Trustee Evaluation, Successor Search, Due Diligence & Transition Support Services

Independent guidance through one of the most consequential decisions in choosing and vetting an alternative trustee relationship.

When a trustee or other professional advisor relationship is no longer the right fit, identifying a successor should be more than a referral or a name on a list.

MARKHAM provides a structured, independent process to help beneficiaries, grantors and other authorized parties evaluate the current relationship, identify qualified alternatives, compare potential successors and navigate the transition to a selected provider.

Why Clients Engage MARKHAM

Changing trustees can involve competing priorities: fiduciary experience, service model, trust complexity, investment approach, responsiveness, fees, technology, family dynamics and the requirements of the governing instrument. MARKHAM brings more than 20 years of institutional trust, estate, and wealth-planning experience, including senior fiduciary and leadership roles with Goldman Sachs Trust Company, Chilton Trust Company, Comerica Bank & Trust, N.A., and Wilmington Trust Company. This in-depth experience allows her to serve as an objective, yet extensively informed, resource throughout that process.

A Disciplined RFP Process Managed on the Client's Behalf

The client retains the final decision. MARKHAM's role is to create a thoughtful, comparable process and provide independent guidance, not to select an alternative fiduciary for the client.

01 DISCOVERY & CURRENT-STATE REVIEW

Clarify the client's objectives, concerns, trust structure, decision authority and the characteristics that matter most in a successor.

02 MARKET SEARCH: 5 CANDIDATES

Identify five potential successor providers selected for their fit with the trust, family and engagement requirements.

03 RFP & PROVIDER INTERVIEWS

Develop a focused request for information/proposal and interview each candidate on the client's behalf to test capabilities, service model, fit and transition readiness.

04 COMPARATIVE EVALUATION

Compare responses across consistent criteria, identify strengths, limitations, fees and key considerations, and narrow the field.

05 TOP 3 FINALISTS

Present the three strongest candidates to the client with an objective comparison and facilitate direct finalist discussions.

06 SELECTION & TRANSITION

Support the client through final selection, appointment coordination, information transfer and practical transition steps with the outgoing and incoming providers.

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WHAT THE PROCESS EVALUATES

Looking Beyond the Name on the Door

A successor trustee should be evaluated against the needs of the specific trust and family, not simply reputation or size. The RFP and interview process can be tailored to examine:

- Depth of trust and fiduciary expertise
- Experience with the trust's structure, situs and assets
- Dedicated relationship team and decision-making model
- Beneficiary service, accessibility and responsiveness
- Distribution governance and discretionary decision process
- Investment model and coordination with outside advisors
- Reporting, technology and administrative capabilities
- Fee structure and total service economics
- Conflicts, onboarding requirements and acceptance criteria
- Transition plan, timing and continuity of administration

What the Client Receives

Market Scan

A curated universe of five qualified potential successor candidates.

RFP & Interviews

MARKHAM-led outreach, information gathering and candidate interviews on the client's behalf.

Comparison

A clear, side-by-side assessment of key service, experience, fit and fee considerations.

Finalist Presentation

The top three candidates presented to the client with decision-focused observations.

Meeting Facilitation

Coordination of finalist discussions, follow-up questions and information requests.

Transition Support

Practical coordination to help move from selection through successor onboarding and transition.

"Independent By Design"

MARKHAM approaches the search from the client's perspective, while also using her experience working in institutional trust companies, to ask the right due diligence questions and identify the most appropriate solution tailored for each client's unique circumstances and needs. The objective is not to promote a particular institution, but to create a disciplined process that gives the client a manageable set of well-vetted alternatives, meaningful comparison points and experienced support through implementation.

Are You Considering a Trustee Change?

You do not have to navigate the evaluation, successor search and transition process alone. Contact me for your personalized guidance and support!

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