

**INTRODUCTION:** Our firm, The Patten Group, Inc., is registered as an investment adviser with the U.S. Securities and Exchange Commission. Retail investors typically purchase investment-related services from either an investment advisory firm or an investment broker-dealer. The services and fees of an investment adviser differ from those of a broker-dealer, and it is important for you to understand these differences. Free and simple tools are available to retail investors to research financial services firms and their professionals at [Investor.gov/CRS](https://www.investor.gov/CRS), which also provides educational materials about broker-dealers, investment advisors and investing.

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## RELATIONSHIPS AND SERVICES: “What investment services and advice can you provide me?”

**Services:** We offer the following investment advisory services to retail investors:

- **Investment Management**, offered as a stand-alone service pursuant to an Investment Management Agreement or as part of comprehensive *Wealth Management*
- **Financial Planning** and/or **Consulting** as stand-alone services or as part of *Wealth Management*
- **Wealth Management**, which combines *Investment Management* and *Financial Planning*
- **Reporting-only Services**, for clients seeking periodic, aggregated reporting on assets not managed by us

In order to develop an investment approach tailored for you, we work with you to determine your investment goals and objectives, to identify your tolerance for investment risk and to assess your overall financial situation.

**Accounts, Investments, and Monitoring:** We provide services to individual and retirement accounts, joint accounts, trusts and estates. We primarily use individual equity and fixed income securities, mutual funds and exchange-traded funds in constructing portfolios. We do not restrict our advisory services to a limited menu of investment products, nor do we offer or sponsor proprietary investment products. An integral part of our advisory services is monitoring client portfolios and securities on a regular and continuous basis. We also offer to meet with you regularly and at least annually to discuss your accounts and any changes to your financial situation.

**Investment Authority:** Our standard investment management agreement provides our services to you on a discretionary basis. Discretionary authority means we execute our investment recommendations on your behalf without your prior approval of each transaction. On a limited basis, we also offer non-discretionary investment management services. A non-discretionary agreement requires you to authorize trades in your account prior to execution, and you serve as the ultimate decision-maker regarding the purchase or sale of your investments. Trades in non-discretionary accounts may not be able to be aggregated with other clients’ trade orders, and thus you may not receive the same trade pricing or timing as our other clients. In general, our agreement to provide investment management services for you continues until you notify us to stop.

**Account Minimums & Other Requirements:** We do not require a minimum account or relationship size in order to open and/or maintain an account with us, but we do generally require a minimum annual fee of \$2,000 per client relationship, which may be negotiated at our sole discretion.

**Additional Information:** For more detailed information on our client relationships and services, please see **Item 4: Advisory Services**, **Item 7: Types of Clients** and **Item 13: Review of Accounts** of our [Form ADV Part 2A](#).

**QUESTION TO ASK US:** “Given my financial situation, should I choose an investment advisory service? Why or why not? How will you choose investments to recommend to me? What is your relevant experience, including your licenses, education and other qualifications? What do these qualifications mean?”

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## FEES, COSTS, CONFLICTS AND STANDARD OF CONDUCT

### A. “What fees will I pay?”

**Asset-Based Fees for Wealth Management and Investment Management Services:** Our annual fees range from **1.50% to 0.25% and are based on assets under management**. We collect our fees on a quarterly basis after the end of each quarter. We may be incentivized to recommend clients invest additional funds with us, as we charge fees on the amount of assets-under-management. Fees are calculated as a percentage of the value of the cash and investments in your account[s]. With your approval, we typically deduct fees from your account on a quarterly basis.

**Fees for Financial Planning & Consulting:** There are three ways to pay for our financial planning and consulting services.

The first is on an hourly basis, at a rate of \$75/hour to \$450/hour, depending on the analytical expertise required. The second is a recurring quarterly fee based on the services we are providing to you. The third is a lump sum, which is negotiated based on the hours needed to fulfill a one-time scope of work that we define with you. We generally provide a total cost estimate in advance.

**Minimum Annual Fees:** We generally require a minimum annual fee of \$2,000 per relationship, which may be negotiated at our sole discretion.

**Other Fees & Costs:** In addition to our investment advisory fees, the other fees you may incur include securities trading expenses, custodial maintenance fees, account administrative fees and expenses embedded in mutual funds and exchange-traded funds.

**Additional Information:** *You will pay fees and costs whether you make or lose money on your investments.* Fees and costs will reduce the amount of money you may make on your investments over time. Please be sure you understand what fees and costs you are paying. For more detailed information on our fees, please see **Item 5: Fees and Compensation** in our [Form ADV Part 2A](#).

**QUESTION TO ASK US:** *“Help me understand how these fees and cost might affect my investments. If I give you \$10,000 to invest, how much will go to fees and costs, and how much will be invested for me?”*

**B.** *“What are your legal obligations to me when acting as my investment adviser? How else does your firm make money and what conflicts of interest do you have?”*

**When we act as your investment adviser,** we have to act in your best interest and not put our interests ahead of yours. At the same time, the way we make money creates some conflicts with your interests. You should understand and ask us about these conflicts because they can affect the investment advice we provide you. Here are some examples to help you understand what this means:

- We typically recommend you open an investment account at a custodial bank with which we maintain an institutional relationship and receive some economic benefit such as research or business management tools. This receipt of economic benefit by us presents a conflict of interest and can influence our recommendation of custodians to you.
- Our investment management fees are based on the size of the account(s) we manage for you. The addition of financial planning or consulting services can result in additional fees. Advising you to increase the assets in your account[s] or subscribe for additional services creates a conflict of interest.

**QUESTION TO ASK US:** *“How might your conflicts of interest affect me, and how will you address them?”*

**Additional Information:** For more detailed information, please see **Item 5: Fees and Compensation**, **Item 12: Brokerage Practices** and **Item 14: Client Referrals and Other Compensation** of our [Form ADV Part 2A](#).

**C.** *“How do your financial professionals make money?”*

**Compensation:** Our financial advisory professionals receive an annual salary and standard benefits. They may receive additional compensation based on the revenue generated from accounts they refer and/or directly oversee. Our Senior Portfolio Manager is also the sole owner of the firm, and a portion of her compensation is a function of the revenue and profitability of the firm.

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**DISCIPLINARY HISTORY:** *“Do you or your financial professionals have any legal or disciplinary history?”*

No, we do not. Please visit [Investor.gov/CRS](http://Investor.gov/CRS) for a free and simple search tool to research our firm and our financial professionals.

**QUESTION TO ASK US:** *“As a financial professional, do you have any disciplinary history? For what type of conduct?”*

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#### **ADDITIONAL INFORMATION**

You can find additional information about our investment advisory services by visiting us at [360patten.com](http://360patten.com) or by viewing our Form ADV Part 2A available via our firm’s [Investment Adviser Public Disclosure Page](#). You can request up-to-date information and a copy of this **Client Relationship Summary** (Form CRS) by contacting us at **(423) 531-0360**.

**QUESTION TO ASK US:** *“Who is my primary contact person? Is he or she a representative of an investment advisor? Who can I talk to if I have concerns about how this person is treating me?”*