

## **Bigelow Investment Advisors**

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**3/31/2019**

### **FORM ADV PART 2 BROCHURE**

This brochure provides information about the qualifications and business practices of Bigelow Investment Advisors, LLC. If you have any questions about the contents of this brochure, please contact us at 207-772-2900 or [www.bigelowadvisors.com](http://www.bigelowadvisors.com). The information in this brochure has not been approved or verified by the United States Securities and Exchange Commission or by any state securities authority.

Additional information about Bigelow Investment Advisors is also available on the SEC's website at [www.adviserinfo.sec.gov](http://www.adviserinfo.sec.gov). The searchable IARD/CRD number for Bigelow Investment Advisors is 143733.

Bigelow Investment Advisors is a Registered Investment Adviser. Registration with the United States Securities and Exchange Commission or any state securities authority does not imply a certain level of skill or training.

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### ***SUMMARY OF MATERIAL CHANGES***

**Bigelow Investment Advisors' Brochure has been updated with the following material changes that have occurred since the last annual update of our brochure on 4/30/2018 .**

Section 1 (Advisory Business) Page I: changed the date for regulatory assets under management from April 30, 2018 to December 31, 2018. Changed the amount of regulatory assets under management to the following: Discretionary: \$246,340,829; Non-Discretionary: \$48,387,723; Total: \$294,728,552. Changed the number of accounts to the following: Discretionary: 724; Non-Discretionary: 31; Total 755.

Part 2B has been changed to reflect the departure of Donna M. Ewert, CFP® from the firm.

## Advisory Business

Form ADV Part 2A, Item 4

Bigelow Investment Advisors provides fee only investment management services to individuals, institutions, retirement plans, trusts and estates and non-profit organizations. The firm was established in April, 2007. There are five principal owners of the firm. Kathryn M. Dion and Gary L. Robinson together are majority owners of Bigelow. Gorham Savings Bank became a minority owner in Bigelow in August 2008. Gorham Savings Bank is a Maine based mutual savings community bank. John Benjamin Wootten and William M. Hunter became minority owners of Bigelow in January 2018 upon the purchase of assets from an investment advisory firm owned by Hunter and Wootten.

The primary advisory service offered by Bigelow is fee based portfolio management and investment advice. Clients enter into an investment management agreement that gives the firm discretionary authority over assets held by the client in designated accounts. Some clients receive advisory services on a non-discretionary basis. Non-discretionary clients authorize trading decisions in writing prior to the execution of buy or sell orders.

Bigelow occasionally provides investment advice on an hourly consultation basis. This arrangement is offered generally for individuals that do not wish to enter into a discretionary contract. Bigelow provides financial planning advice to clients as part of the firm's overall investment advisory services. Bigelow typically does not offer financial planning services as a separate, stand-alone product.

Bigelow is dedicated to providing investment advice tailored to the identified needs of our clients. The firm uses historical measures of risk and return, financial projections and occasionally questionnaires to understand and clarify financial goals.

Clients identify an investment objective in consultation with their investment advisor. The investment objective includes various asset allocation ranges and is agreed to by both the client and the firm. A signed and dated Investment Objective form is kept on file.

Clients may customize their investment portfolios further by:

- specifying the amount of cash equivalents to be held,
- specifying the use of socially responsible investments,
- restrictions on the ownership of certain stocks or fixed income investments
- other unique requirements.

Managed client portfolios cannot include investments that are not publically traded, denominated in a currency other than US dollars or that would violate our code of ethics.

Bigelow does not participate in wrap fee programs.

As of December 31, 2018 Bigelow had the following amounts of regulatory assets under management:

Discretionary: \$246,340,829.

Non-Discretionary: \$48,387,723

Total: \$294,728,552

## ***Fees and Compensation***

Form ADV Part 2A, Item 5

Fees are based on the market value of assets under management plus any accrued income on fixed income securities. Market values are based on prices reported by the account custodian on the last business day of each calendar quarter. The fee schedule for the firm is as follows: 1% on the first \$1,000,000 of assets, .6% on the next \$1,000,000 of assets, .5% on the next \$3,000,000 and .4% on any assets in excess of the preceding asset amounts. Fees may be offered to clients at a discount from the firm fee schedule. Fees are charged quarterly in advance.

Fees for individuals normally are deducted from client's managed investment accounts. Fees for retirement accounts or other qualified retirement plans may be billed for services or deducted from the managed accounts. Clients who are receiving hourly services are billed on a monthly basis.

