Client Engagement Standards

Our purpose is to provide the best financial life planning possible and to build excellent long term relationships with our clients. We believe that the secret to any successful relationship is to have clear expectations from the beginning. We ask that you read the tenets by which we operate, what you can expect from us, and what we expect from you, as our client.

Our Tenets:

I. Financial Life Planning is an ongoing process involving: goal-setting, cash flow planning, risk management, investment management, asset protection, healthcare planning, tax planning, and estate planning.

II. Good communication is critical for a mutually beneficial relationship.

III. We employ a systematic approach to achieve thoroughness and efficiency in providing comprehensive financial life planning services.

IV. A terrific plan requires a time commitment from you as well as from us.

V. We believe in a disciplined investment approach based on long term asset allocation. We do not believe it is possible to time or predict market movements.

VI. We enjoy working with great people who appreciate the true value of our services.

VII. Everyone should have the opportunity to live a great life. Our goal is to help people achieve this.

VIII. Our fees are based on the complexity of your needs. The fixed annual fee covers all continuing planning services, including investment management. We receive no compensation from any entity other than you.

What We Deliver:

I. We look at all aspects of your life to create an ongoing financial life plan that fits your goals, values, and resources, as well as maximizes your opportunities.

II. We assist you all along the way with the “heavy lifting” process of implementing your plan. Then we monitor your plan regularly to make certain that all parts stay relevant and updated.

III. We keep all your information confidential, safe and secure. Our client portal and office systems employ advanced security features and protocols to protect your data. We share information only as needed with attorneys, accountants, and other professionals with whom you may be working, in order to effect services, quote coverage, or review accounting, insurance, and/or legal service options.

IV. We strive to return all phone calls within one working day and emails within two working days. We will inform you of any short term deviations from this policy.

V. We have regular meetings to keep up to date with your plan. We review each of the following at least once a year:

   A. Insurance and risk management
   B. Investments and your investment policy
   C. Estate planning and asset protection
   D. Goal planning and projections, tax planning and cash flow planning

   In addition, we address any issues of concern to you throughout the year.

VI. We are highly flexible in both the timing of when we are available and methods of communication to make meeting participation convenient for you.

VII. We manage your accounts within our investment philosophy and process, to help meet your goals in a cost effective manner.

VIII. We commit to always doing our best on your behalf. We are proud to serve in a fiduciary capacity for you. We love what we do and take pride in doing the best job possible.

IX. We are compensated by client fees only. Our fees are fully disclosed to you and we do not accept any commissions or referral fees.

What We Expect From You:

(Please initial each section to indicate that you understand these statements.)

______**I am willing to participate in the Financial Life Planning process as described above on a continuing basis.** Each part of the process is interdependent and requires information or participation.

______**I am willing to delegate the implementation and monitoring of my plan to Life Planning Partners, Inc.** Acting without our input or knowledge may affect our ability to provide appropriate advice. You are hiring us to help you enjoy life more fully, and part of this process is to let us do what we do best.

______**I agree to be responsive to emails and phone calls within a reasonable period of time.** Many financial planning issues are time sensitive, most especially tax items.

______I **agree to provide requested data and documents in a timely fashion.**

______**I agree to receive documents electronically either via e-mail or the Client Portal.**

______**I understand that Life Planning Partners, Inc. only accepts clients that agree with their investment philosophy and process.** Diversification, asset allocation, and a long-term focus are keys to sound investing. Chasing returns, following tips, giving in to hunches and listening to predictions do not fit our philosophy. We encourage questions to develop comfort and trust with the <u>delegation</u> of investment functions.

______**I understand that Life Planning Partners, Inc. will only provide advice on investments selected through their research.** We utilize a large number of investment research sources. It is not time or cost-effective for us to investigate investments that do not fit our investment philosophy.

______**I appreciate that Life Planning Partners, Inc. keeps flexible hours for clients as well as for staff.** Deviations from the normal schedule are communicated via company newsletter, email response, and/or through voicemail outgoing message.

______**I appreciate that Life Planning Partners, Inc. dress code is casual on days there are no client meetings and on weekends.** Clients are welcome to "drop by" the office but we may be in casual attire.

______**I understand that Life Planning Partners, Inc. takes full responsibility for their errors.** You agree to make us aware of errors as soon as they are discovered. We do our best to minimize errors and correct all errors to the best of our ability to make you whole.

______**I agree that our relationship needs to be reevaluated if we ever stop enjoying or respecting one another.** We are committed to living our lives from a place of joy and kindness, and hope to have long-lasting, healthy relationships with all of our clients.

______**I understand that fees are due on a quarterly basis and are deducted from my account or paid directly by me.** Life Planning Partners, Inc. sets client fees at the end of every even year (2018, 2020, etc.).

My initials above indicate that I understand these statements and have had any questions answered to my satisfaction.

Client Signature: ____ Date: ____________

Client Printed Name:_____________________________________

Client Signature: ____ Date: ____________

Client Printed Name:_____________________________________

Advisor Signature:_______________________________________ Date: ____________

Advisor Printed Name: Carolyn S. McClanahan, CFP®, President, Life Planning Partners, Inc.

www.lifeplanningpartners.com