



6500 River Place Blvd, Suite 200 • Austin, TX 78730  
512.215.9030 • 512.436.9009 (Fax)  
www.capstarfinancial.com

## Form CRS – Customer Relationship Summary

March 19, 2024

### Introduction

Capstar Financial Services LLC is an investment adviser registered with the Securities and Exchange Commission. 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://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 are a fee-only, fiduciary financial advisory firm offering personalized financial planning and investment management services to individuals and small businesses (our “retail clients”). We work with you over time to assess your financial situation and provide advice to help you meet your goals. Our expertise includes investment management and retirement planning, cash flow and financial management strategies, insurance review, and education funding. Although we do not prepare tax returns or legal documents, we do recommend and work collaboratively with your other professional advisors, to ensure that your entire advisory team is working efficiently and effectively for you. You are under no obligation to engage the services of any professional we may recommend. You retain absolute discretion over all implementation decisions and are free to accept or reject any recommendations we make.

Investment management is a standard offering for every client engagement. We continuously monitor your investment account(s), generally weekly or more often if market conditions warrant. We accept discretionary authority to manage securities on your behalf pursuant to your investment policy, which means that we can determine the securities to be bought or sold without obtaining your prior specific consent. We don’t have any material limits on making investments; however, you may impose restrictions on investing in certain securities or security types. We do not act as a custodian for your investment assets. You are always in control of your assets and select an independent custodian to hold those assets for you. We invest in low-cost, diversified mutual funds or ETFs for our clients because we believe that is in their best interests. We generally require that clients place a minimum of \$250,000 of assets under management which corresponds to a minimum quarterly fee of \$500; however, we may waive this minimum at our discretion. Please see our [Form ADV, Part 2A](https://adviserinfo.sec.gov/firm/brochure/300349) brochure, located at <https://adviserinfo.sec.gov/firm/brochure/300349> (including Items 4, 7 and 16) for more information.

**Questions to Ask Us:** 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?

We charge you an advisory fee based on the percentage of the value of your assets under management. This advisory fee is the **only** way we receive money – from you or anyone else. The advisory fee percentage decreases for larger amounts of managed assets. For example, our advisory fee percentage is up to 2.0% on the first \$250,000 and decreases up to 1.75% for clients that place \$250,000 or more under our management. We have the discretion to waive our minimum fee or charge a lesser fee based upon certain criteria. Because our advisory fee is based on a percentage of the value of managed investments, we have an incentive to encourage you to increase the assets in your accounts. Please see our [Form ADV, Part 2A](#) brochure (including Item 5) for more information on our fees.

Additionally, mutual funds we purchase on your behalf have internal expenses which will reduce your



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returns. These expenses vary by client depending on their investment implementation, but the overall cost of these fund expenses generally falls within 0.25% to 0.40% of managed assets. Also, custodians may charge transaction fees on the purchase or sale of certain mutual funds and exchange traded funds. These transaction fees are generally small and incidental to the purchase or sale of a security. These fees are in addition to the advisory fees you pay to us.

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.

**Questions to Ask Us:** *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. For example, since our advisory fee is based on the value of the assets we manage, we have a conflict of interest when advising you on whether to prioritize debt reduction or investing because we will make more money if you do the latter. However, we take our fiduciary role very seriously and always endeavor to provide advice that is in your best interests. For more information about our conflicts of interest, please see our [Form ADV, Part 2A](#) brochure (including Items 4 and 10).

**Questions to Ask Us:** *How might your conflicts of interest affect me, and how will you address them?*

**How do your professionals make money?**

Our professionals are paid salaries and may receive bonuses based on their performance in their responsibilities and the profitability of the firm. The firms' advisors may be licensed to sell insurance and may collect a commission on any sold insurance products.

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

No. Neither the firm nor our financial professionals have any disciplinary history. We invite you to visit [Investor.gov/CRS](http://Investor.gov/CRS) for a free and simple search tool to research our firm and financial professionals.

**Questions to Ask Us:** *As a financial professional, do you have any disciplinary history? For what type of conduct?*

**Additional Information**

For additional information about our services, please visit our website: [www.capstarfinancial.com](http://www.capstarfinancial.com). If you would like additional, up-to-date information or a copy of this disclosure, please call Suzette Porter at 512.215.9030 or email Suzette Porter at [sporter@capstarfinancial.com](mailto:sporter@capstarfinancial.com)

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