

Customer Agreement between CCS and You

COORDINATED CAPITAL SECURITIES, INC. (CCS) IS REGISTERED WITH THE SECURITIES AND EXCHANGE COMMISSION (SEC) AS BOTH A BROKER-DEALER AND AN INVESTMENT ADVISER AND IS A MEMBER OF THE FINANCIAL INDUSTRY REGULATORY AUTHORITY (FINRA) AND SECURITIES INVESTOR PROTECTION CORPORATION (SIPC). IN CONSIDERATION OF CCS AGREEING TO OPEN ONE OR MORE ACCOUNTS ON MY BEHALF, I HEREBY REPRESENT AND AGREE AS FOLLOWS:

1. **Meaning of Words.** The words I, me, my, we and us refer to the person(s) who agreed to this agreement by signing the CCS New Account Application. The words CCS, you and your refer to Coordinated Capital Securities, Inc., its agents, employees and affiliates.
2. I am of Legal Age in the state in which I reside , and I am authorized to enter into this agreement.
3. I appoint you as my agent for purposes of carrying out my directions to you in accordance with the terms and conditions of my agreement with you for my account and risk with respect to the purchase or sale of securities. To carry out your duties you are authorized to open or close brokerage accounts, place and withdraw orders, and take such other steps to carry out my directions.
4. **Regulation Best Interest.** I understand that pursuant to the SEC's Regulation Best Interest, you and/or my financial professional must provide me with a copy of your Regulation Best Interest disclosure and Form CRS Customer Relationship Summary prior to or at the same time I receive a recommendation to transact securities or strategies involving securities, recommendations of account type (advisory vs brokerage) or when changing certain existing features on an existing account, and recommendation that I rollover retirement plan assets from my employer-sponsored retirement plan to an IRA account held with you. I understand that by signing the new account application I am attesting that these disclosures were delivered to me as required.

5. **Account Information & Risk Acknowledgment.** I acknowledge that the information I have provided on this form is true, correct and complete and I agree to notify you of any changes or corrections to the information on this application. I understand that all information supplied by me will be subject to verification. I understand that there are no guaranteed results of any investments I make and that all investment recommendations and activities involve risk, including the risk that I may lose my entire principal.
6. **Clearing Agreement.** I understand you have entered into an agreement with First Clearing to execute and clear transactions in accounts they carry, and all transactions with First Clearing are subject to the terms of that customer agreement. First Clearing is a trade name used by Wells Fargo Clearing Services, LLC Member, SIPC, a registered broker-dealer and non-bank affiliate of Wells Fargo & Company.
7. CCS and/or First Clearing reserves the right to charge various fees, including, but not limited to, annual account fees, termination/transfer fees and other account servicing fees. I can find information about such fees by visiting www.ccsmadison.com/#disclosures.html under the section heading "Clearing Firm".
8. I understand that, except as may otherwise be agreed to in writing, you are not acting as an "investment adviser" as that term is defined under the investment Adviser Act of 1940, as amended, and therefore any "investment advice" that may be provided in connection with this agreement is solely incidental to the broker-dealer services provided under this Agreement. Except as described in paragraphs 10 and 11 of this Agreement, this is a non-discretionary agreement and all transactions will be executed with my authorization or with the authorization of my authorized adviser.
9. **Important information about Securities Investor Protection Corporation (SIPC).** I can find information, including the SIPC brochure, by calling SIPC at 202-371-8300 or by visiting www.sipc.org.
10. **Indebtedness.** In the event I become indebted to you in the course of operation of this account, including margin trading, I agree that I shall repay such indebtedness upon demand. I agree that if, after demand, I fail to pay the indebtedness, you may close my account and/or liquidate the assets in this and all other accounts in my

name, in amounts sufficient to pay my indebtedness. I understand that I will not be able to choose which assets will be liquidated. Further, I understand that CCS and/or First Clearing, in their sole discretion, may restrict any account in any manner they choose, and may refuse any transaction or series of transactions they deem appropriate.

