Client Service Matrix

Client Tier	A	B	C	D
Primary Account	Advisor / Discretionary	Advisor / Discretionary	Discretionary	Discretionary
Custom Models	Yes	Yes	No	No
Individual Securities	Yes	Yes	case by case	case by case
Portfolio Review Meetings / Calls				
In-Person Reviews	2 - 4 / year	2 / year	1 / year	case by case (1 / yr max)
Phone Call reviews	2 - 4 / year	3 - 4 / year	2 / year	1 / year
Financial Planning Services				
Mortgage Evaluation	Yes	Yes	case by case	case by case
Comprehensive Planning for Fee	Yes	Yes	Yes	Yes
Balance Sheet Update	Quarterly	Quarterly	1 / year	1 / year
Cash Flow Update (target dates and withdrawals)	1 / year	1 / year	1 / year	1 / year
401(k) Review	1 / year	1 / year	1 / year	1 / year
Social Security Analysis	Yes / Age 60-70	Yes / Age 60-70	Yes / Age 60-70	Yes / Age 60-70
Life Insurance Summary & Review	1 / 3 yrs	1 / 3 yrs	case by case	case by case
Estate Plan Review	1 / 3 yrs	1 / 3 yrs	case by case	case by case
Long Term Care Insurance Review	1 / 3 yrs / outside	1 / 3 yrs / outside	1 / 3 yrs / outside	1 / 3 yrs / outside
P&C Review	1 / 3 yrs / outside	1 / 3 yrs / outside	1 / 3 yrs / outside	1 / 3 yrs / outside
Health Insurance Review	1 / 5 yrs / outside	1 / 5 yrs / outside	case by case	case by case
Tax & Estate Planning				
CPA Call/Meeting	1 / year	1 / year	case by case	case by case
Estate Planning Meeting w/ Attorney	As needed	As needed	case by case	case by case
Tax Return Review	1 / year	1 / year	case by case	case by case
Monthly / Quarterly Touches				
Quarterly Market Summary	Yes	Yes	Yes	Yes
Quarterly Informative Article	Yes	Yes	Yes	Yes
Special Events				
Local Sports/Cultural Event	Yes	Yes	case by case	case by case
Lunch/Dinner	Yes	Yes	case by case	case by case
Company Annual Event	Yes	Yes	case by case	case by case
Movie Tickets	Yes	Yes	case by case	case by case