a calico bass she caught in 2007 off San Clemente Island in California.

***Cathy Ward** is a senior vice president and director of Capital Research and Management Company, where she chairs the Investment Policy Group and oversees the Investment Control department. She's also a director of American Funds Service Company, Capital Group Research, Inc., and a senior vice president of New Perspective Fund®. Cathy joined Capital in 1969. She lives in Sunset Beach with her husband George. The couple has two children (Katie, 35, and Brenna, 32) and three grandchildren.*

What was the best career advice you were ever given?

In my first year at Capital, I worked as an assistant to [CGC Chairman Emeritus] Jon Lovelace's secretary,

Fran. She told me that a lot of people call JL's office asking for information, and I should make sure never to say I didn't know, but always to pursue it and tell them I would find out and get back to them. Obviously, in the process of finding out, it helped expand what I knew. It's been very useful advice.

What do you feel is the most challenging aspect of Capital's culture?

Making sure that the key elements of it are passed on properly. Too often we use words very loosely to describe our culture. It's important to understand the bedrock—the guiding principles behind the words. For example, one misused word is "consensus." It doesn't mean everyone has to agree on something; beneath it is the message of how important it is to work together toward a common goal, whether that goal is something that you agree with 100% or not. If you have input, you'll feel better about going in that direction.

What personal value has guided you?

I believe that what goes around comes around. Call it karma or whatever you want, but I believe that if you are considerate of others, it comes back to you a hundredfold. That's not to say bad things don't happen, but if you treat others well, you'll see the benefit. It's tied to a Capital value of giving back to the community, which JL embedded in our culture.

If you weren't in your current role, what career might you have chosen?

It's interesting that, for my first five years at Capital, I had no concept of having a career. I graduated from college with a degree in English and briefly went to law school, but I wasn't thinking in career terms. I just needed to get a job. It first began to feel like a career decision after I had my first child and, after being home with the baby for six weeks, I decided to come back to work. That was really the start of my career.

Which person has made the biggest impact on your life?

Without a doubt, it was and is Jon Lovelace. His take on life has been inspirational. He's kind, brilliant—it's been wonderful to watch the way his mind works—and humble. "Humility" is another word we use around here a lot and consider one of our core values. Those of us who worked with JL know him to be a very humble man. There were times when he felt strongly about something—he wasn't a pushover—but when things went well, he was always the first to give credit to others and the last to take credit for himself. When he was sure of something, he would push others to take a risk, often investing a lot of personal capital to get people to try it and see if it would work. The impact the company has had on my life (and I say "company" because it's such a product of JL's vision) has been immeasurable.

How do you relax?

I love to fish. We own a fishing boat and go up and down the West Coast, fishing not far offshore. There's something incredibly alluring about being on the water, the motion of the boat. It chills you out; it's remarkable. It's been a lovely addition to our lives.

What was the best meal you ever ate?

In the late 1990s, I was in Tokyo for a New Perspective Fund meeting, and several of us were given a tour of the Tokyo fish market at 4 a.m. It was a phenomenal experience. Afterward, we went into these very small sushi bars behind the market and had fresh sushi for breakfast, served with a tiny glass of beer. I'll never forget it.

What keeps you working at Capital?

I love the people I work with, and I still see ways to make a positive contribution. But having said that, I'm coming up on my 41st anniversary with Capital in May, and I'm thinking more about what to do with the rest of my life. I really want to be on my boat!

— by [Nick Durutta](#), CGC Corporate Communications

Lending a helping hand to hospitalized children

28 April 2010



Michelle, an 8-year-old patient at Childrens Hospital Los Angeles, looks forward to her visits from Ryan Anderson.

getting to that point involved 16 surgeries, eight of them performed at Childrens Hospital Los Angeles, when Ryan was between 4 and 8 years old.

“My own experience at the hospital has had a profoundly positive impact on my life, and much of that is due to the wonderful staff and volunteers who were there for me,” Ryan notes. “They assured me that everything would be okay, and helped me make it through those tough times. Those individuals made all the difference in the world to me. I want to do the same for these wonderful kids.”

Receiving Capital assistance

Ryan spent his college years in Utah, where he earned an economics degree from Brigham Young University. After graduating, he returned to Los Angeles and was determined to give back to the hospital where he'd spent much of his childhood.

