

# CUSTOMER RELATIONSHIP SUMMARY

## Introduction

Mercer Global Advisors Inc. ("Mercer Advisors"), is an investment adviser registered with the Securities and Exchange Commission. We feel it is important for you to understand how advisory and brokerage services and fees differ in order to determine which type of account is right for you. There are free and simple tools available to research firms and financial professionals at <a href="https://www.investor.gov/CRS">www.investor.gov/CRS</a> which also provides educational materials about investment advisers, broker-dealers and investing.

# What investment services and advice can you provide me?

As an SEC registered investment adviser, Mercer Advisors offers its investment advisory services to retail investors for an ongoing asset-based fee based on the value of cash and investments in your account. Our advisory services include Financial Planning, Investment Management, Estate Planning, Tax Planning, and Corporate Trustee services. If you open an account with our firm, we'll meet with you to understand your current financial situation, existing resources, goals, and risk tolerance. Based on what we learn, we'll recommend a portfolio of investments that is regularly monitored (at least annually), and if necessary, rebalanced to meet your changing needs, stated goals and objectives.

Our accounts are managed on a discretionary basis which means we don't need to call you when buying or selling in your account. You will sign an investment management agreement giving us this authority. This agreement will remain in place until you or we terminate the relationship. Mercer Advisors also has a limited number of non-discretionary accounts where the client makes the ultimate decision regarding the purchase or sale of investments. Additional information about our advisory services is located in Item 4 of our Firm Brochure at <a href="https://files.adviserinfo.sec.gov/IAPD/Content/Common/crd\_iapd\_Brochure.aspx?BRCHR\_VRSN\_ID=707978">https://files.adviserinfo.sec.gov/IAPD/Content/Common/crd\_iapd\_Brochure.aspx?BRCHR\_VRSN\_ID=707978</a>.

## **Questions 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 those qualifications mean?

# What fees will I pay?

Fees and costs affect the value of your account over time. Please ask your adviser to give you personalized information on the fees and costs that you will pay. You will be charged an ongoing fixed fee that is calculated monthly based on the value of the investments in your account. Our fees range from 0.4 - 1.4% depending on the value of the investments in your account. Mercer Advisors also has a minimum annual management fee of \$2,400 or up to 2% of assets under management (AUM), whichever is less, for investment management services and a minimum annual management fee of \$6,000 for family office services. Our fees vary and are negotiable.

Our incentive is to increase the value of your account over time which will increase our fees over time. The monthly fees will be automatically deducted from your account. 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.

The broker-dealer (custodian) that holds your assets can charge you a transaction fee when we buy or sell an investment for you. The broker-dealer's transaction fees are in addition to our advisory fee for our investment advisory service. You could also pay charges imposed by the broker-dealer holding your accounts for certain investments and maintaining your account. Some investments, such as mutual funds and exchange traded funds charge additional fees that will reduce the value of your investments over time.

Additional information about our fees is located in Item 5 of our Firm Brochure at <a href="https://files.adviserinfo.sec.gov/IAPD/Content/Common/crd\_iapd\_Brochure.aspx?BRCHR\_VRSN\_ID=707978">https://files.adviserinfo.sec.gov/IAPD/Content/Common/crd\_iapd\_Brochure.aspx?BRCHR\_VRSN\_ID=707978</a>.

## **Questions to Ask Us:**

• Help me understand how these fees and costs will 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 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 a fiduciary duty 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. Conflicts may arise when financial professionals recommend insurance to clients where the financial professionals have an insurance license or the selection of custodians due to our participation in referral services with the custodians we utilize. You should understand and ask us about these conflicts because they can affect the investment advice we provide you. Additional information about our conflicts of interest can be found in Item 11 of our Firm Brochure at <a href="https://files.adviserinfo.sec.gov/IAPD/Content/Common/crd">https://files.adviserinfo.sec.gov/IAPD/Content/Common/crd</a> iapd Brochure.aspx?BRCHR VRSN ID=707978.

The firm's revenue is derived from the advisory fees we collect from your accounts each month. Mercer Advisors receives no compensation from any fund manager or other third-party for the investments that it selects for client accounts.

Some of our firm's financial professionals are registered representatives of unaffiliated broker-dealers and can offer you brokerage services through the unaffiliated broker-dealers or advisory services through our firm. Brokerage and advisory services are different, and the fees our firm and the broker-dealer charge for those services are different. Registered representatives charge a transaction-based commission each time they buy or sell a security in a brokerage account. As a result, they have an incentive to trade as much as possible to increase their compensation.

Mercer Advisors has a related insurance agency. Mercer Advisors Insurance Services, LLC (MAIS) is a wholly owned subsidiary of Mercer Advisors Inc. For Mercer Advisors clients who wish to purchase insurance products, MAIS has entered into a non-exclusive referral agreement with Howard Insurance Agency, Inc. (Howard) who will provide necessary services relative to the placement and servicing of the insurance products. MAIS and Howard will be listed as "co-agents" on the policies.

While Mercer Advisors does not receive a referral fee, MAIS and Howard each receives a percentage of the commission revenue. The receipt of insurance commissions is in addition to any advisory fees charged by Mercer Advisors. This practice presents a conflict of interest as certain Mercer Advisors employees are officers of MAIS and MAIS is an affiliate of Mercer Advisors.

Some of our firm's employees may provide tax preparation or estate planning services. These services are independent of Mercer Advisors' investment advisory services and are governed under separate engagement agreements.

#### **Questions to Ask Us:**

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 employees of the firm and are paid a fixed monthly salary. They also receive bonuses related to meeting certain criteria including revenue retention and bringing in new client assets. Some financial professionals may receive stock options. Mercer Advisors has financial professionals that are licensed to provide brokerage services and receive different types of compensation when providing different types of services to you. When providing brokerage services, our financial professionals, in their separate capacity, are paid commissions based on the amount of securities clients buy and sell. This means your financial professional has an incentive to recommend certain products based on the compensation he or she will receive and encourage you to buy and sell assets.

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

No for Mercer Advisors. Yes for our financial professionals. Visit <u>Investor.gov/CRS</u> for a free and simple search tool to research our firm and our financial professionals.

## **Questions to Ask Us:**

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

# **Additional Information**

You can find additional information about our firm's investment advisory services on the SEC's website at <a href="http://www.adviserinfo.sec.gov">http://www.adviserinfo.sec.gov</a> by clicking on the FIRM tab and then searching CRD #147363. If you would like additional, up-to-date information or a copy of this disclosure, please call (720) 551-5457.

#### **Questions to Ask Us:**

- 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?

## **Exhibit A - Material Changes**

- Mercer Advisors has a related insurance agency.
- Mercer Advisors updated the compensation plan for its financial professionals.
- Mercer Advisors has acquired firms with registered representatives that are licensed to earn commissions on the sale
  of securities products.
- Mercer Advisors has financial professionals who have disciplinary histories.