



Services & Fees FAQs

Q#1: Why have you implemented this unique service and fee structure?

A: Regulatory oversight and scrutiny has brought pressure on RIA firms to utilize a fee structure that is transparent and consistent. My service model streamlines administrative and billing processes to free up my time for more important client interactions. Additionally, the consistent structure ensures that no client is "getting a better deal" than any other client, but rather, that all clients are paying a fair fee for the package of services that they are getting. Finally, the structure allows a high level of flexibility for clients to choose the services, engagement term, implementation help, and fee level that suits them best, rather than an arbitrary "here's how much you pay, take it or leave it."

Q#2: As a new or renewing client, when do I pay your fee?

A: Regardless of service level, the full planning fee will be debited from the bank account you authorize in the client service agreement at the earlier of: 1) plan presentation or review meeting or 2) one month after the signed agreement date. The client service agreement must be signed to initiate each planning engagement.

Q#3: May I pay quarterly?

A: All planning engagements are paid "in full" as detailed in the Q#2 above.

Q#4: May I pay by check or credit card?

A: All payments are debited via ACH (echeck) based on account information (routing and account number) you provide when electronically signing the client agreement.

Q#5: As a renewing client, will my fee go up?

A: Possibly. But it may also stay the same or go down. You choose which level of planning (and corresponding fee) fits your needs and circumstances (and willingness to pay) the best. I have thoughtfully and deliberately "packaged" up my services with the goal of "meeting you where you are" in your investing and financial lifecycle. I have created the four different planning levels in a way that I believe delivers great value to you while also compensating me for my time, my expertise, and my twenty-five years of experience.



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Q#6: I want to work with you but the fee seems high. What can I do?

A: I strive to price my services on the "low end of the reasonable scale." If you fairly evaluate the "all in" cost of investment and financial planning advice, I firmly believe that all signs will point back to me (but please don't take my word for it.. do your own due diligence). Additionally, you may take one or more of the following steps to tailor your planning experience so that it is cost-effective for you: 1) Pick a different planning level. Maybe you don't need or want all that the level four planning package offers. 2) Don't renew as often. My service model allows you to "come and go" as you need the planning. For many people, an ongoing planning relationship is exactly what they need and want and they are willing to pay for it. But for others, an "as needed" arrangement is better. I can accommodate either.

Q#7: You have previously recommended a highly diversified portfolio to me. If I renew at a lower service level, will my investment advice be "downgraded?"

A: No. Renewing clients will be advised according to the highest level of portfolio diversification for which they have previously engaged FFP. In other words, if you have already received level four advice from me, future advice engagements will continue at the level four portfolio diversification level, regardless of which renewal service level you choose.

Q#8: May I change service levels?

A: After the support period has ended, you are free at any time to renew our agreement and to select any service level. Be aware, however, that the support period for each service level is firm; after the support period has ended, the agreement expires and to then renew (at that time or in the future), you must again sign the client service agreement and pay the fee for the specified service level.

Q#9: What happens if I change my mind and I need or want a higher service level?

A: During the support period, you may "upgrade" service levels by paying the fee difference between the two levels. Such an upgrade extends the support period to that of the new service level (less the time already accrued under the previous service level). After the support period expires, upgrading cannot be accommodated (although you are always welcome and encouraged to renew our arrangement at any service level at any time).



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Q#10: When does the support period start?

A: The support period starts on the day the fee is charged (the earlier of either the day the plan presentation or review recommendations are delivered or one month from the signed agreement date). By waiting to sign the client agreement until you have forwarded me all of the requested plan information and by then scheduling your plan presentation or review meeting promptly, you are able to maximize your support period.

Q#11: What happens if I need planning help after my support period ends?

A: Changes in your situation which occur after the support period will require initiation of a new planning engagement. For this reason, please choose your service level thoughtfully based on the complexity of your situation, your inclination to "self-implement" your investments, your desire to have your financial planner "on call," and the likelihood that your planning needs may change in the near future.

Q#12: Can I call or email you with questions outside of the support period?

A. Due to regulatory reasons support is only available during the period specified. A valuable element of our planning arrangement is your access to me (during the support period) for Q&A, situational changes, and implementation help (if applicable). I must be fair to clients who are paying for a higher level of planning (and thus a longer support period). Therefore, please choose your service level thoughtfully and realistically based on your need or desire for "on call" help and assistance.

Q#13: Can you manage my investments for me?

A: I don't "manage" client's money nor do I have power of attorney or trading authority over client accounts. Instead, I provide a very detailed and actionable investment plan which you can self-implement at your choice of many brokerage firms. For levels three and four, I offer implementation help for investment accounts held at [Folio Investing](#). For levels one and two, and for accounts not held at Folio Investing, the implementation of the investment plan is your responsibility. Please consider this when choosing your service level and your investment firm.

Q#14: My mother and I (or father, or adult child) would both like to engage you as our planner. Is there a "family discount?"

A: The level four planning package extends level two planning to either parent(s) or one adult child of the named client. No other relatives or friends are included.



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Q#15: I've been a client for a long time. Can I get a discount or negotiate a better deal?

A: No. I have many long-time loyal clients and it is not lost on me that my practice would not be successful without you and others like you. Thank you for your business and the trust that you place in me. I have made the business decision to let my services and corresponding fees stand on their own. The whole point of this decision is to eliminate one-off pricing, discounts, nebulous fee arrangements, and negotiations. When I pay someone for a product or service, I want to know that I am getting a "win-win" outcome for me and for them and I don't want to have to worry that someone else is striking a better bargain than I did. I hope that is how you like to do business as well.

Q#16: Your disclosure brochure (form ADV) says that your fees are negotiable.

A: I reserve the right to negotiate my fee, typically for pro bono work and cases of significant (and usually unexpected) financial hardship. As a practical matter this is very uncommon since I have purposely set my fees at a very competitive level.

Q#17: What services are excluded from your planning agreement?

A: Each service level covers the planning areas and topics specifically listed in this document. Any planning area not explicitly described is not included. Examples of planning areas that are NOT included in any service level: Insurance policy or annuity contract analysis, estate planning, asset protection, business succession planning, health/disability/long-term care insurance coverage, Medicare advice, property and casualty insurance, budgeting, credit repair, income tax preparation, legal advice, direct real estate investments. All service levels include a general planning discussion and referrals to appropriate related financial professionals to help you cover these planning topics.

Q#18: Are your fees going to increase in the future?

A: I anticipate (and you should plan for) a 3% annual increase in my fees at each level. This is the same inflation assumption I use in my financial plans. And under most market conditions, it represents a lower rate of increase than "asset-based" advisers.

Q#19: May I continue using the Wealth Access software platform after my support period ends?

A: Yes. If you find the software useful, you may continue using it for \$250/year.

Q#20: I have questions about the details of this service level arrangement and/or I would like to discuss which level might be best for me. Can we have a conversation about it?

A: Of course. Call me or book a call time on [my calendar](#).