

## CUSTOMER RELATIONSHIP SUMMARY ADV PART 3

### ITEM 1. INTRODUCTION

Symphony Financial, Ltd. Co. is an SEC Registered Investment Adviser. Brokerage and investment management services and fees differ, it is important for the retail investor to understand the differences. Free and simple tools are available to research firms and financial professionals at [Investor.gov/CRS](https://www.investor.gov/CRS), which provides educational materials about broker-dealers, investment advisers, and investing.

### ITEM 2. RELATIONSHIPS AND SERVICES

#### A. WHAT INVESTMENT SERVICES AND ADVICE CAN YOU PROVIDE ME?

#### B. DESCRIPTION OF SERVICES

We are an investment adviser and provide investment advisory services rather than brokerage services. We manage client assets and provide financial planning and consulting.

- **Monitoring:** As part of our standard services, Symphony monitors client portfolios on a continuous and ongoing basis while regular account reviews are conducted on at least a quarterly basis.
- **Authority:** We manage client accounts on a discretionary basis. With discretion you grant us the authority to determine the securities and amount to be bought or sold without your consent prior to each trade. Clients may request a limitation on this authority (such as certain securities not to be bought or sold).
- **Additional Information:** Please refer to our Form ADV, Part 2A brochure (Items 4 and 7 of Part 2A and Items 4.A. and 5 of Part 2A Appendix 1) for a more detailed description of our investment advisory services.

#### 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?

### ITEM 3. FEES, COSTS, CONFLICTS, AND STANDARD OF CONDUCT

#### A. WHAT FEES WILL I PAY?

For investment management services you will pay us an asset-based fee, based upon an agreed annual percentage rate, generally referred to as an AUM fee. For financial planning and consulting we charge fixed and/or hourly fees. Additionally, certain of the Firm's Supervised Persons, in their individual capacities, may offer securities brokerage services and/or insurance products under a separate commission-based arrangement. Ongoing asset-based fees will be billed quarterly in advance and will be based on the account value as of the close of business on the last business day of the preceding quarter. With written approval, fees will be debited directly from your custodial account upon notification to the custodian. We also manage client assets through wrap fee programs. With a wrap fee program asset-based fees associated with the wrap fee program will include most transaction costs and fees to a broker-dealer or bank that has custody of these assets, and therefore are higher than a typical asset-based advisory fee. Our fees do not vary based on the type of investment. Our fees reduce your investable assets and will be deducted from your account. The more assets you have in the advisory account, including cash, the more you will pay. This is a conflict of interest as it creates an incentive to increase the assets in your account in order to increase our fees. Fees and costs affect the value of your account over time. Please ask your financial professional to give you personalized information on the fees and costs that you will pay.

- As an investment advisory client, you will pay a quarterly management fee and no transaction-based commissions. For those clients participating in the wrap fee program, you will pay an asset-based fees. This wrap fee will include most transaction costs and fees to the custodian/broker-dealer or bank that has custody of your assets. In some cases, the asset-based fees associated with a wrap fee program are higher than a non-wrap fee program. 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 make over time. Please make sure you understand what fees and costs you are paying.
- Some investments such as mutual funds impose additional fees that will reduce the value of your investment over time.
- Our fees do vary by product but are negotiable.
- For those clients not participating in the wrap fee program, we pass additional charges, from our Clearing Firm, on to you such as transaction fees, custodial fees, account maintenance fees, and account inactivity fees.

#### 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

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fees and costs, and how much will you invest for me?

### WHAT ARE YOUR LEGAL OBLIGATIONS TO ME WHEN PROVIDING RECOMMENDATIONS? 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. (ii) *Examples of Ways You Make Money and Conflicts of Interest:* (a) Proprietary Products: We do not offer advice only with respect to proprietary or a limited menu of products; (b) Third-Party Payments: In some cases we do utilize the services of third parties in the management of client accounts; (c) Revenue Sharing: We do not have any revenue sharing agreement; (d) Principal Trading: Investments we buy from a retail investor, and/or investments we sell to a retail investor, for or from our own accounts, respectively. We do not execute principal transactions.

#### Conversation Starter:

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

### HOW DO YOUR FINANCIAL PROFESSIONALS MAKE MONEY?

Investment advisor representatives receive a quarterly fee based upon your account's market value. The fee will increase as your account value increases and decreases if your account value decreases. Managed accounts are not charged any commissions, so the investment advisor representative only receives the quarterly fee. It is important to understand the differences between a brokerage commission-based account and an asset-based fee account.

**A transaction-based fee** from a cost perspective if you do not trade often or if you plan to buy and hold investments for longer periods of time.

**An asset-based fee** for continuing advice or want someone to make investment decisions for you, which may cost more than a transaction-based fee.

## ITEM 4. DISCIPLINARY HISTORY

### DO YOU OR YOUR FINANCIAL PROFESSIONALS HAVE LEGAL OR DISCIPLINARY HISTORY?

No. Visit [Investor.gov](http://Investor.gov) for a free and simple search tool to research our firm and our financial professionals.

#### Conversation Starter:

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

## ITEM 5. ADDITIONAL INFORMATION

Additional information can be found on our website, [www.4-sf.com](http://www.4-sf.com). A copy of this form will be posted to our site or available upon request by calling (281) 272-6803. We also encourage you to seek additional information.

- For additional information about our brokers and services, visit [Investor.gov](http://Investor.gov), [BrokerCheck at BrokerCheck.Finra.org](http://BrokerCheck.BrokerCheck.Finra.org), our web site [www.4-sf.com](http://www.4-sf.com).
- To report a problem to the SEC, visit [Investor.gov](http://Investor.gov) or call the SEC's toll-free investor assistance line at (800) 732-0330. To report a problem to FINRA, <https://www.finra.org/investors/file-complaint>. If you have a problem with your investments, account or financial professional, contact us in writing or call (phone number).
- Additional information can be obtained by calling Carr Burgoyne, Jr. at either (281) 272-6803 or 3535 Westheimer Road, Suite 200, Houston, TX 77027.

#### Conversation Starter:

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?