

Important Questions to Ask When Choosing Your Financial Advisor

About the Advisor

- Can you tell me a little bit about yourself and how you got into this industry?
- What makes you qualified to be a financial advisor?
- Do you have other clients who are like me in terms of profession, age and income?
- Do you have any formal customer complaints against you?

Investment Approach

- What services do you provide to your clients?
- How will you help set me up for financial success?
- What would be your approach to managing my money?
- Do you have a legal responsibility to act in my best interest?

Investment Decisions

- How would you select your investments for me?
- Do you make more money by investing in UBS products or with products from other companies?
- Do you invest in the same thing for all of your clients?
- Can you explain what sustainable investing is and if it's something that I should be thinking about?

Assessing Performance

- How will you judge if my investments are performing well?
- What will you do if my investments are not performing well?
- Do you show me how much money I made before or after fees are taken out?

Communication

- When I have a question, who will I reach out to and how quickly will they respond to me?
- How often do you reach out to clients? By phone? E-mail?
- How often will we review my accounts?
- Can I login online and look at all of my accounts in one place?

Team

- Who on your team has access to my accounts and why?
- What are the responsibilities of each person on your team?

Fees

- What are all of the ways that you get paid?
- What are your management fees?
- Do you get paid by anyone other than your clients?