How to make the most of our partnership: Honest and open communication with mutual respect and trust

As your financial advisor, I'm looking forward to a vibrant, rewarding partnership that will make the most of the financial success you've already enjoyed. Here's what you can expect from our relationship.

We'll meet regularly

I'll schedule ongoing meetings with you so we can talk about any changes in your life or situation, review your portfolio, and discuss any new opportunities to optimize your financial wellness.

In between these meetings, I encourage you to schedule time with me whenever you experience (or ideally, before you experience) a personal or financial change. For example, these situations might impact your plan if we haven't already accounted for them:

- Marriage or divorce.
- A birth or death in the family.
- A job change.
- A significant cash influx (including an inheritance) or debt payoff.
- The purchase/sale of real estate or a business.
- A transfer of assets or large charitable donation.

If you have a spouse or partner, I strongly encourage both of you to attend our meetings. Financial planning is more successful when both members of a couple are knowledgeable and have a chance to ask questions about your progress.

What to expect from our meetings

We'll meet virtually—using videoconferencing software or, if you prefer, over the phone.

In our regular meetings, we'll talk about your progress toward your goals as well as any new opportunities I've identified for you. Of course, I encourage your input into the agenda as well. I'll leave time for you to raise any questions or discussion topics on your mind, but if you can send them to me in advance, I'll be able to come prepared to speak to them.

During the meeting

Throughout our time together, I will be solely focused on you and our discussion. To get the most benefit, I highly encourage you to attend the meeting in a quiet space free from distractions, with access to a computer or tablet.

As we talk, please take the time to feel comfortable making well-informed decisions. Ask as many questions as you need to, feel free to take notes, and don't make decisions right away if you'd benefit from time to reflect.

In some cases, I may request that you follow up by gathering documentation or information I'll need to make a recommendation.

Rescheduling a meeting

I'll let you know well in advance when I've scheduled our regular meetings, but you can reschedule to a more convenient time if you need to! Please let me know if you can't make a scheduled meeting—I've set that time aside just for you. You can reschedule online or by calling Vanguard.

Alternatives to meetings

For quick questions that may not require a meeting, email is a great way to reach me. My goal is to get back to you within 2 business days. If we need to talk about specific account or personal information, I suggest using our secure messaging option by logging in to your account. For general questions, you can use regular email—you can find my email address at the closing of this document.

And for administrative or other simple account needs, we have specialized representatives for Vanguard Personal Advisor clients who can quickly assist you. Just call 877-662-7447 from the phone number on your account, follow the prompts to verify your identity, and tell us how we can help.

Making the most of our relationship

You've hired me to add value to your portfolio, provide an expert perspective on financial matters, and potentially help your family manage your wealth in the future.

There may be moments when you're not sure we're on the right path, or you question the guiding principles and foundational methodology that are the basis of the advice other Vanguard advisors and I offer.

In these moments, I encourage your questions and welcome discussion. You're the expert on your life, your goals, and your thoughts and feelings about investing, and they're pivotal to developing a long-term plan that works for you.

Please remember that as a Certified Financial Planner™ (CFP®) professional with years of experience and education, I also can provide the expertise to help you make smart, informed decisions for your situation. My goal is *always* to give you the best chance for success.

This means I'll follow both the high-level investing principles that Vanguard has become known for and the established methodology Vanguard Personal Advisor Services® follows, including:

THIS

- ✓ A portfolio with an appropriate, diversified mix of investments.
- ✓ A focus on long-term growth potential, not short-term wins and losses.

NOT THIS

- ✗ Changes in allocation based on market trends.
- ✗ Speculative investing or active trading.

As a fiduciary, I'm required to place your best interests above all other considerations. And I'm compensated via a salary—I don't receive commissions for any of my advice.

Our relationship is based on mutual trust, respect, and honesty, and it's important to me that you understand what's behind my advice. I'll always explain why I'm recommending a specific course of action, and my recommendations will always have your best interests at heart.

All investing is subject to risk, including the possible loss of the money you invest. Diversification does not ensure a profit or protect against a loss. There is no guarantee that any particular asset allocation or mix of funds will meet your investment objectives or provide you with a given level of income.

Vanguard's advice services are provided by Vanguard Advisers, Inc. ("VAI"), a registered investment advisor, or by Vanguard National Trust Company ("VNTC"), a federally chartered, limited-purpose trust company.

The services provided to clients will vary based upon the service selected, including management, fees, eligibility, and access to an advisor. Find VAI's Form CRS and each program's advisory brochure here for an overview.

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