Through Capital, Ryan enrolled in the Riordan Volunteer Leadership Development Program and completed an internship with the Chase Foundation, through which he was already volunteering at the hospital. Last November, Ryan officially joined the foundation's board of directors. Due to his efforts, the Chase Foundation received a generous grant from Capital, which directly funds the Chase Child Life Program.

Healing the whole child

The Chase Child Life Program's mission is to address the emotional, social and developmental needs of

Every Tuesday, **Ryan Anderson** checks into Childrens Hospital Los Angeles to administer a weekly dose of compassion and diversion to the children in the cancer ward.

For the past two years, Ryan, a Portfolio Control analyst for Capital Group Private Client Services, has been devoting his time to making these children's hospital stays a little easier.

As a volunteer for the Chase Child Life Program, Ryan plays games or creates art with the older children, reads bedtime stories to the younger ones, and sometimes sings to the infants—anything to make life in the hospital seem a bit more normal for them.

Speaking from experience

“A hospital can be a scary place for a kid, but I think I help ease some of their fears,” explains Ryan. “I understand how they feel, because I've been there myself.”

Affected by a pair of conditions (bilateral microtia and aural atresia), Ryan was born without ears or ear canals. Thanks to medical technology and cosmetic surgery, Ryan now looks—and hears—like any other person. But

the young patients. Art, therapy and interactive programs enable children to play, draw, or simply hang out with other children their age and momentarily take the focus off their illness. The goal is to support hospitalized children and their families to maintain some normalcy in their lives and minimize trauma.

Every day, the hospital's playrooms are filled with volunteers and a Child Life Specialist supervising up to 40 children. Ryan has developed a wide variety of skills—from making paper hats to beading bracelets to mastering Wii games. "I can sometimes win against my friend Morris, who's 6," he brags.

As a weekly volunteer, Ryan forms special bonds with many of the patients. One of his favorites is Michelle, an 8-year-old leukemia patient. When Ryan was away for the holidays, Michelle didn't forget that he had promised to make friendship bracelets with her. Ryan kept his word when he returned, and she's been happily wearing that bracelet for a month.

For more information about the Chase Child Life Program—including opportunities to donate funds or items from their wish list—please visit chasefoundation.org.

— by ***Dalet Brady***, AFD Communications

Capital people

Promotions

28 April 2010



Please join us in congratulating these associates who recently were promoted to new positions.

HRO

[Ashley Akrie](#), American Funds Service Company senior shareholder account representative

[Lisa Bassett](#), AFS senior shareholder account representative

[Bill Gobble](#), AFS senior control representative

[Monica Huertas](#), AFS senior shareholder account representative

[Penney Jones](#), AFS fund representative

[Tarish McLaurin](#), AFS senior shareholder account representative

[Myriam Mendez](#), AFS business analyst

[Katie Morgan](#), AFS senior shareholder account representative

[Erin Pettit](#), AFS senior shareholder account representative

IND

[Maria Almond](#), AFS trainer II

[Sherri Babcock](#), AFS senior shareholder account representative

[Ron Barnes](#), AFS senior shareholder account representative

[Carol Butcher](#), AFS senior shareholder account representative

[Randi Caldwell](#), AFS senior shareholder account representative

[Marketa Davis](#), Capital Bank and Trust Company senior account representative

[Matt Doss](#), AFS control representative II

[Patrick Doumas](#), CB&T senior account representative

[Ben Evilsizer](#), AFS Home Office Service Team senior representative

[Lindsey Frazier](#), CB&T fund representative

[Matt Gross](#), CB&T fund representative

[Christie Haines](#), CB&T fund representative

[Victoria Hickerson](#), AFS senior control representative

[Renee Irwin](#), American Funds Distributors Adviser Marketing senior representative