11. Upon purchase or sale of any security, if you are unable to settle the transaction by reason of my failure to make payment or deliver securities in good order, I authorize you to take steps necessary to complete the transaction, in which event I agree to reimburse you for all costs, losses, or liabilities incurred by you.
12. You shall not be liable for loss caused directly or indirectly by war, natural disasters, government restrictions, exchange or market rulings, or other conditions beyond your control, including, but not limited to, extreme market volatility or trading volumes.
13. The reasonable costs of collection of the debit balance and any unpaid deficiency in my accounts, including attorney fees incurred by you, shall be reimbursed by me to you.
14. I will not buy or sell any securities of a corporation that I am an affiliate of or sell any restricted securities except in compliance with applicable laws and regulations and upon notice to you that the securities are restricted.
15. **Communications.** Communications may be sent to me at my address, or at other such addresses I provide, and all communications so sent, whether by mail, electronic means, or otherwise, shall be deemed given to me, whether received or not.
16. **Custodial Accounts (UTMA/UGMA).** In consideration of you opening a custodial account for me, I agree to abide by UTMA/UGMA statutes under which the monies used to fund the account are an irrevocable gift and are owned by the minor. To alleviate the need and expense for a court appointed custodian, I understand that, at account opening, I must appoint a successor custodian to serve if I am unable either due to my resignation, incapacitation or death. I understand that it is my duty as the

custodian to transfer the assets to the beneficial owner (minor) once he or she reaches the age of termination, which differs by state. Once the minor reaches age of termination, investment transactions and disbursements may be restricted until the time the interests are re-registered into a new account in the individual name of the beneficial owner.

17. **Joint Accounts.** In consideration of you opening a Joint Account for us, we jointly and severally agree that each of us has authority on behalf of the Joint Account to buy, sell, and otherwise deal in, through you as a broker-dealer, securities and strategies involving securities including margin or otherwise; to receive on behalf of the Joint Account, demands, notices, confirmations, reports, statements of account, and communications of every kind; to receive on behalf of the Joint Account monies, securities, and property of every kind and to dispose of the same; to make on behalf of the Joint Account agreements relating to any of the foregoing matters and to terminate or modify same or waive any of the provisions thereof; and generally to deal with you on behalf of the Joint Account as fully and completely as if I alone had beneficial interest in said account, all without notice to the other or others with beneficial interest in said account. You are authorized to follow my instructions for any and all securities in said Joint Account, and to make payments to any one of us any or all monies at any time, or from time to time as I may order and direct, even if such deliveries and/or payments are made to us individually and not for the joint Account of the account holders signing the new account application. In the event of any such deliveries or securities or payments of monies to any of us aforesaid, you shall be under no duty or obligation to inquire into the purpose or proprietary of any such demand, and you shall not be bound to see the application or disposition of said securities and/or monies so delivered or paid to us. The authority hereby conferred shall remain in force until you provide us with written notice of the revocation CCS, in its sole discretion, may require the written consent of all account holders prior to acting upon instructions of an account holder.

18. **Mutual Fund and 529 Plan Share Class information.** [A SHARES] I understand that purchases will be subject to an initial sales charge of a percentage of the offering price and may be subject to on-going trail (12b-1) service and distribution fees (hereafter trails). Class A shares generally have lower annual operating expenses than Class B or C shares and may offer breakpoints (reduced charges) through rights

of Accumulation (ROA), or a Letter of Intent (LOI). An LOI is a written promise to purchase a specific dollar amount of mutual fund shares over a period of time, usually 13 months. In exchange the fund company applies a lower front-end sales charge to the purchase of Class A shares. ROA permits the pooling of assets invested in a fund family among individuals who are related to one another, qualifying them for reduced sales charges when the combined investment reached a breakpoint. [B SHARES] I understand that purchases will not be subject to any initial sales charge or load. Purchases will be subject to a declining surrender charge over a period of years and will incur higher tail fees than A shares. Reduced sales charges (breakpoints) are not available through ROI or LOI when purchasing B shares. Redemptions prior to expiration of the surrender period may be subject to a charge of a certain percentage, known as contingent deferred sales charge (CDSC) or surrender charge. [C SHARES] I understand that purchases may not be subject to an initial sales charge, but on an on-going basis will pay higher trails and may be assessed a CDSC if redeemed within a specific period of time, usually within one to one-and-a-half years from purchase. Purchase of C shares in 529 plans generally will not be permitted and will only be considered if the beneficiary's investment time horizon is less than seven years. I understand you also make information regarding mutual funds, share classes and 529 Plans available to me at your website <http://www.ccsmadison.com/#disclosures.html> under the heading "Investment Products".

