



# Frequently Asked Questions

## NEW ACCOUNT SET-UP PROCESS

### **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 with in 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?**

Your Financial Consultant can help guide you as to which investments to utilize in funding the managed account. 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 in our Premier Wealth Tactical Core strategy, which does not purchase individual stocks, the account will be liquidated.

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

### **How will I know when trading has been initiated in my account?**

Your Financial Consultant is able to track all trading within your account and can communicate this to you. Additionally, you can speak with your Financial Consultant to review the alternatives of accessing your account electronically.

### **Will I receive a copy of my New Account forms?**

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

## CLIENT SERVICE EXPERIENCE

### **Who is my contact person?**

Your Financial Consultant is in constant contact with Churchill Management making sure your account is being managed consistent with your goals. As your Financial Consultant observes changes in the market conditions he/she may determine to have a representative of Churchill Management Group meet with you. We are always available to meet consistent with our commitment to communication.

## **Will someone be calling me to review my account?**

You will work closely with your Financial Consultant to review your account. Churchill Management will speak with your consultant regularly to ensure there are no changes to your goals and objectives. If you believe that there are changes to your goals or financial situation, please be sure to reach out to your Financial Consultant so that these changes may be communicated to Management.

## **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 or speak to your Financial Consultant regarding these records so that they may be provided 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.

## **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 your Financial Consultant who will contact us. 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 your Financial Consultant who 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 your Financial Consultant who will, in turn, contact us. This allows us to keep your account records up to date.

### **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 Financial Consultant who can set up a meeting between us and the 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. (You should contact your Financial Consultant if these are services you are interested in pursuing).

### **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. (You should contact your Financial Consultant if these are services you are interested in pursuing).

### **What are your hours of operation?**

Our office is open from 6:30 a.m. until 5:00p.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 the automated service, please leave a message and someone will promptly return your call the next business day. Of course, your Financial Consultant is equally available to answer any questions.

### **Do you have a website?**

You can find us online at [www.churchillmanagement.com](http://www.churchillmanagement.com).