



## FREQUENTLY ASKED QUESTIONS

### ABOUT THE LIFEWISE WEALTH ADVISORS TRANSITION TO INDEPENDENCE

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#### **Q. What exactly is changing?**

Previously, we retained Cetera as a Broker/Dealer and Corporate Registered Investment Advisor. We will no longer be affiliated with Cetera going forward.

The Broker/Dealer affiliation allowed us to sell investment products on a commission basis. Since this was a very small portion of what we do, we have decided to streamline our business by focusing solely on fee-based advisory accounts.

The Corporate Registered Investment Advisor (RIA) allowed us to offer investment services on a fee-basis. Now, we have created our own independent Registered Investment Advisor to maintain more control and flexibility on the investment services we provide.

#### **Q. Why did you decide to become independent?**

As an independent fiduciary firm, we are committed to acting in your best interest at all times, with the freedom to choose the best tools and investments for you rather than being limited only to products that were available at Cetera. This transition also builds a stronger, lasting foundation so we can serve your family for generations to come.

#### **Q. Is my money safe during the transition?**

Yes. Your accounts will be held with Goldman Sachs Custody Solutions, an industry-leading custodian. As a custodian, they safeguard your accounts, send your statements, and process your transactions.

**Q. Will my investments change?**

In most cases, no immediate changes to your investment strategy are expected simply because of the transition. Our first priority is ensuring your accounts move smoothly and accurately. If we believe any future changes would benefit your plan, we'll discuss them with you and make those decisions together.

**Q. Will my fees change?**

Most clients will benefit from a simpler, more transparent fee structure. Many trading, transaction, and miscellaneous “nuisance” fees are eliminated. You'll primarily pay an advisory fee plus the internal expenses of the investments you own – with a much clearer picture of what you're paying for. We're always happy to review your specific situation with you.

**Q. What do I need to do, and how long does it take?**

Because LifeWise Wealth Advisors is a newly independent firm, some new paperwork is required to establish your accounts and ensure everything is set up accurately and securely from day one. While this is a one-time step, we've worked hard to make the process as simple and convenient as possible.

We'll prepare a short set of new-account and transfer documents, pre-filled wherever possible, and many can be signed electronically. For most clients, the process takes just a few minutes. We handle the rest and keep you updated until every transfer is complete.

**Q. Will I receive additional tax forms because of the transition?**

Possibly. Because your accounts will be held at two different custodians during the year, you may receive tax documents from both firms. While this may create a little extra paperwork during the transition year, we'll help answer any questions and work with you and your tax professional as needed.

**Q. What happens to my account history and cost basis?**

Your cost-basis information and tax lots will generally transfer with your accounts, helping preserve important tax records and reporting information.

However, because your accounts are moving to a new platform, certain historical performance reporting and account history may not carry over into the new system. As a result, you may notice that some performance reports begin on the date your accounts are transferred rather than displaying your full historical relationship.

While this can be a temporary inconvenience, it does not affect the investments you own, your account values, or the records maintained for tax purposes. If you have questions about your specific accounts or historical information, our team will be happy to help.

**Q. Will my recurring deposits or withdrawals be interrupted?**

No. Any periodic transactions you have set up can continue, and we'll coordinate the timing of your transfers so that nothing is missed.

**Q. Will I have new logins or statements to get used to?**

You'll have access to an enhanced client portal with improved mobile access and clearer reporting. We'll help you get set up and walk you through anything that looks different, so the new experience feels familiar quickly.

**Q. I'm hearing from Cetera — what should I do?**

We're grateful for our time at Cetera, and you may hear from their representatives as part of their normal process. If anything raises a question for you, please simply give us the chance to talk it through. Our only goal is what's right for you.

**Q. What if I have more questions?**

Please don't hesitate to reach out with any question, large or small. You can reach us at 217-351-8755, email us at [info@lifewisewealth.com](mailto:info@lifewisewealth.com). We've set aside dedicated time to make sure your transition feels smooth and reassuring.