Bigelow clients hold their accounts at one of two discount brokerage firms. Those firms do not charge custody fees for accounts held under the management of Registered Investment Advisory firms. The custodian does charge fees or commissions for equity and fixed income trades. In addition, clients who hold mutual funds or exchange traded funds are incurring fees and expenses charged by the fund companies. These fund expenses are deducted by the fund management companies directly and reduce the total return to investors. Details about exchange traded or mutual fund expenses and fees are contained in the fund prospectus.

If a client joins the firm during a calendar quarter, fees will be charged in advance for time period prior to the next calendar quarter. If a client terminates an investment advisory contract during a calendar quarter, fees will be refunded to the client for the portion of the quarter during which services were not provided. Fee calculations for intra-quarter periods are based on calendar months.

No one at Bigelow Investment Advisors receives compensation for the sale of securities or other investment products. Bigelow is not a securities broker or dealer.

Infrequently, the firm offers advisory services and financial planning services on a flat fee basis that is not tied to assets managed by the firm. Basic fee for stand-alone financial planning services is approximately \$2000.

***Performance-Based Fees and Side-By-Side Management***

Form ADV Part 2A, Item 6

Bigelow Investment Advisors does not charge performance based fees for any client accounts. This item is not applicable.

### ***Types of Clients***

Form ADV Part 2A, Item 7

The firm's clientele includes individuals, institutions, retirement plans, trusts and estates, non-profit groups and small business organizations.

Minimum dollar value of assets for a family or household is \$300,000. Clients whose accounts fall below that level may continue as clients of the firm. Clients who expect to add assets to accounts to achieve the minimum dollar value may be taken on as clients of the firm at the discretion of the firm.

## ***Methods of Analysis, Investment Strategies and Risk of Loss***

Form ADV Part 2A, Item 8

In formulating investment advice, Bigelow emphasizes the importance of asset allocation and diversification across multiple asset classes and, in the case of fixed income investments, across multiple maturities. The investment management process used by Bigelow focuses on long term objectives. The long term, diversified portfolio strategy is implemented using a range of investment vehicles. Bigelow uses individual stocks and bonds, exchange traded funds, mutual funds, real estate investment trusts and cash equivalents. The firm does not use frequent trading, trading on margin or market timing strategies.

Bigelow Investment Advisors uses information purchased from investment research services, corporate rating services, annual reports, prospectuses, financial newspapers and magazines, seminars, conferences and presentations on investments and portfolio management topics and electronically maintained databases. Within each asset class, the firm uses a variety of methods of analysis. Bigelow uses fundamental analysis which is a method of evaluating the financial statements and operations of a firm. Bigelow also uses technical analysis which looks at measures of trading activity such as moving averages or trading volume. In addition, Bigelow evaluates overall market and economic conditions. Liquidity and potential for growth in client portfolios are also important factors.

The firm may sell investments from client portfolios for a variety of reasons. Investments may be sold as part of the process of rebalancing the overall portfolio. A change in the investment outlook, deterioration in the price of an investment or a dramatic increase in price may prompt a reduction or outright sale of an asset. Investing in securities involves risk of loss. Bigelow works with clients to understand the risks inherent in any broadly based investment portfolio.

There are material risks involved in any investment strategy. Some of the risks include the following:

- the general level of asset prices will decline;
- the financial condition of the issuers of individual securities may decline;
- various and unpredictable factors such as inflation, interest rates, economic expansion or contraction, global, regional, economic, political or banking crises;
- lack of liquidity or active trading or other market disruptions;
- clearing and settlement of transactions may be delayed or disrupted;
- fees and commissions for trading may change without notice.

Individual stocks or bonds have more company specific risk than investments in a pool of securities like an exchange traded fund or a mutual fund. Securities invested in a narrow asset category such as gold or a single country or economic sector have more risk individually than a combination of investments in a more diversified portfolio. Bigelow uses individual securities as part of a broader strategy involving the use of a range of assets to create diversified portfolios for clients.

Primarily, Bigelow does not recommend any particular type of security. Bigelow does not invest for its clients in the following types of investments: initial public offerings (IPO's), options, futures contracts, hedge funds, private equity funds, closely held or non-publically traded equities. Bigelow does invest in mutual funds and exchange traded funds that may use some of these types of investment vehicles.



