



Charter Oak Capital Management, LLC is registered with the Securities and Exchange Commission as an investment advisor and we provide investment advisory services rather than brokerage services. Investment advisory and brokerage services and fees differ and it is important for you to understand the differences. This document gives you a summary of the types of services we provide and how you pay for these services. We encourage you to ask us for more information, and to ask your financial professional the questions indicated with a question mark in the boxes below. Free and simple tools are available to research firms and financial professionals at Investor.gov/CRS which also provides educational materials about investment advisers, broker-dealers, and investing.

RELATIONSHIPS AND SERVICES

What investment services and advice can you provide me?

We provide investment management services, financial planning and consulting services, retirement plan consulting services, and seminars to retail investors. Our investment advice is not limited to a particular type of security. We will offer you advice, discuss your investment goals, design a strategy with you to achieve your investment goals, and regularly monitor your account as a part of our standard services. If you grant us with **discretionary investment authority**, we buy and sell investments in your account without asking you in advance. You may place restrictions or limitations on the discretionary authority. With **non-discretionary investment authority**, we advise you and you make the ultimate decision regarding the purchase or sale of investments. Generally, to open or maintain an account or establish a relationship we require a \$350,000 minimum of managed assets and a minimum quarterly fee of \$1,250. These are negotiable.

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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?

ADDITIONAL INFORMATION ABOUT OUR ADVISORY SERVICES CAN BE FOUND IN ITEM 4 OF OUR FIRM BROCHURE, AVAILABLE ONLINE AT charteroakcm.com/brochure

FEES, COSTS, CONFLICTS & STANDARD OF CONDUCT

What fees will I pay?

Principal Fees and Costs: The following summarizes the principal fees and costs associated with engaging our firm for our portfolio management, financial planning, and consulting services. For detailed information, please refer to charteroakcm.com/what-we-do/our-fees.

- **Asset-based fees** are ongoing negotiable fees based upon the value of your assets under management. Fees are reduced as assets exceed certain thresholds. We bill quarterly in advance based upon the market value of your assets on the beginning of the first day of the quarter. Since fees we receive are asset-based, we have an incentive to increase your account value, which creates a conflict. Financial planning and consulting services are included in our asset-based fees, unless other arrangements are negotiated beforehand.
- **Fixed fees** are negotiable and payable in advance pursuant to a written mutual agreement.
- **Other fees:** In addition to the asset-based fee or fixed fee compensation structures, we may engage clients on a negotiated hourly basis, or another mutually agreed upon compensation structure.

Other Fees and Costs: You are responsible for all **custodial and securities broker-dealer execution fees**, which are separate and distinct. Some investments (such as mutual funds) impose additional fees that will reduce the value of your investment over time.

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.

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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?

ADDITIONAL INFORMATION ABOUT OUR FEES CAN BE FOUND IN ITEM 5 OF OUR FIRM BROCHURE, AVAILABLE ONLINE AT charteroakcm.com/brochure

FEEs, COSTS, CONFLICTS & STANDARD OF CONDUCT (continued)

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 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 to you. Here is an example to help you understand what this means: We have a conflict of interest regarding advice given on adding new assets or transferring assets into accounts managed by our firm. This is because we receive compensation for your assets managed by our firm. Our only source of revenue is from the investment management fees paid by our clients.

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

ADDITIONAL INFORMATION ABOUT OUR CODE OF ETHICS CAN BE FOUND IN ITEM 11 OF OUR FIRM BROCHURE, AVAILABLE ONLINE AT charteroakcm.com/brochure

How do your financial professionals make money?

Advisors are compensated partially by a fixed salary, and partially by variable compensation from asset-based, flat, or other fees. Variable compensation is a conflict of interest because it is impacted by the amount of assets in your account or by the time the advisor spends on your account. Advisors receive no non-cash compensation; Partners also receive compensation based upon company profits; this is a conflict of interest because they are incentivized to increase profits. A few individuals are **Registered Representatives of an unaffiliated broker-dealer**. The individual can sell securities to you and receive a commission as payment. This is a conflict of interest because these individuals are incentivized to sell you securities to receive the payment. You are always free to choose from whom to purchase securities and if you want to purchase securities. Some individuals are **licensed insurance agents** and can sell you insurance products for a commission as payment. This is a conflict of interest because these individuals are incentivized to sell you insurance to receive the payment. You are always free to choose from whom to purchase insurance and whether you want to purchase an insurance product. All commissions for securities and insurance products will be disclosed to you in advance.

ADDITIONAL INFORMATION ABOUT OUR OTHER ACTIVITIES AND AFFILIATIONS CAN BE FOUND IN ITEM 10 OF OUR FIRM BROCHURE, AVAILABLE ONLINE AT charteroakcm.com/brochure

DISCIPLINARY HISTORY

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

Yes, visit Investor.gov/CRS for a free and simple search tool to research Charter Oak and our financial professionals.

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

ADDITIONAL INFORMATION

You can get more information about Charter Oak's investment advisory services and request a free copy of this Client Relationship Summary by calling or visiting:

(800) 646-5720

www.charteroakcm.com

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Suite 325

Portsmouth, NH 03801

One Monument Square

Suite 502

Portland, ME 04101

68 Main Street

Suite 3

Kennebunk, ME 04043

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Who is my primary contact person? Is he or she a representative of an investment adviser or a broker-dealer? Who can I talk to if I have concerns about how this person is treating me?