

Privacy Policy

Our Client Service Mission:

At THINKBETTER we believe that our client is top priority. We wish to engage in a friendly, yet professional relationship whereby you feel we are providing a beneficial and convenient service. We strive to conduct all aspects of our service with integrity, honesty and consistency.

Responsiveness:

When you have questions or queries requiring an answer, we will provide a response within four working hours. We will attempt to be proactive, approachable, and responsive to the needs of our clients. If you feel we have failed to live up to these, or any other expectations, we promise to pass your comments to our CEO so prompt corrective action will be taken.

Privacy and Confidentiality:

Please refer to our privacy notice below.

Transparency of Services:

We will attempt to provide fair and accurate disclosure relating to all our services. If there is anything you see that we could do better, inform us.

We take every comment seriously and strive to provide the finest service you deserve.

PRIVACY NOTICE

ThinkBetter, LLC (referred to as “ThinkBetter”) maintains physical, electronic, and procedural safeguards that comply with federal standards to protect its clients’ nonpublic personal information (“information”). Through this policy and its underlying procedures, ThinkBetter attempts to secure the confidentiality of customer records and information and protect against anticipated threats or hazards to the security or integrity of customer records and information.

It is the policy of ThinkBetter to restrict access to all current and former clients’ information (i.e., information and records pertaining to personal background, investment objectives, financial situation, tax information/returns, investment holdings, account numbers, account balances, etc.) to those employees and affiliated/nonaffiliated entities who need to know that information in order to provide products or services in furtherance of the client's engagement of ThinkBetter. In that regard, ThinkBetter may disclose the client’s information: (1) to individuals and/or entities not affiliated with ThinkBetter, including, but not limited to the client’s other professional advisors and/or certain service providers that may be recommended or engaged by ThinkBetter in furtherance of the client's engagement of ThinkBetter (i.e., attorney, accountant, insurance agent, broker-dealer, investment adviser, account custodian, record keeper, etc.); (2) required to do so by judicial or regulatory process; or (3) otherwise permitted to do so in accordance with the parameters of applicable federal and/or state privacy regulations. The disclosure of information contained in any document completed by the client for processing and/or transmittal by ThinkBetter to facilitate the commencement/continuation/termination of a business relationship between the client and/or between ThinkBetter and a nonaffiliated third party

service provider (i.e., broker-dealer, investment adviser, account custodian, record keeper, insurance company, etc.), including, but not limited to, information contained in any document completed and/or executed by the client in furtherance of the client's engagement of ThinkBetter (i.e., advisory agreement, client information form, etc.), shall be deemed as having been automatically authorized by the client with respect to the corresponding nonaffiliated third party service provider.

ThinkBetter permits only authorized employees and affiliates who have signed a copy of ThinkBetter's Privacy Policy to have access to client information. Employees violating ThinkBetter's Privacy Policy will be subject to ThinkBetter's disciplinary process. Additionally, whenever ThinkBetter hires other organizations to provide services to ThinkBetter's clients, ThinkBetter will require them to sign confidentiality agreements and/or the Privacy Policy.

Privacy Policy for ThinkBetter website: For California Residents: ThinkBetter is not subject to the California Consumer Privacy Act of 2018 (CCPA). However, in the interest of full disclosure to consumers, ThinkBetter, LLC does not collect personal information from users of its website, nor does it collect any Personally Identifiable Information.

Should you have any questions regarding the above, please contact Edward C. Bertelsen, Privacy Officer.