### ***Disciplinary Information***

Form ADV Part 2A, Item 9

In the past ten years, neither Bigelow Investment Advisors or its managers, owners or supervisors have been involved in any legal or disciplinary actions that involved investments or financial wrongdoing.

In the past ten years, neither Bigelow Investment Advisors or its managers, owners or supervisors have been involved in any administrative proceedings that involved a violation of an investment-related statute or regulation or were the subject of an order by any agency or authority.

In the past ten years, neither Bigelow Investment Advisors or its managers, owners or supervisors have been involved in any proceedings of a self regulatory organization (SRO) that caused an investment related business to lose its authorization to do business or violated the SRO's rules.

***Other Financial Industry Activities and Affiliations***

Form ADV Part 2A, Item 10

Gorham Savings Bank (GSB) became a minority investor in Bigelow in August 2008. GSB is a Maine based mutual savings community bank. GSB refers potential clients to Bigelow for fee based investment advisory services.

### ***Code of Ethics, Participation or Interest in Client Transactions and Personal Trading***

Form ADV Part 2A, Item 11

All employees, including the principal executive officers of the firm and members of the firm who determine general investment advice are subject to the firm's Code of Ethics. The Bigelow Code of Ethics sets out the firm's commitment to high standards of ethical conduct. It covers such areas as personal securities transactions, client confidentiality, insider trading, outside business activities, gifts and entertainment and conflicts of interest. Bigelow Investment Advisors requires all employees to acknowledge in writing the receipt and acceptance of the firm's Code of Ethics.

The investment management contract states that a copy of the Code of Ethics is available to any client or prospective client upon request.

The internal procedures of the firm require that principals and investment decision makers must disclose all holdings in financial assets. Members of the firm who are required to disclose personal investment holdings are also required to provide documentation of any securities transactions by providing copies of bank or brokerage statements, statements from clearing agents or trade confirmations.

Transactions in no-load mutual funds, treasury, agency or municipal notes or bonds, bank Certificates of Deposit or trades valued at \$50,000 or less in equity securities having a market capitalization in excess of two billion dollars do not require preclearance by the firm. Trades in corporate debt and trades in equity securities in excess of \$50,000 or in equity securities having a market capitalization below two billion dollars do require preclearance by the firm.

Bigelow Investment Advisors does not engage in cross trading between client accounts. The firm does not buy securities from or sell securities to its clients. The firm does not solicit investments on behalf of any other investment companies or partnerships.

## **Brokerage Practices**

Form ADV Part 2A, Item 12

Bigelow Investment Advisors does not engage in any commission markups or markdowns, often described as “soft dollar” arrangements with any broker, broker-dealer or research firm. No trading activity is directed to any particular broker in exchange for particular research or products. All trade allocation is done without discrimination among clients. The firm does negotiate with brokers on commission rates paid to insure that pricing is competitive for the type of clientele and average account size of the firm.

Bigelow Investment Advisors receives access to products and services that benefit the firm as a whole but may not directly benefit clients’ accounts. These products and services include software and other technology that provide access to client account data (such as trade confirmations and account statements), facilitate trade execution and allocation of aggregated trade orders, provide research, pricing and other market data, facilitate payment of the firm’s fees, and assist with back office functions, recordkeeping and client reporting. These services are made available on an unsolicited basis and are not tied to any particular amount of trading activity.

In evaluating whether to recommend that clients use a particular custodian such as Charles Schwab, the firm may take into account the quality and availability of some of the products and services described above as part of the total mix of factors it considers and not solely the cost or quality of custody and brokerage services. This may create a potential conflict of interest.

If Bigelow receives products and services from its custodian, it benefits the firm because the firm pays a reduced price or does not have to pay for the products or services. Bigelow also pays directly for research and software, often called “hard dollar” purchases.

Because Bigelow does not direct client transactions to a particular broker-dealer in return for soft dollar benefits, soft dollar benefits are not a factor in recommending a custodian or in any trading activity. Factors considered in selecting a custodian, include the pricing of trading, availability of mutual funds and other investment vehicles, as well as the use of technology and software that provide access to client account data, facilitates trade execution, facilitates payment of applicant’s fees from its client’s accounts and assistance with recordkeeping and client reporting.

Bigelow does not select or recommend broker-dealers in return for client referrals.

Clients may require that accounts be held in custody at another broker-dealer or bank for the convenience of the client or to satisfy a security interest. Absent such considerations, the firm will recommend custody relationships with Charles Schwab for reasons of economy and efficiency of the firm. Bigelow is independently owned and operated and is not affiliated with Schwab. The firm may use a variety of brokers to purchase fixed income or equity securities and the firm does not consult with clients on the choice of counterparties.

