Our Client Bill of Rights

It is a principle of Vigilant Financial Partners that the needs and objectives of our clients are paramount and that they will be treated in a fair and ethical manner**.**

Embedded in this principle are two facts:

- Each client has important rights concerning the decisions which are made
- Each client has important responsibilities

As a Client You Have the Right To:

Premier Service

- To be treated as we would like to be treated
- To have prompt and courteous responses to your questions and concerns as well as fair resolution to any issue with your accounts
- To know that being our client is more than just a business arrangement, it is an esteemed, long term, relationship

Full Clear Reporting and Disclosure

- To be fully informed about all costs associated with your account
- To be fully informed about all strategic decisions regarding your accounts before any implementation
- To receive accurate, timely and regular statements of your account, including detailed information about all transactions
- To understand fully our policies on privacy protection responsible
- To be offered responsible financial strategies based on your stated goals, time horizon, risk tolerance and situation as defined by you
- To trust that your advisor is fully competent, knowledgeable and properly licensed
- To provide the best advice possible for your situation
- To be provided with information about any financial strategy's risks, time lines and past performance
- To be advised of realistic expectations based on your actual financial situation
- To have your financial plans, accounts, investments and insurance reviewed on a regular and timely basis

As A Client Your Responsibilities Are:

Communicate with Your Advisor

- To provide accurate information about your financial status, goals and risk tolerance
- To ask questions about recommendations, strategies, current accounts and investments, potential conflicts of interest, costs and fees
- Notify your advisor immediately if there is a change in your financial situation or personal life (i.e. loss of a job, divorce or death)
- If you feel that the level of service you have received does NOT make you comfortable referring your advisor to friends and associates you should contact Vigilant Financial Partners to allow us to attempt to remedy the situation