

## Form CRS Customer Relationship Summary

### Introduction

Norris Perné & French L.L.P. d/b/a NPF Investment Advisors is registered with the Securities and Exchange Commission (SEC) as an investment adviser. Brokerage and investment advisory services and fees differ and it is important for you to understand these 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.

### Summary of Material Changes

John Wisentaner has retired as a Partner of NPF Investment Advisors.

### What investment services and advice can you provide me?

We offer investment advisory services to retail investors, including continuous portfolio management services for stock, bond, and balanced accounts, and wealth planning services that complement and strengthen our investment services. We accept discretionary authority to trade your accounts, which means that we will manage your account pursuant to your directions in an Investment Policy Statement. We offer continuous investment monitoring services and will not contact you for approval of any trades we conduct on your behalf. Our planning services are conducted pursuant to an Engagement Letter that outlines the services we will include and exclude, as well as the division of implementation and monitoring responsibilities. Our minimum annual fee for our services is \$10,000, and we recommend a minimum account size of at least \$1,500,000.

You can find additional information in [our Form ADV Part 2A brochure](#), Items 4, 7, and 13, at [adviserinfo.sec.gov](https://adviserinfo.sec.gov).

Conversation Starters	<p>Ask your financial professional these questions:</p> <ul style="list-style-type: none"> <li>Given my financial situation, should I choose an investment advisory service? Why or why not?</li> <li>How will you choose investments to recommend to me?</li> <li>What is your relevant experience, including your licenses, education, and other qualifications? What do those qualifications mean?</li> </ul>
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### What fees will I pay?

You will pay asset-based fees for our services. We charge an annual rate for our services, ranging from 0.55% to 0.90%, billed quarterly based on the value of the account, payable in advance. The more assets there are in your account, the more you will pay in fees. Therefore, our firm has an incentive to encourage you to increase the assets in your account.

There are additional costs payable to your custodian, such as wire transfer fees, account closure fees, and other service charges. Some custodians also charge trade commissions. We do not receive any of these fees. If you own exchange-traded funds or mutual funds, you will pay additional costs payable to the fund managers.

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. You can find additional information in [our Form ADV Part 2A brochure](#), Item 5, at [adviserinfo.sec.gov](https://adviserinfo.sec.gov).

Conversation Starter	<p>Ask your financial professional this question:</p> <ul style="list-style-type: none"> <li>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?</li> </ul>
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## 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.

- We manage our own investment products. We are not likely to advise you to use investment products managed by other investment advisers.
- Our compensation is based on assets under management. This means that we are likely to recommend that you increase the amount you invest with us, which may conflict with your goals of paying off debt or investing in alternative asset classes. We also have an incentive to waive the minimum account balance or the minimum fee requirement in order to accept new business.
- We receive significant benefits provided by the custodians we recommend, which are not available to retail investors. We have a requirement to obtain best execution for our clients, but we also have an incentive to recommend the use of certain custodians who meet our standards for best execution.

You can find additional information in [our Form ADV Part 2A brochure](#), Items 4, 12, and 14, at [adviserinfo.sec.gov](http://adviserinfo.sec.gov).

Conversation Starter	Ask your financial professional this question: <ul style="list-style-type: none"> <li>• How might your conflicts of interest affect me, and how will you address them?</li> </ul>
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## How do your financial professionals make money?

Our financial professionals earn a base salary and are eligible for bonus compensation based on revenue generated from new client relationships. Certain financial professionals earn a percentage of the revenue they generate on behalf of the firm, and certain financial professionals receive compensation based on the market values invested in the trade strategies they manage. Neither the firm nor its professionals earn additional compensation from the services or recommendations of our investment professionals.

There are potential conflicts of interest in our compensation structure. For example, professional compensation based on a percentage of revenue could incentivize more aggressive investment behavior, or for professionals to focus on new client or asset acquisition instead of providing services to existing clients.

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

No. You may visit [investor.gov/CRS](http://investor.gov/CRS) for a free and simple search tool to research us and our financial professionals.

Conversation Starter	Ask your financial professional this question: <ul style="list-style-type: none"> <li>• As a financial professional, do you have any disciplinary history? For what type of conduct?</li> </ul>
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## Additional Information

You can find additional information about our investment advisory services and request a copy of our relationship summary by calling us at (616) 459-3421.

Conversation Starters	Ask your financial professional this question: <ul style="list-style-type: none"> <li>• Who is my primary contact person? Is he or she a representative of an investment adviser or a broker-dealer?</li> <li>• Who can I talk to if I have concerns about how this person is treating me?</li> </ul>
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