



Frequently Asked Questions

NEW ACCOUNT SET-UP PROCESS

How long does it take for the account to open?

In most situations, the account setup process should typically not take more than 3-5 business days to complete. However, as there are several steps associated with this process, the overall process can vary depending on the specifics involved with setting up your accounts.

The account setup process can generally be broken down into three separate steps. The first step involves setting up your new brokerage account, which can take anywhere from 1-2 business days depending on whether or not there is an account already established at the custodian. The next step involves the funding of the account. If the assets are currently held at the custodian, the funding process is generally no longer than 1-2 business days; whereas external transfers can take anywhere from 3-10 business days or longer, depending on how they are being processed. Finally, it typically takes an additional 1-2 business days to set up the account on our internal systems.

Of course, there are always unexpected circumstances, including changing market conditions, which can significantly alter the time taken at any one of these steps.

Will my account be invested rapidly or will it happen over a long period of time?

The speed at which your account will be invested is largely dependent on the investment strategy which you have chosen and the market environment at the time you open your account. For example, a fully invested strategy is likely to be invested within a short time period. On the other hand, while a tactical strategy may be invested within a period of days, it may also take much longer based upon Management's discretion.

What will happen to securities that I transfer into my Churchill account ("acquired securities")?

For securities transferred into our Premier Wealth strategy, our research team will review the account and determine which positions to keep or which to sell. Typically, these decisions are based on a number of factors, including but not limited to: 1) the strength of the individual positions in the account; 2) our view of the overall market; and 3) the overall level of exposure in these holdings. However, if the investments are in our Premier Wealth Tactical Core strategy, which does not purchase individual stocks, the account will typically be liquidated.

For our other strategies, it is likely that all positions will be liquidated prior to or soon after setting up the account.

What if I am funding my account with a check or wire?

If you are planning to fund your account via check or wire, your Service Team member will provide you with the appropriate information needed to complete this request. Please note there is typically a 4 business day hold on accounts funded via check.

How will I know when trading has been initiated in my account? Can my account be viewed electronically?

Most accounts can be viewed online. Your Service Team member will provide you with instructions for accessing your account online either via email or through an introductory phone call. Additionally, based on your preference, you will receive either electronic or paper trade confirmations directly from your custodian.

Will I receive a copy of my New Account forms?

As a standard part of our New Account setup process, you will receive a copy of the executed Churchill Management paperwork used to open your account.

CLIENT SERVICE EXPERIENCE

Who is my contact person?

While there is no one person solely responsible for servicing your account and communicating with you, most of your communication will be directed through the Client Servicing Vice President assigned to your account. However, you should feel free to contact all members of the Churchill Management Team anytime.

Will someone be calling me to review my account?

Churchill Management aims to meet with its clients regularly. A member of Churchill Management Group will contact you periodically to set up a client-servicing meeting. Of course, we encourage all clients to contact us anytime with questions or comments.

Can I purchase investments in my own account?

Generally, you should not purchase investments in your account and, in the rare instance you do, you must communicate this intention to us ahead of time. If you would like an investment purchased in your account, please contact us and allow us to purchase it for you. This enables us to keep your account records up to date. While we discourage clients from trading in accounts that we are managing, if you choose to do so we would ask that you maintain responsibility for those investments and have the investments moved to a non-managed account. Of course, depending on the investment strategy you have chosen, it may not be practical for you to ever direct us to purchase a specific investment in your account.

What if I want to change my investment strategy?

If you decide that you would like to change your investment strategy, you can simply reach out to a member of your Service Team and they can help you with this process.

How do I add or withdraw money from my account?

If you need money from your account or plan to add money to your account, please contact us and we will coordinate this with your bank or broker. This allows us to keep your account records up to date.

When do I receive my statements?

Your custodian will provide you with monthly statements. Churchill sends out quarterly statements based on the calendar or fiscal quarter.

Will I receive a year-end statement?

Year-end statements will be sent providing a clear history of all realized gains and losses in the account. Of course, for taxable accounts, if the account opened with investments you previously acquired, you should maintain clear records as to the cost basis for those investments and provide them to the person responsible for preparing your tax filings. Churchill Management, at your request, can send a copy of this year-end statement directly to your accountant. You should also look for a statement from your broker.

What forms of communication can I expect?

You can be signed up to receive our regular electronic updates. They include our monthly strategy updates, comprehensive market newsletters, and periodic webinars that provide insight into our current market perspective. Please be sure to provide us with your email address so that you might receive this extra communication.

If I have friends or family that might need your services who should I contact?

Referrals are the highest form of compliment and we greatly appreciate them. You should never hesitate contacting your Service Team or any other member of the Churchill Management Team to reach out to your referral.

Can Churchill Management assist me with Financial Planning?

Churchill Management is a true believer in “specialists.” We specialize in both money management and financial planning.

Can Churchill Management Group assist me with Estate Planning?

Churchill Management Group can provide you with referrals to some Independent Legal Counsel with nationally based firms in order to provide you with proper estate planning. Of course, while Churchill Management Group can provide these referrals, they are independent firms which you may choose between through your own interview process. If you would like us to participate, we would be glad to do so.

What are your hours of operation?

Our office is open from 6:30 a.m. until 5:00 p.m. PT Monday through Friday, excluding holidays. However, you will find that someone is often available until well after 5:00 p.m. If you call after hours and receive our automated service, please leave a message and someone will promptly return your call the next business day.

Do you have a website?

You can find us online at www.churchillmanagement.com.