

SILVER OAK WEALTH ADVISORS SERVICES, LLC- Form ADV Part 3 - Customer Relationship Summary (CRS)

Silver Oak Wealth Advisors Services, LLC ("Silver Oak") is registered as an Investment Advisor with the Securities and Exchange Commission ("SEC"). Registration of an Investment Advisor does not imply any level of skill or training. Brokerage and investment advisory services and fees differ, and it is important for you to understand the differences. Free and simple tools are available to research firms and financial professionals at [Investor.gov/CRS](https://www.investor.gov/crs), which also provides educational materials about broker-dealers, investment advisers, and investing.

What investment services and advice can you provide me?

We provide individuals, high net worth individuals, families, and trusts a menu of investment advisory services including: integrated wealth management, financial planning & related consulting services, discretionary investment management, and specialized services for individuals experiencing Financial Transitions. We may also utilize the separately managed account ("SMA") programs of third-party investment advisory firms. As part of our services, we hold introductory & ongoing review meetings to understand your key values, goals, relationships and financial circumstances. We will incorporate the information obtained into the Wealth Management Plan. Tailored to your needs, the plan will cover a broad range of advanced planning topics: (i) Wealth Enhancement (investment management, financial planning, debt management & reduction, tax savings strategies in coordination with your CPA), (ii) Wealth Protection (risk management based on your needs in coordination with insurance & legal professionals), (iii) Wealth Transfer (estate planning strategies in coordination with your estate attorney; education funding; family gifting) and (iv) Charitable Gifting (legacy fulfillment strategies with tax considerations, including donor-advised funds, charitable donations using low basis securities and/or IRA accounts & charitable trusts in coordination with your estate attorney). In delivering investment management services, we conduct analysis of your current & future income needs, develop an Investment Policy Statement (IPS) based on your risk capacity & tolerance; build holistic asset allocation with sufficient diversification, liquidity and tax efficiency among different types of accounts; we select and render ongoing monitoring of recommended investment products and managers. As part of managing your portfolio, we can or will periodically rebalance your accounts. We have created an affiliation with the Financial Transitionist Institute (previously known as Sudden Money Institute) to enhance the breadth & depth of services provided during Financial Transitions. We understand that clients who experience a major financial transition or a life-changing event, will face common challenges in two major facets of their life: (i) the personal & emotional component, which is the dominant driver for decision-making and requires integrated skills that cross over to the world of psychology, neuroscience, sociology & behavioral finance; and (ii) the money component which requires technical skills. We will focus on the unique personal & family dynamics of each client to build a pathway through the different stages of transition to enhance financial clarity and confidence.

We will household accounts for the purpose of providing clients with a reduced fee. A household is defined as family relationships and domestic partnerships. This is done on an arm's length negotiation basis.

We generally act on a discretionary basis on your behalf. This means, we can or will choose both the amount & type of securities to be bought to satisfy account objectives. We accept any reasonable limitation or restriction to such authority on the account placed by you (in writing). We do not limit the types of investments available to you. To open an account, we do not require a minimum of investable assets. However, the SMA programs we utilize generally require an account minimum. *For further information please read Items 4, 7, and 8 of our Form ADV Part 2A disclosure brochure. For a copy contact us at (310) 207-4800 or go to www.adviserinfo.sec.gov.*

Additional questions to ask our financial professionals about our investment services.

- Given my financial situation, should I choose an investment advisory service? Why or why not?
- 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?

What fees will I pay?

The specific manner in which we charge fees is established in your written Agreement with Silver Oak. For financial planning & transition planning consulting services a flat monthly fee is most often utilized, payable upon commencement of the engagement, generally ranging from \$2,500 to \$10,000. An hourly fee can be utilized as an alternative approach or as an addendum to a project fee if you request services beyond the scope of the initial project, typically ranging from \$250 to \$450 an hour. Silver Oak adjusts the agreed-upon fixed fee annually according to the Consumer Price Index ("CPI"). For legacy clients, however, Silver Oak may or may not make a CPI-based adjustment. In all cases, such adjustment will be agreed upon in writing between you and Silver Oak. For Investment Management services, we charge fees as a percentage

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(%) of assets under management (including cash & cash equivalents), up to 1.25% annually. For Wealth Management services, we charge a combination of (i) an annual fixed fee up to \$60,000, and (ii) an annual asset-based fee up to 1.00% of assets under management and assets under advisement on amounts over \$1 million. In certain cases, Silver Oak may only require the fixed annual fee. If you utilize an SMA program, you will be charged an additional annual asset-based fee up to 0.50% of your assets included in the SMA program(s). Investment Management and Wealth Management services fees are assessed quarterly in advance. Accounts initiated or terminated during a calendar quarter will be charged a prorated fee. Upon termination of any account, any prepaid, unearned fees will be promptly refunded, and any earned, unpaid fees will be due and payable. The fees discussed above are specific to what we charge and don't include charges imposed by third parties such as custodial, mutual fund and exchange traded fund fees and expenses. You will pay fees and costs whether you make or lose money on your investments. Fees and costs will reduce any amount of money you make on your investments over time. Please make sure you understand what fees and costs you are paying. *More detailed information can be found in Items 5, 10, and 14 of our Form ADV Part 2A disclosure brochure. For a copy contact us at (310) 207-4800 or go to www.adviserinfo.sec.gov.*

Additional questions to ask our financial professionals about the fees.

- Help me understand how these fees and costs 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?

What are your legal obligations to me when acting as my investment adviser? How else does your firm make money and what conflicts of interest do you have?

When we act as your investment adviser, 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 investment advice, we provide you. Here are some examples to help you understand what this means. Subject to satisfying our Code of Ethics and applicable laws, our employees can or will trade for their own accounts in securities which are recommended to and/or purchased for you. As such, there is a possibility that employees might benefit from market activity by a client in a security held by an employee. Employee trading is continually monitored to reasonably prevent conflicts of interest. On the other hand, our recommendation that you maintain your assets in accounts at Schwab can be based in part on the benefit to us of the availability of some of the foregoing products and services and not solely on the nature, cost or quality of custody and brokerage services provided by Schwab, which can create a potential conflict of interest. We believe, however, that our selection of Schwab as custodian/broker is in your best interests. It is primarily supported by the scope, quality and price of Schwab's services and not Schwab's services that benefit only us. *More detailed information can be found in Items 4, 10, 11, 12, and 14 of our Form ADV Part 2A disclosure brochure. For a copy contact us at (310) 207-4800 or go to www.adviserinfo.sec.gov.*

Additional questions to ask our financial professionals about conflicts of interest.

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

How do your financial professionals make money?

Silver Oak is 100% owned by Shufan (Linda) Cao, our firm's Principal. She receives salary and profits from the firm's earnings. Our financial professionals are compensated in the form of an annual salary plus a discretionary bonus based on our firm's annual performance and individual performance.

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

No. Please visit Investor.gov/CRS for a free and simple search tool to research us and our financial professionals.

Additional questions to ask our financial professionals about our disciplinary history.

- As a financial professional, do you have any disciplinary history? For what type of conduct?

Additional Information

Copies of this Form CRS and additional information are available anytime upon request or at the SEC's website at www.adviserinfo.sec.gov or Investor.gov or by contacting us at 10940 Wilshire Blvd, Suite 975 Los Angeles, CA. 90024 or by phone at (310) 207-4800.

Additional questions to ask our financial professionals about our investment services.

- Who is my primary contact person?
- Is he or she a representative of an investment adviser or broker-dealer?
- Who can I talk to if I have concerns about how this person is treating me?