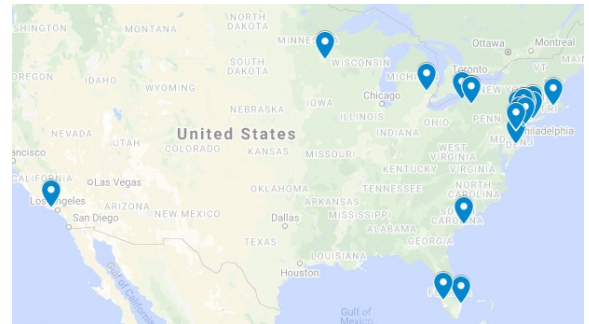


# GLADSTONE AT-A-GLANCE

At Gladstone Wealth Group, we strive to provide first-class service in all financial matters. We are here to assist our clients in every aspect of their financial lives and to help evaluate the various financial decisions they face. Through comprehensive financial planning, your advisor will integrate all areas of your finances to ensure they are working together both efficiently and harmoniously, while at the same time taking your highest goals, passions and values into account. We will empower you with the knowledge to make intelligent choices regarding your unique financial situation.



- **65** Advisors
- **29** Staff
- **30** Locations



## Gladstone Client Services

- Risk Management and Asset Protection Strategies
- Personalized Income and Cash Flow Planning
- Retirement Projections
- Investment Withdrawal Strategies
- Eldercare and Long Term Care Planning
- Tax Planning and Preparation
- Insurance (Life, Health, Property & Casualty)
- Social Security Planning
- Higher Education Funding Strategies
- Business Succession Planning
- Estate Planning and Charitable Giving
- Second Opinion Services
- Memory Money Investing
- Additional Consulting Services

# Client Bill of Rights

A great relationship is based upon a solid foundation. The Client Bill of Rights clearly identifies the level of proactive service and relationship you will experience at Gladstone Wealth Group.

## **Quality of Service**

You are entitled to a high level of proactive, courteous service from all associates at Gladstone Wealth Group.

## **Trusted Advisors**

You have the right to work with a trustworthy, dependable, independent Wealth Advisor focused on your journey to True Wealth. Your Wealth Advisor will develop a personal relationship with you through insightful communication highlighting our core beliefs, investment outlook and management philosophy. Your Wealth Advisor will present portfolio reviews annually or as often as necessary, and be available to answer the questions that matter to you as they arise.

## **Recommendations Based Upon Your Needs**

You have the right to independent and unconflicted advice and recommendations based upon your defined needs, risk tolerance and goals. Through holistic Wealth Planning, your needs are clearly defined and constantly monitored.

## **Confidentiality**

You have the right to the strictest levels of confidentiality with information provided to your Gladstone Wealth Group team. We will protect all information to the highest standards outlined by the SEC, FINRA, state and regulatory agencies.

## **Accuracy**

You have the right to accurate third party reporting of all managed accounts. Your statements will identify all account positions held, cash receipts and disbursements made through Gladstone Wealth Group.

## **Transparency**

You have the right to a transparent relationship and to clearly know the costs for portfolio management, transactions and advisory services. All communications with the Gladstone Wealth Group team strive to be clear and concise. If you have a question, it is our duty to answer it for you in an understandable way.

## **Prompt Response**

You have the right to a prompt response from your Gladstone Wealth Group team. As your trusted advisor, we commit to returning calls within twenty-four hours. Should you require additional research, our team will set a clearly defined time frame for redress.

## **Timely Communication**

You have the right to be communicated to in a timely manner. As your trusted advisor, our goal is to provide you with information before the question arises, regardless of the medium used.

## **Education**

You have the right to continual education along your journey to True Wealth. Through education, our team will project reasonable expectations and achievable scenarios in the development and constant monitoring of your wealth plan.

## **Best Execution**

You have the right to receive best execution in all that we do. Portfolio transactions will be executed in a timely manner, at the best available price, and with prompt third-party confirmation. All interactions with the operations team will be timely, precise and promptly completed.