19. **Out-of-state 529 college savings plan disclosures.** Depending on the laws of the designated beneficiary's state, favorable state tax treatment or other benefits may only be available if I invest in the home state's 529 college savings plan. Any state-based benefit offered with respect to a 529 college savings plan should be one of the appropriately weighted factors I should consider in making my investment decision.
20. **Modification.** You may modify the terms of this Agreement at any time upon thirty (30) days written notice to me. Thereafter, such modification shall be deemed effective unless I provide written notification of termination.
21. **Termination; Escheatment.** You or first Clearing can terminate my account and this Agreement at any time, for any reason, upon written notice to me. I can close my

account, or terminate any optional features, by notifying you in writing or calling you. If my account is inactive for a certain period of time (the period of time specified by applicable state laws which vary from state to state), my account balance and outstanding credits may be transferred to a state unclaimed property administrator.

22. **This agreement and its enforcement shall be governed by the state of Wisconsin; shall cover individually and collectively all accounts that I may open or reopen with you and shall inure to the benefit of your successors, whether my merger, consolidation, or otherwise, and assigns; you may transfer the account of the undersigned to your successor and assigns; and this Agreement shall be binding upon heirs, executors, administrators, successors, and assigns of the undersigned.**

23. CONSENT TO ELECTRONIC DELIVERY

CCS offers certain communications through electronic delivery. My consent to electronic delivery, if any, is indicated on page 4 of the account application. If providing electronic delivery consent, I acknowledge the terms of electronic delivery as described here. I have provided an e-mail address that I routinely access, and I consent to receive any communications that are available for delivery through CCS or my financial professional in electronic format.

Such communications include, but may not be limited to, proxy notices, annual reports, account statements, trade confirms, privacy policy notices, Form ADV Part 2A and Part 2B Brochures and Supplements, Form CRS Customer Relationship Summary, Best interest Disclosure guide, and other similar communications. I understand I may receive one email announcement that covers all accounts in my household. I understand that, depending on the documents to be delivered electronically,

CCS will either 1) send me an email with documents attached in Portable Document Format (PDF), (2) send me an email with an embedded hyperlink to a document or documents, or 3) notify me by email that information or documentation is available for online viewing by accessing a link or internet address (URL) in the email.

To receive or access documents delivered to me electronically, I understand that I must have a valid email address on record with you that I routinely access. I understand I must have Internet access and that my internet service provider may apply a charge.

I understand that documents are currently provided in PDF; that to access PDF documents I must have Adobe Acrobat Reader software; and that this software is available for download at no cost at www.adobe.com. I understand I may revoke this consent at any time, in which case you will send communications to me via U.S. mail.

24. DISPUTE RESOLUTION

This Agreement contains a pre-dispute arbitration clause. The account holders identified on the new account application (customer) agrees that any dispute between Customer(s), CCS, and CCS Financial Professional(s), or among all the parties hereto, shall be resolved by arbitration in accordance with the current rules of the Financial Industry Regulatory Authority, Inc. (FINRA). By signing this agreement, the parties agree as follows:

- I. All parties to this agreement are giving up the right to sue each other in court, including the right to a trial by jury, except as provided by the rules of the arbitration forum in which a claim is filed.**
- II. Arbitration awards are generally final and binding; a party's ability to have a court reverse or modify an arbitration award is very limited.**
- III. The ability of the parties to obtain documents, witness statements and other discovery is generally more limited in arbitration than in court proceedings.**
- IV. The arbitrators do not have to explain the reason(s) for their award unless, in an eligible case, a joint request for an explained decision has been submitted by all parties to the panel at least 20 days prior to the first scheduled hearing date.**
- V. The panel of arbitrators may include a minority of arbitrators who were or are affiliated with the securities industry.**
- VI. The rules of some arbitration forums may impose time limits for bringing a claim in arbitration. In some cases, a claim that is ineligible for arbitration may be brought in court.**
- VII. The rules of the arbitration forum in which the claim is filed, and any amendments thereto, shall be incorporated into this agreement.**

25. DEFINITIONS OF INVESTMENT OBJECTIVES AND RISK TOLERANCE

<ul style="list-style-type: none">• Income. Income portfolios emphasize current income with minimal consideration for capital appreciation and usually have less exposure to more volatile growth assets.• Growth & Income. Growth and Income portfolios emphasize a blend of current income and capital appreciation and usually have some exposure to more volatile growth assets.• Growth. Growth portfolios emphasize capital appreciation with minimal consideration for current income and usually have significant exposure to more volatile growth assets.• Trading and Speculation. Trading and Speculation investors seek out a maximum return through a broad range of investment strategies which generally involve a high level of risk, including the potential for unlimited loss of investment capital.	<p><i>Conservative</i> investors accept the lowest amount of risk.</p> <p><i>Moderate</i> investors seek a balance between stability and appreciation in their portfolio.</p> <p><i>Aggressive</i> investors accept a higher risk for losses while seeking greater potential for returns.</p>
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26. ROLLOVERS TO IRA'S

