



**FINANCIAL SERVICE GROUP, INC**

## Third Party Service Provider Policy

### A. Selection Process

Financial Service Group's Third Party Service Providers (TPS Providers) are selected based on their level of service and experience in their particular area. All TPS Providers must have a minimum of five years experience in their respective specialty along with the appropriate certifications for their field.

Financial Service Group (FSG) reevaluates its relationship with TPS Providers on an annual basis to determine whether the TPS Provider is meeting the expectations of Financial Service Group and its clients.

### B. Referral Process

Financial Service Group makes recommendations to its clients based on their unique needs and requirements. Each TPS Provider is able to deliver a particular service to FSG clients which cannot be provided by FSG staff.

If a dispute arises between a client and a TPS Provider, Financial Service Group will mediate to the best of its ability to resolve the conflict in a prompt and fair manner.

Ongoing communication between the client, the TPS Provider, and Financial Service Group is critical to ensure a successful relationship. If at any time, you believe the level of service does not meet your expectation, you should inform Financial Service Group as soon as possible. While Financial Service Group cannot guarantee the quality of service provided, we make our best effort to assist our clients.

### C. Compensation Arrangement

Under no circumstances does Financial Service Group provide or receive compensation from its TPS Providers. The relationships maintained by Financial Service Group with its TPS Providers are strictly voluntary. There are no contracts between Financial Service Group and its TPS Providers as to the type or level of service provided. Future referrals to TPS Providers are based on the quality of service to existing clients which ensures a high level of service to FSG clients.