Bigelow may aggregate purchases or sales of fixed income or equity type securities. Aggregating purchases or sales of fixed income securities generally results in more favorable pricing. Large and mid-capitalization equity purchases and sales are of a size that generally does not affect the pricing of securities. Aggregated purchases or sales may be made by the firm to enter or exit a particular security.

## ***Review of Accounts***

Form ADV Part 2A, Item 13

Formal reviews are conducted at least two times annually. Reviews are conducted by two advisors including an advisor other than the portfolio manager assigned to the account. The review will include a check for appropriateness of investments, risk tolerance, investment objective and short and long term effectiveness of results. Reviews are conducted by the President, CEO or senior investment advisors of the company.

An account review on other than the normal periodic basis may be triggered if there has been a significant change in the client's financial circumstances, for example the death of a spouse.

Clients receive custodial statements from Charles Schwab or another custodian monthly. These reports include income, deposits, withdrawals, asset valuations, transactions and corporate actions. Clients also receive quarterly portfolio reports from Bigelow Investment Advisors, LLC which include a listing of all assets, valuations, and performance.

Quarterly reports from Bigelow contain the following statement on the first page:

"Federal Regulators recommend that you compare statements received from your custodian with statements separately received from Bigelow Investment Advisors."

At the end of the calendar year clients may receive summary reports of realized gains and losses, and expenses in addition to the regular quarterly reports. Gain and loss information and expense information is provided for informational purposes and does not replace Form 1099 reports from clients' custodian.

### ***Client Referrals and Other Compensation***

Form ADV Part 2A, Item 14

Bigelow has entered into written arrangements to pay cash referral fees to individuals or companies (solicitors) who refer prospective clients to the firm. In these cases there is a written agreement between Bigelow and the solicitors, which clearly defines the duties and responsibilities of the solicitor under this arrangement. In addition, each solicitor is required to provide a written disclosure document which explains to the prospective client the terms under which the solicitor is working with Bigelow and the fact that the solicitor is being compensated for the referral activities.

The solicitor is required to furnish a copy of Bigelow's written disclosure document, currently Form ADV Part II, to the prospective client and obtain a written acknowledgement from the client that both the solicitor's and Bigelow's documents have been received prior to entering into any contract for investment advisory services.

## ***Custody***

Form ADV Part 2A, Item 15

Bigelow Investment Advisors requires its clients to maintain an account with a “qualified” custodian”, generally a broker-dealer or a bank that will hold financial assets, execute transactions and accept limited authority from a client authorizing Bigelow to manage the account and deduct advisory fees from the custody account directly.

Under SEC rule 206(4)-2, Bigelow may be deemed to have custody of certain client accounts if the client has granted the advisor written authorization to move funds between accounts that are not identically registered. An example of this definition of custody would be the movement of retirement account funds into a joint account with a spouse or other family member.

Bigelow has developed policies and procedures to insure that its practices comply with current guidance from the Securities and Exchange Commission regarding custody of client funds.

### ***Investment Discretion***

Form ADV Part 2A, Item 16

Bigelow Investment Advisors accepts discretionary authority over client accounts as part of its investment advisory service. Information on discretionary authority and any client limitations is located in the section entitled "Advisory Business."



### ***Voting Client Securities***

Form ADV Part 2A, Item 17

As part of its investment management service, Bigelow does not vote proxy statements on behalf of advisory clients except for institutional clients with assets under management of \$3 million or more. Institutional clients must request that Bigelow vote its proxies. In the absence of specific voting guidelines from a client, Bigelow Investment Advisors will vote proxies in a manner that is in the best interest of the client or that increases the amount of information disclosed to shareholders regarding business activities. The Firm shall consider only those factors that relate to the client's investment or are dictated by the client's written instructions, including how its vote will economically affect the value of the client's investment. Bigelow Advisors believes that voting proxies in accordance with this principle is in the best interests of its clients.

The contract between Bigelow and all other non-institutional clients clearly discloses the fact that the firm does not take responsibility for voting client proxy ballots. Clients receive proxy and other voting materials directly from their custodian or transfer agent. Clients may contact the firm with questions about a particular solicitation but the ultimate decision of whether and how to vote rests with the client.

***Financial Information***

Form ADV Part 2A, Item 18

This section is not applicable.