[Jennifer Jones](#), AFS trainer II

[Ashley Kinder](#), AFS senior shareholder account representative

[Jessica Krohn](#), AFD Adviser Marketing senior representative

[Kim Laird](#), AFS HOST senior fund representative

[Steve Lasley](#), AFS control representative II

[Kim Laws](#), CB&T senior fund representative

[Heather Long](#), AFD Adviser Marketing representative II

[Michael Melloh](#), AFS Adviser Marketing representative II

[Teresa Moore](#), AFS senior shareholder account representative

[Ryan Morgan](#), CB&T Retirement Plan Services representative II

[Mary Ellen Peitz](#), CB&T fund representative

[Stephanie Powell](#), AFS control representative II

[Lisa Rehorst Doss](#), CB&T senior account representative

[Nathan Scott](#), CB&T senior account representative

[Lisa Shelton](#), CB&T Retirement Plan Services senior representative

[Chris Smail](#), AFD Adviser Marketing senior representative

[Jan Starr](#), AFS HOST senior fund representative

[Brock Stormer](#), CB&T senior account representative

[Debra Waterbury](#), CB&T senior account representative

[Danielle Webster](#), AFS senior shareholder account representative

[Gabe Williams](#), AFD divisional support associate II

[Tom Wyman](#), AFS senior shareholder account representative

IRV

[Chad Archer](#), AFD Adviser Marketing representative II

[Leanne Binder](#), AFS senior shareholder account representative

[Grace Capps](#), CGC senior business operations analyst

[Socorro Ching](#), AFS fund representative

[Ryan Dewhirst](#), AFS senior shareholder account representative

[Paul Gonzales](#), CB&T Retirement Plan Services team manager

[Tiffany Gonzales](#), AFD divisional support associate

[Jessie Graham](#), AFS senior shareholder account representative

[Sonia Iacobacci](#), AFS senior shareholder account representative

[Shasta Irby](#), AFS fund representative

[Kelly McDonald](#), AFS senior shareholder account representative

[Rachel Olaes](#), AFS senior shareholder account representative

[Nichole Paddison](#), AFS senior shareholder account representative

[Michelle Paul](#), AFD Adviser Marketing representative II

[Jackie Pham](#), AFD work management coordinator

[Elizabeth Powers](#), AFS senior shareholder account representative

[Joe Sunwoo](#), AFD Area Sales representative

[Stacey Sy](#), AFS fund representative

LAO

[Matt O'Connor](#), Capital Group Institutional Investment Services sales manager

PHO

[Carol Bellman](#), AFS senior shareholder account representative

[Jessica Garcia-Soto](#), AFS senior shareholder account representative

[Joanna Gonos](#), AFS training specialist

[Jackie Jacobowitz](#), AFS fund representative

[Kendra Lowe](#), AFS senior shareholder account representative

[Tom Sharer](#), AFS senior shareholder account representative

[Joshua Shelton](#), AFS control representative II

[Brandon Villescas](#), AFS senior shareholder account representative

[Carolyn Watson](#), AFS senior shareholder account representative

REGIONAL

[Bill Anderson](#), AFD senior retirement plan manager

SIO

[Irene Tan](#), Capital Group International, Inc. Office Services manager

SNO

[Renee Allen](#), AFS technical writer III

[Christina Davis](#), AFS fund representative

[Andy Fair](#), CGC accountant

[Shara Granados](#), AFS senior shareholder account representative

[Julie Grayson](#), AFS fund representative

[Nadia Gutierrez](#), AFS senior shareholder account representative

[James Jacobs](#), AFS HOST general manager

[David Jordt](#), AFD divisional wholesaler

[Cindy Mendoza](#), AFS fund representative

[Brandy O'Steen](#), AFD adviser marketing representative II

[Claudia Sanchez](#), AFS senior shareholder account representative

[Alexandra Stallworth](#), AFS senior shareholder account representative

[Jordan Tackitt](#), AFD divisional wholesaler

[James Tate](#), AFS fund representative

[Melissa Zuniga](#), AFS administrative assistant II

Office activity

IT Operations Command Center opens in SNO

28 April 2010



ITG associates use sophisticated equipment to monitor Capital's technology operations. *Photo by SNO reporter E.W. Forbess*

After more than five months of careful planning, the new SNO Operations Command Center (OCC) opened officially on 31 March. CGC chief information officer **Julie St. John** and CGC senior vice president of IT Infrastructure & Operations **Tony Iorio** were on hand to celebrate the event with the team and cut the ribbon leading to the new space.

The OCC's primary function is to provide around-the-clock security coverage of Capital's technology systems—work previously handled by three separate IT teams. These teams are now consolidated in a refurbished area of SNO outfitted with large video monitors and other modern operation tools.

Having a unified OCC will allow IT teams to respond faster to outages and adopt more proactive measures so that ITG can detect warnings about possible security problems before they occur. Says CGC OCC senior manager **James Gardner**, "Like city crews that cut down tree limbs and branches near power lines before a storm, our goal is to minimize risk and keep Capital's technology environment as secure as possible."

— by SNO reporter [Bobby Aguilar](#)
