

Ballentine Partners, LLC Form CRS

Introduction

Ballentine Partners, LLC is an SEC-registered investment advisory firm. We have no affiliation with a broker-dealer. Brokerage and investment advisor services and fees differ, and it is important for you to understand the differences. Free and simple tools are available to research firms and financial professionals at <https://www.investor.gov/CRS>, which also provides educational materials about broker-dealers, investment advisors and investing. Information in the text boxes below is intended to be a conversation starter for you to have with us and is required by the instructions to Form CRS.

What investment services and advice can you provide me?

We offer a broad range of wealth management, financial planning, consulting services and investment advisory services. We will customize the range of services we offer based upon your requirements. Investment accounts are reviewed at least quarterly. The frequency of our communications with your family will be based upon your needs. Communications in a typical relationship include face-to-face meetings, video conferences, telephone conferences, and email.

There are two service groups within our firm: (1) the High Net Worth client group, and (2) the Family Office group.

We manage investment accounts on both a discretionary and non-discretionary basis. A discretionary account allows us to buy and sell investments in your account without asking for your approval in advance. A non-discretionary account means that you decide what investments to buy and sell.

We offer a broad range of investment choices, including both publicly traded and private securities. The range of investment choices we will recommend for you is based solely upon our assessment of your needs. We use no-load Exchange Traded Funds and mutual funds, individual stocks, bonds and private funds, all of which are available without any sales charges. You will receive full disclosure of our fees.

We will serve you in a manner consistent with the fiduciary standard. We strive to minimize conflicts of interest between ourselves and you. We do not participate in wrap fee programs, soft dollar programs, paid referral programs or other types of fee-sharing arrangements. We believe such programs are detrimental to your interests.

For more information, please see our web site www.ballentinepartners.com and our Form ADV 2A which is available in paper format upon request and on our web site at <https://ballentinepartners.com/important-disclosures/>

Conversation Starters:

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?

What fees will I pay?

Our fees are generally charged on a quarterly basis. Our Family Office clients pay fees based on either:

- A percentage of assets under our advice; or
- A flat fee that is periodically renegotiated.

We will be glad to answer any questions you may have about our fee arrangements. Our Family Office fees are negotiable, based on the scope of services you require, complexity of the engagement, amount of staffing and other resources that are required.

Our High Net Worth clients pay fees based on a percentage of assets under our advice.

Generally, our investment advice covers all our clients' assets, wherever located and regardless of who is making the day-to-day investment decisions. If your fee is based on assets under our advice, we may have an incentive to encourage you to increase the assets in your accounts. We do not receive any compensation in connection with the purchase or sale of securities in your accounts.

Some investments impose additional fees that will reduce the value of your investments over time. For example, mutual funds, exchange traded funds ("ETFs") and private investments impose additional fees. Some investments impose surrender charges or impose "lock-up" periods during which your right to withdraw your investment will be restricted. If you select a trust company as your custody agent, you will also pay a custody fee.

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You will pay fees and costs whether you make or lose money on your investments. Fees and costs will reduce any amount of money you make on your investments over time. Please make sure you understand what fees and costs you are paying. For additional information please see our Form ADV 2A, items 5.A thru 5.D., which is available in paper format upon request and on our web site at <https://ballentinepartners.com/important-disclosures/>

Conversation Starter:

Help me understand how these fees and costs 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?

What are your legal obligations to 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 interest 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.

- At the request of our clients, we have established propriety private funds in which only our clients are allowed to invest. Those funds reimburse us for the costs of setting them up and therefore have an incentive to recommend them to you.
- We may recommend rollovers out of employer-sponsored retirement plans and into Individual Retirement Accounts that we manage for an asset-based fee. If we don't currently manage your account held with your employer's plan, this will increase our compensation.

Our Form ADV 2A, item 10.A thru 10.D., contains a detailed disclosure of our conflicts of interest, which is available in paper format upon request and on our web site at <https://ballentinepartners.com/important-disclosures/>

Conversation Starter:

How might your conflicts of interest affect me, and how will you address them?

How do your financial professionals make money?

Our financial professionals are compensated with salaries and bonuses. Senior employees may also receive an ownership stake in our firm. *Compensation is not tied directly to any of the following factors:* the amount of client assets they service; the time and complexity required to meet a client's needs; or revenue the firm earns from the financial professional's advisory services or recommendations. *There is absolutely no connection* between compensation and (1) products sold (i.e., differential compensation); or (2) product sales commissions.

Do you or your financial professionals have legal or disciplinary history?

No. You can research us and our professional advisers by visiting <https://www.investor.gov/CRS> and using the search tools there.

Conversation Starters:

As a financial professional, do have any disciplinary history? For what type of conduct?

Who is my primary contact person? Is he or she a representative of an investment adviser or broker-dealer?

Who can I talk to if I have concerns about how this person is treating me?

Additional Information

We encourage you to seek out additional information. Visit www.investor.gov for a free and simple search tool to research our firm and our financial professionals. To report a problem to the SEC, visit www.investor.gov or call the SEC's toll-free investor assistance line at (800) 732-0330.

You can find additional information about our investment advisory services in our Form ADV brochure at adviserinfo.sec.gov.) and on our web site at www.ballentinepartners.com. Our web site contains this Relationship Summary. Additional copies can also be obtained free by contacting us at 781-314-1300.