

**Q1) What is NTSG?**

- NTSG stands for National Tax Services Group. This group has been formed under the umbrella of CAPTRUST's family office services. NTSG is intended to be used to offer tax compliance and consulting services to clients of financial advisors that do not have a local tax resource (see **Q13**).

Q2) Who is your target client for these services?

- NTSG would like to be engaged as the tax advisor providing recurring tax compliance and consulting services to high-net-worth individuals and ultra-high-net-worth individuals. The target audience for these services is clients that have annual activity and complexity beyond retirement benefits, W2s and 1099 brokerage statements. Generally, if they can do their taxes themselves with little hassle, it is likely not complex enough to engage CAPTRUST. However, if they currently have a tax advisor and are not comfortable with the provider or that provider is retiring, etc., we might be a solution.

Q3) What services are you offering?

- We are offering tax preparation services and tax consulting services to clients that engage us and are willing to pay for these services. Tax preparation includes annual individual returns (1040s), trust/estate returns (1041s), and various entity returns, if applicable. Consulting services for clients that engage us for tax preparation services would include quarterly estimate tax calculations and other ad hoc questions that arise during the year as it relates to the client and their activities. As part of the overall wealth management team, we would like to participate, where appropriate, in planning discussions and meetings.

Q4) What types of consulting can you do, and does it have to be tied to a tax compliance engagement?

- NTSG would like to be engaged as the tax advisor for clients. This would include assisting with consulting type work as it arises. If NTSG is not engaged as the tax advisor for clients, the group can still be engaged for tax consulting type work; however, it would depend on the type of work needed. In many cases we would advise clients to reach out to their tax advisor if we aren't hired in that capacity.

Q5) How much will you charge to do annual tax compliance?

- The pricing will vary based on the client's tax footprint. The prior year return and understanding current year activity (if expected to be different from prior year) will impact the fee. Complexity, amount of source documents (1099s, K1s, etc.), number of state returns, and compilation of data for business activities (rental properties and Schedule C activities) will all impact pricing. We expect to price these services consistent with market pricing and would aim to be in a similar fee range as the client has paid in previous years pending no change in facts.

Q6) Can the financial advisor pay for these services as part of the AUM fee that is collected instead of billing the client separately?

- While we prefer to charge the client a separate fee for tax services, the advisor can lump this work as part of the AUM fee. If the desired approach is to include in the AUM fee, the advisor would receive an interoffice invoice for the predetermined and agreed to tax fee.

Q7) If being charged as a separate fee, how will the client be invoiced?

- The client will be invoiced directly.

Q8) If I send you a referral, do I get to share in the revenue?

- Currently, there is no revenue sharing for tax client referrals. The tax offering is uniquely positioned to be a profitable line of service that helps create a stickier relationship with clients which will benefit all groups.

Q9) Do you have capacity for 2021?

- Yes, we are currently still available to take on 2021 tax work.

Q10) Can you do estate planning?

- Yes, we can do estate planning in conjunction with the Wealth Client Services Group, as appropriate. To better assist with this type of work, we would like to understand the specific facts of the client, expected estate value, and the historical estate plans in place.

Q11) Can you prepare legal docs (partnership agreements, wills, trusts, etc.)

- No, we, as a firm, do not render legal services so the preparation of documents and agreements would still need to be completed by the client's attorney.

Q12) Can you review legal documents?

- Our wealth planning team can assist in reviewing some documents for clients in our centralized financial planning program. Because CAPTRUST does not offer legal services, NTSG can review legal documents from a content, cash flow, and economic perspective. We will leave the legal aspects to the lawyers; however, we are familiar with the parts of the internal revenue code that impact estate, trust, and gift tax planning. This service would, ideally, be part of a comprehensive wealth management engagement.

Q13) Which office do I go to for tax services?

- CAPTRUST has acquired multiple practices with tax teams imbedded. At this time, the acquired tax offices are continuing to do what they have always done independently from other offices. As employees of the same firm, we are collaborating and sharing knowledge and expertise on a regular basis. If you sit in an office that has tax services already—New Orleans (formerly Crescent), Phoenix (formerly MRA), San Antonio (formerly Covenant Multifamily Offices), or Boston (formerly RINET)—you should use your local tax colleagues for assistance with your tax matters, inquiries, and prospects. If you sit in an office without a tax resource, you should use the National Tax Services Group as your resource.

Q14) If I have one off tax questions and my client has not engaged you, can you help me anyway?

- Our goal is to be engaged as your client's tax advisor and not a catchall for tax questions that arise. We recognize that you likely receive many questions from your clients so we want to be a resource you can utilize. As questions come up, we are happy to collaborate with you but want

to minimize the overall risk to the firm when it comes to giving tax advice to someone who has not engaged us for tax advice. Specifically, when we aren't engaged as a client's tax advisor, it is often harder to get a complete picture and understanding of the facts surrounding the individual questions which creates additional risk for the firm that we are trying to limit.

Q15) Can my client engage you for non-recurring consulting work (e.g., one off tax questions or consulting)?

- Our goal is to build this service offering with leverageable, recurring work that will be profitable for CAPTRUST. Because of that, taking on non-recurring consulting projects is not feasible in every situation. To the extent that these projects come up, we would like to dialogue with you for the best solution in terms of servicing your client. Our hope is to become your client's tax advisor. In this role, we are able to take on ancillary questions that arise in addition to preparing the annual tax returns.

Q16) How will you and I work together to service my clients?

- We will be part of the overall wealth management team and will work together to service the client in the way that makes the most sense. We will join meetings, have access to the client's files and records (pending your approval), and communicate with the client using the methods in place. We hope to have open dialogues with both you as the financial advisor and the client and will work together to make the client feel as if we have been part of the team from the beginning.