

TRUST SETTLEMENT PROCESS

Advisor Guide

- Purpose: To aid financial advisors in coordinating the trust settlement process through The Private Trust Company, N.A. (PTC) while staying connected with the family and their changing financial needs

Expected Outcomes

- Timely settlement of the trust according to its terms
- Managing the trust assets through the transition
- Managing the trust assets throughout the term of the trust
- Working with the beneficiaries to forecast the financial impact and coordinate with their own financial resources

Information to Gather

- Death certificate
- Estate documents
 - Will
 - Trust
- Beneficiary information
 - Name
 - Age or date of death (DOD)
 - Relationship
 - Contact information
- List of assets and liabilities
- Other family advisors
 - Executor
 - Legal advisor
 - Tax advisor

Resources

- PTC: (800) 877-7210 x7990
- Confidential Client Questionnaire
- Trust Settlement Memorandum
- "Planning with Confidence" brochure
- "Plan Your Success with PTC" brochure
- "Trust Settlement Process" brochure
- Fee schedule for trust services
- www.ThePrivateTrustCompany.com

Advisor Script for Starting the Settlement Process

"This is a difficult time. My commitment to you is to carry the burden of the settlement process, which can be complex and time consuming, so you can focus on family issues. Carrying out (decedent's name)'s wishes is the greatest respect we can pay. I will work closely with you, as well as those settling the estate and our team of settlement professionals, to ensure this gets done right. To do that, I will need your help in gathering the information and documents necessary to get the process started. How soon can we meet to discuss the process?"

Meeting Format to Start Trust Settlement

1. Review branding message and history with the decedent.
2. Set expectations using the ESTATE process on the reverse side of this guide.
3. Ask for questions.
4. Gather documents and information.
5. Set appointments to discuss impact on each beneficiary's financial situation.
6. Define next steps with timeframe