If you have the option to rollover money from an employer-sponsored plan, such as a 401(k) or 403(b) plan, you may also have the option of leaving the money in your current plan or moving it to a new employer-sponsored plan. Benefits of leaving it in an employer-sponsored plan may include access to lower mutual fund share classes that may be unavailable to you outside of the plan, access to investment planning tool and other educational materials, the potential for penalty-free withdrawals starting at age 55, broader protection from creditors and legal judgements, and the ability to postpone required minimum distributions beyond age 70 ½ under certain circumstances. Depending on the amount of administrative fees and expenses charged by your retirement plan, the administrative fees and expenses for an IRA may be greater. If your retirement account holds significantly appreciated employer stock, you should carefully consider the negative tax implications of transferring the stock to an IRA balanced by the risk of being over concentrated in employer stock. You should also understand that CCS and your financial professional may earn commissions or advisory fees as a result of the rollover that may not be earned if you leave your plan assets in

your old or a new employer-sponsored plan. This list of considerations is not exhaustive. Your decision whether or not to rollover your assets from an employer-sponsored plan to an IRA should be discussed with your financial professional and your tax professional. More information regarding your rollover options is available on our website www.ccsmadison.com/#disclosures.html under the heading "Investment Products"

27. REVENUE SHARING

Revenue sharing arrangements refers to arrangements under which CCS is compensation from arrangements with the clearing firm or received payments for facilitating marketing activities and educational programs in connection with the sales of various securities and insurance products, including, but not limited to, mutual funds, 529 plans, and a variety of annuity and insurance products. Information regarding CCS' revenue sharing arrangements is available on our website www.ccsmadison.com/#disclosures.html under the heading "Ways to Work With Us".

28. CUSTOMER IDENTIFICATION PROGRAM

To help the government fight the funding of terrorism and money laundering activities, federal laws require that all financial institutions obtain, verify, and record information that identifies each person who opens an account.

What does this mean for you? When you open an account CCS will ask for your name, address, date of birth, and a government-issued identification number that will allow us to identify you. We may also ask to see your driver's license or other identifying documents. For certain entities such as trusts, estates, corporations, partnerships and other organizations, identifying documentation is also required. Your account may be restricted and/or closed if CCS cannot verify this information. CCS will not be responsible for any loss or damages (including, but not limited to, lost opportunities) resulting from any failure to provide this information, from any restrictions placed on your account, or from the closing of your account.

29. ORDER ROUTING

CCS or First Clearing transmits client orders for execution to various exchanges or market centers based on a number of factors. These include size of order; trading characteristics of the security; favorable execution prices (including the opportunity for price improvement; access to reliable market data; availability of efficient, automated

transaction processing; and reduced execution costs through price concessions from the market venters. Certain of the market centers may execute orders at prices superior to the publicly quotes market in accordance with their rules or practices. Although a customer may specify that an order be directed to a particular market center for execution, the order routing policies, taking into consideration electronic, or online trading systems cannot specify a particular market for execution. Disclosure of Order Routing information is available on our website www.ccsmadison.com/#disclosures.html under the heading "Clearing Firm Accounts".

30. COST BASIS REPORTING

When opening an account at First Clearing, customers must have a cost basis method associated with their account(s). If you do not select a cost basis method, First Clearing's default method is FIFO (First In First Out. First Clearing will support a number of different tax lot relief methods. You can view the available cost basis methods at is available on our website www.ccsmadison.com/#disclosures.html under the heading "Clearing Firm Accounts".

Please consult with your tax advisor to determine the best tax relief method for you and notify your financial professional your preferred method prior to selling a specific tax lot.

31. BUSINESS CONTINUITY PLAN

Information on CCS' Business Continuity Plan is available on our website www.ccsmadison.com/#disclosures.html under the heading "Your Rights & Responsibilities".

IF YOU HAVE A COMPLAINT RELATING TO THE ACCOUNT(S) YOU HOLD AT COORDINATED CAPITAL SECURITIES, INC. IT CAN BE FORWARDED TO:

Attention: Compliance Department
Coordinated Capital Securities, Inc.
704 River Place Madison WI 53716
Or call 608.221.4545



608.221.4545



608.221.3015



info@ccsmadison.com



www.ccsmadison.com