



## Project Engagement Standards

Rooted Planning Group sincerely wants to be “rooted” in your financial success and holistic life success. Although you are looking for project (limited scope) work at this time, we believe in building excellent long term relationships with our clients. The secret to any successful relationship is to openly communicate and have clear expectations. That is why we developed these engagement standards by which we operate, what you can expect from us, and what we expect from you, as our client.

### Our Principles

Financial Planning is an ongoing process involving: goal-setting, cash flow planning, risk management, investment management, asset protection, tax planning, and estate planning.

Good communication is critical for a mutually beneficial relationship.

We employ a systematic approach to achieve thoroughness and efficiency in providing comprehensive financial life planning services.

A plan requires a time commitment from you as well as from us.

We believe in crafting a plan before we start recommending products.

We believe in a disciplined investment approach based on long term asset allocation. We do not believe it is possible to time or predict market movements.

We enjoy working with great people who appreciate the true value of our total planning services.

Everyone should have the opportunity to live a great life. Our goal is to help people achieve this.

Our fees are based on the complexity of your needs. We receive no compensation from any entity other than you.

What We Deliver

We look at all aspects of your life to create a financial plan that fits your goals, values, and resources, as well as maximizes your opportunities.

We keep all your information confidential, safe and secure. Our client portal and office systems employ advanced security features and protocols to protect your data. We share information only as needed with attorneys, accountants, and other professionals with whom you may be working, in order to effect services, quote coverage, or review accounting, insurance, and/or legal service options.

We strive to return all phone calls within one working day and emails within two working days. We will inform you of any short-term deviations from this policy.

We strive to be flexible, within normal business hours, in both the timing of when we are available and methods of communication to make meeting participation convenient for you.

We commit to always doing our best on your behalf. We are proud to serve in a fiduciary capacity for you. We love what we do and take pride in doing the best job possible.

We are compensated by client fees only. Our fees are fully disclosed to you, and we do not accept any commissions or referral fees.

What We Expect From You

**Willing to participate in the Financial Planning process as described above on a continuing basis.** Each part of the process is interdependent and requires information or participation. Rooted Planning Group starts with a financial audit so that financial priorities can be established.

**Willing to implement recommendations.** Implementation is a big part of the success of the plan.

**Agree to be responsive to emails and phone calls within a reasonable period of time.** Many financial planning issues are time sensitive, most especially tax items.

**Understand that this is a limited-scope engagement.** Rooted Planning Group strives to provide top-level service; this means we take on a limited number of clients each month. We block 3-months for the engagement for project clients.

**Agree to provide requested data and documents in a timely fashion.** This is particularly important given the limited-scope engagement noted above.

**Understand Rooted Planning Group will need to reschedule if data is not provided in a timely manner.** We ask that you upload the data requested within one-week of our onboarding call, and at least two-weeks prior to the meeting. This will give us ample time to review the data and prepare our initial summary.

**Agree to receive documents electronically either via e-mail or the Client Portal.**

**Understand that Rooted Planning Group only accepts clients that agree with their investment philosophy and process.** Diversification, asset allocation, and a long-term focus are keys to sound investing. Chasing returns, following tips, giving in to hunches and listening to predictions do not fit our philosophy. We utilize a large number of investment research sources. It is not time or cost-effective for us to investigate investments that do not fit our investment philosophy.

**Understand that Rooted Planning Group does their best to offer flexible hours for clients, as well as for staff.** As a family first firm, that means that Rooted Planning Group can't offer evening or weekend appointments, but they work to schedule late afternoon meetings, and/or meetings around your lunch-time schedule. Deviations from the normal schedule are communicated via company newsletter, email response, and/or through voicemail outgoing message.

What We Expect From You

**Appreciate that Rooted Planning Group's dress code is casual on days there are no client meetings and on weekends.** Clients are welcome to "drop by" the office but we may be in casual attire.

**Understand that Rooted Planning Group takes full responsibility for their errors.** You agree to make us aware of errors as soon as they are discovered. We do our best to minimize errors and correct all errors to the best of our ability to make you whole.

**Agree that our relationship needs to be reevaluated if we ever stop enjoying or respecting one another.** We are committed to living our lives from a place of joy and kindness, and hope to have long-lasting, healthy relationships with all of our clients.

**Understand that half of the fee is due upfront, and half is due 1-month later.**