



Client Bill of Rights

Quality of Service

You are entitled to a high level of proactive, courteous service from all associates at Capital Wealth Management

Trusted Advisors

You have the right to work with a trustworthy, dependable advisor focused on fulfilling your goals and expectations. Your advisor will develop a personal relationship with you through insightful communication highlighting our core beliefs, investment outlook and management philosophy. Your advisor will present portfolio reviews annually, or as often as necessary, and be available to answer the questions that matter to you as they arise.

You have the right to independent and unconflicted advice based upon your defined needs, risk tolerances, and goals. Through holistic Wealth Planning your needs are clearly defined and constantly monitored.

Confidentiality

You have the right to the strictest levels of confidentiality with information provided to your Capital Wealth Management team. We will protect all information to the highest standards outlined by SEC, FINRA, state and regulatory agencies.

Transparency

You have the right to a transparent relationship and to clearly know the costs for portfolio management, transactions and advisory services. All communications with the Capital Wealth Management team strive to be clear and concise. If you have a question, it is our duty to answer it for you in an understandable way.

You have the right to a prompt response from your Capital Wealth Management team. As your Trusted Advisor, we commit to returning calls by the end of each business day. Should a request require additional research, our team will set a clearly defined time frame for redress.

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Timely Communication

You have the right to be communicated to in a timely manner. As your Trusted Advisor, our goal is to provide you with information before the question arises, regardless of the medium used.

Education

You have the right to continual education along your journey through retirement. Through education, our team will project reasonable expectations and achievable scenarios in the development and constant monitoring of your Wealth Plan.

Best Execution

You have the right to receive best execution in all that we do. Portfolio transactions will be executed in a timely manner, at the best available price, and with prompt third party confirmation. All interactions with the Capital Wealth Management operations team will be timely, precise, and promptly completed.

Accuracy

You have the right to accurate third party reporting of all managed accounts. Your statements will identify all account positions held, cash receipts, and disbursements made through Capital Wealth Management.