

## KESTRA INVESTMENT SERVICES, LLC CLIENT RELATIONSHIP SUMMARY DISCLOSURE AS OF MAY 21, 2020

Kestra Investment Services, LLC is a broker-dealer registered with the Securities and Exchange Commission (SEC) and is a member of the Financial Industry Regulatory Authority (FINRA) and the Securities Investor Protection Corporation (SIPC). Broker-dealer 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 [www.investor.gov/CRS](http://www.investor.gov/CRS), which also provides educational materials about broker-dealers, investment advisers, and investing.

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

We offer brokerage services through our financial professionals. We can recommend and buy and sell securities for you, but you make the ultimate decision regarding all transactions. We offer an array of investment options including mutual funds, exchange traded funds (ETFs), stocks, bonds, variable insurance products and other securities, but we do not offer every product available in the marketplace. We do not limit our investment offerings to a specific menu of investments, and do not sell proprietary investments issued or sponsored by us or our affiliates. We do not impose account size minimums or investment amount minimums but some issuers of the products we offer do. Generally, our customers' accounts are held in custody with our clearing broker-dealer and custodian of choice or directly at the issuer of the securities you purchase (such as a mutual fund or insurance company) or their affiliate. While as a broker-dealer we do not provide ongoing account monitoring services on any set basis, our financial professionals can periodically review your account for purposes of determining whether additional recommendations may be in your best interest. Not all of our financial professionals can offer all investments and services available through us. In addition, some of our financial professionals are not registered with an investment adviser and cannot offer investment advisory services. We have financial professionals who are registered to offer investment advisory services through unaffiliated registered investment advisory firms.

For additional information about the services we offer, please visit our website at <https://www.kestrafinancial.com/disclosures>.

#### Conversation Starters

Ask your financial professional:

- *Given my financial situation, should I choose a brokerage service? Why or why not?*
- *How will you choose investments to recommend to me?*
- *What is your relevant experience, including your licenses, education and other qualifications? What do these qualifications mean?*

### What fees will I pay?

We typically charge you a fee for the execution of securities trades. