

## Frequently Asked Questions

### **What is changing?**

Our practice, Passage Wealth, is joining a newly designed platform called Thrivent Advisor Network (TAN) as a Registered Investment Advisor (RIA).

### **Will Passage Wealth still be a part of Thrivent?**

Yes, Thrivent Advisor Network was created by Thrivent and is a separate legal entity from Thrivent. You will still have access to all of your benefits for being a member of Thrivent (choice dollars, action teams, etc.)

### **What is a Registered Investment Advisor (RIA)?**

An RIA is a person or firm that is engaged in the business of providing investment advice to others or issuing reports or analyses regarding securities for compensation. RIAs are a fiduciary to every client and must act in the best interests of each client at all times. RIAs are required to register either with the Securities and Exchange Commission (SEC) or state securities administrators.

### **Why the change to TAN?**

TAN seeks to provide a complementary channel to expand options for financial professionals in Thrivent's goal of serving more Christians. In short, TAN seeks to be the platform of choice for advisors who prefer independence and want to build a business as a part of a community of professionals dedicated to helping Christians achieve financial clarity.

### **When is this change taking place?**

Clients will be signing transition paperwork in mid-June through mid-July (2020). The transition to TAN will occur in August (2020).

### **What does this change mean for me?**

In the long-term, the new platform will give our practice the ability to be even more focused on providing advice-based solutions for our clients in a comprehensive financial planning capacity. We believe that this change will allow us to continue to elevate our service to our clients in ways such as technology access and proactive client communication (i.e. serving you better & better!).

In the short-term, the most significant impact will be our transition from National Financial Service to Fidelity as the recommended custodian. Fidelity is the parent company of National Financial Services, so while this will be an internal transition, it will involve "re-papering" forms to the new platform. The packets will be pre-populated with your information and have sign here tabs in place to make it as simple as possible for you. We will coordinate to have the packets signed either in the office or mailed overnight you.

### **Will Passage Wealth still manage the investments on the new RIA platform?**

Our investment models will not be changing with the RIA transition, so the same models which we build through Helios (largely exchange-traded fund, or ETF, based) will continue. For this reason, there is very little, if any, tax implication involved in the transition for most clients.



**Is there a cost to clients associated with this change?**

Passage Wealth and the Thrivent Advisor Network will bear any of the costs associated with the transition. Our goal is to keep expenses from increasing, and in some cases, to reduce overall expenses for our client's post-transition.

**How do we best contact you?**

Our current Thrivent email addresses that you are familiar with will only last until July 30, 2020. You are encouraged to start emailing us at the current addresses as soon as possible. If you send an email to our old addresses, for the first four weeks it will notify you that it was a bad email and you will need to resend it to our current emails. Our office phone number and physical mailing address is the same.

**Contact Information**

Our address and phone number remain the same:  
14812 First St  
Hoagland, IN 46745  
Office: 260-639-6300

Beginning August 1, we will have new email addresses:

Davon Bultemeier	<a href="mailto:davon@passage-wealth.com">davon@passage-wealth.com</a>
Cindy Houser	<a href="mailto:cindy@passage-wealth.com">cindy@passage-wealth.com</a>
Austin Thoms	<a href="mailto:austin@passage-wealth.com">austin@passage-wealth.com</a>
Mary Gruen	<a href="mailto:mary@passage-wealth.com">mary@passage-wealth.com</a>
Joy Cappleman	<a href="mailto:joy@passage-wealth.com">joy@passage-wealth.com</a>
Melissa Mirelez	<a href="mailto:melissa@passage-wealth.com">melissa@passage-wealth.com</a>

Our new website can be found at [www.passage-wealth.com](http://www.passage-wealth.com)