

# QUESTIONS FOR A POTENTIAL TRUST PARTNER

There are numerous long-term considerations when naming a trust partner. Here are some important questions to consider when looking for a trust partner:

1. How many employees/trust officers are there?
2. On average, how many relationships is each trust officer assigned?
3. Do the trust officers have sales goals?
4. Will I have a dedicated trust officer or team who knows my situation, or will I reach a national call center when I have a distribution request?
5. How often can I expect to meet with/talk to my trust officer?
6. What is the average number of years that trust officers work at the company? (Turnover)
7. How many of the trust officers hold advanced degrees or designations?
8. How often does your compliance committee review discretionary distribution requests?
9. How long will I have to wait for an answer regarding my distribution request?
10. If I have an emergency, is there a process in place for an expedited distribution?
11. What is the proximity and access of the trust officers to the decision makers?
12. Will your company be trustee on a trust with unique assets (e.g. partnerships, timber, oil & gas, real estate)?
13. How often will I receive statements? Do I have the option to receive them electronically or in paper form?
14. Will the company work with my existing financial advisor? CPA? Lawyer?
15. Will the company handle Special Needs Trusts?
16. Will the company help coordinate care for the elderly and those with disabilities?
17. What formula is used for determining distributions?
18. How does the company balance current/remainder beneficiary interests?
19. How does the company work with blended families?
20. How many total assets under administration does the trust company have?
21. Am I welcome to visit the office?
22. Does the company charge termination fees? If so, how much and under what circumstances?
23. Potential conflicts of interest for trust companies:
  - a. What firewalls are put in place to make sure company stock isn't put into client portfolios?
  - b. What percentage of investments are proprietary funds from the bank?
  - c. Does the bank receive 12b-1 fees on the investment assets?

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