

August 2, 2022

## Customer Relationship Summary

Helping you make an informed decision

Form CRS

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### Item 1. Introduction

**Thurston Springer Financial** is registered as a broker-dealer with FINRA and a member of the Securities Investor Protection Corporation. Free and simple tools are available for you to use at [Investor.gov/CRS](https://investor.gov/CRS) | [Investor.gov](https://investor.gov), a website maintained by the SEC. These tools can provide you with educational materials about broker-dealers and investing.

This relationship summary provides information that helps you make an informed decision about whether or not to invest with us and will answer the following questions:

- What investment services can you provide me?
- What fees will I pay?
- What are your legal obligations to me when providing recommendations as my broker-dealer? How else does the firm make money and what conflicts of interest do you have?
- How do your financial professionals make money?
- Do you or your financial professionals have legal or disciplinary history?
- Where can I find additional information?

#### Terms to know:

- A broker-dealer is a firm that acts as an intermediary between buyers and sellers of securities for which they will usually receive a commission and may purchase or sell those securities in/out of their own account.

### Item 2. Relationships and Services

In a Brokerage relationship, you pay a transaction fee called a “commission” when you buy and sell securities.

#### Questions you might wish to ask when considering our services:

- How will you choose investments to recommend to me?
- What is your relevant experience, including your licenses, education, and other qualifications? What do these qualifications mean?

### Item 3. Fees, Costs, Conflicts and Standards of Conduct

#### Brokerage Account

When we provide you with a recommendation as your broker-dealer, we have to act in your best interest and not put our interest ahead of yours. At the same time, the way we make money may create some conflicts with your interests. You should understand and ask us if these conflicts may affect the recommendations, we provide you.

A Thurston Springer Brokerage relationship charges you fees in the form of commissions when you buy or sell a security. Other brokerage investments such as mutual funds may contain a sales charge which is similar to a commission. You may instruct us to purchase or sell securities in your account, or you may accept a recommendation that we may provide you. Once the brokerage transaction is complete, Thurston Springer Brokerage has no further duty to monitor your account or any position in your account. You may always contact your Thurston Springer representative to discuss any security of interest to you, and your Thurston Springer representative may contact you to discuss or recommend a security, but these conversations do not create an obligation to monitor any holding in your account. All Thurston Springer brokerage accounts are non-discretionary which means we must obtain your consent prior to placing any trade in your account.

#### **What fees will I pay?**

##### Brokerage Commissions

Brokerage representatives receive a portion of commissions in your account as compensation. The ability to charge commissions may create an incentive for representatives to buy or sell a security to generate commissions. Some investments (such as mutual funds and variable annuities) impose additional fees that may reduce the value of your investment over time. Also, with certain investments such as variable annuities and mutual funds, you may have to pay fees such as “surrender charges” or “sales charges” to sell the investment.

### Other Fees and Costs

We charge you additional fees, such as custodian fees, account maintenance fees, and account inactivity fees. Depending on your account, more transactions in your account may result in more fees we charge you. We may therefore have an incentive to encourage you to engage in transactions.

### **Conversation corner Questions you might wish to ask when considering our services:**

- Help me understand how these fees and cost might affect my investments.
- If I give you \$10,000 to invest, how much will go to fees and costs, and how much will be invested for me?
- How might your conflicts of interest affect me, and how will you address them?

### **What are your legal obligations to me when providing recommendations as my broker-dealer? How else does the firm make money and what conflicts of interest do you have?**

#### Standard of Conduct

When we provide you with a recommendation as your broker-dealer we have to act in your best interest and not put our interest ahead of yours. At the same time, the way we make money creates some conflicts with your interests. You should understand and ask us about these conflicts because they can affect the recommendations and investment advice, we provide you. Here are some examples to help you understand what this means.

#### Examples of Ways We Make Money and Conflicts of Interest

In addition to commissions, Thurston Springer receives other fees from your account that may create conflicts. Thurston Springer may receive an interest rebate on free cash balances in accounts held at our clearing firm. This interest rebate may create an incentive for us to leave large cash balances uninvested. Thurston Springer may receive a rebate on margin interest balances held at our clearing firm. This margin-interest rebate may create an incentive for us to recommend that you open a margin account. Thurston Springer also participates in revenue sharing with select companies. This revenue sharing may create an incentive for Thurston Springer to recommend the products of these companies. Please ask your Thurston Springer professional to detail all conflicts that may influence how your account is managed.

Certain products may pay your Thurston Springer professional a larger commission than other products, so please ask your Thurston Springer professional to detail the commission to be received from the investment being recommended against other investments that may impose a lower commission.

### **Questions you might wish to ask when considering our services**

- How might your conflicts of interest affect me, and how will you address them?

### **How do your financial professionals make money?**

A Brokerage relationship charges you fees in the form of commissions when you buy or sell a security. Other brokerage investments such as mutual funds may contain a sales charge which is similar to a commission.

### **Questions you might wish to ask when considering our services**

- As a financial professional, do you have any disciplinary history? For what type of conduct?
- Who is my primary contact person?
- Whom can I talk to if I have concerns about how this person is treating me?

### **Item 4. Disciplinary History**

#### **Do you or your financial professionals have legal or disciplinary history?**

Thurston Springer has a single disciplinary disclosure resulting from an unlicensed sale in Oregon in 2008. You can research the history of any firm or representative at [Investor.gov](http://Investor.gov), a free and simple search. You can also visit <https://brokercheck.finra.org>.

### **Item 5. Additional Information**

#### **Where can I find additional information?**

If you require additional information, or if you want to discuss your investing experience at Thurston Springer, please contact Karey Williams, Chief Compliance Officer, at 317.975.3798 or [kwilliams@thurstonspringer.com](mailto:kwilliams@thurstonspringer.com).

Please also visit these resources for additional information:

[www.ThurstonSpringer.com](http://www.ThurstonSpringer.com)

[www.investopedia.com/financial-term-dictionary-4769738](http://www.investopedia.com/financial-term-dictionary-4769738)

[www.investor.gov](http://www.investor.gov)

[www.finra.org](http://www.finra.org)

[www.brokercheck.finra.org](http://www.brokercheck.finra.org)