CLIENT SERVICE STANDARD

Our Commitment to you:

- We will provide professional services with integrity, diligence and your best interest at heart.
- We will maintain the knowledge and skills necessary to provide competent professional services.
- We will protect the confidentiality of all client information.
- We will always be transparent in regard to fees and disclose any conflicts of interest.
- We will return phone calls and emails promptly.
- We will do our best to perform without errors; if, however, there is a mistake, we will admit it and take immediate steps to rectify the situation.

Communication:

- **Phone & Email**: Most communication will be delivered electronically via email.
  - Calls and emails from clients will be returned within 24 hours.
  - Regular office hours are 9:00 AM –5:00PM.
  - Our office will be closed on Holidays and days that the stock market is closed.
- **Statements**
  - You will receive a quarterly statement in your document vault in the client portal.
- **Scheduled Meetings:**
  - Plan Reviews: Quarterly phone call or personal meeting with more details below
  - Review meetings are typically scheduled at our office, Monday-Thursday between 9:00 AM and 4:00 PM. We will track your review schedule and contact you via email or phone approximately one month ahead to set an appointment. You may, of course, request a special meeting at any time by calling the office or emailing us.
  - Our policy is to contact you via phone and email 2 times to schedule an appointment. If we don't hear back from you, we will adjust the schedule to contact you for your next scheduled meeting.

Ongoing Service:

- Meeting Frequency: As needed, Annually, Semi-annually and Quarterly
- Phone Call Frequency: We honor an open-door policy when it comes to meetings and phone calls. Please reach out at any time to setup a phone conversation or in-person meeting.
- Monthly Economic Update provided by email
- Firm Newsletter and Client Alerts provided by email
- 24 online access to your client portal

Advisor Expectations of Clients:

- Clients will provide us with financial statements in a timely manner, as well as communicate any change in your financial picture (i.e. job change, marriage, divorce, etc.)
- Clients will respond to requests for information or paperwork in a timely manner.
- Clients will make requests within a reasonable timetable.
- Clients will keep scheduled appointments. If rescheduling is required, please give as much notice as possible.
- Clients will be candid and honest regarding their situations.
- Clients will treat Advisors and Staff with dignity and respect.
- Clients understand that tasks are delegated to different staff members for a reason. You will interact and work with each member of our team for different reasons. We look forward to building this relationship!