



MAIN STREET FINANCIAL GROUP

Our Client Bill Of Rights

It is a principle of Main Street Financial Group, that the needs and objectives of our clients are paramount and that they will be treated in a fair and ethical manner by the firm, its employees and affiliates.

Embedded In This Principle Are Two Facts:

- Each client has important rights concerning the decisions which are made
- Each client has important responsibilities

As A Client You Have The Right To:

Premier Service

- To be treated as we would like to be treated
- To have prompt and courteous responses to your questions and concerns as well as fair resolution to any issue with your accounts
- To know that being our client is more than just a business arrangement, it is an esteemed, long term, relationship

Full Clear Reporting And Disclosure

- To be fully informed about all costs associated with your account
- To be fully informed about all strategic decisions regarding your accounts before any implementation
- To receive accurate, timely and regular statements of your account, including detailed information about all transactions
- To be provided with clearly written descriptions of our firm's policies and practices
- To understand fully our policies on privacy protection responsible, competent financial advice
- To be offered responsible financial strategies based on your stated goals, time horizon, risk tolerance and situation as defined by you and your advisor
- To trust that your financial professional is fully competent, knowledgeable, and licensed
- To provide the most appropriate advice possible for your situation
- To be provided with information about any financial strategy's risks, time lines, and past performance
- To be advised of realistic expectations based on your actual financial situation
- To have your financial plans, accounts, investments and insurance reviewed on a regular and timely basis

As A Client Your Responsibilities Are: Communicate With Your Advisor

- To provide accurate information about your financial status, goals and risk tolerance
- To ask questions about recommendations, strategies, current accounts and investments, potential conflicts of interest, costs and fees
- Notify your advisor immediately if there is a change in your financial situation or personal life (i.e. loss of a job, divorce or death)



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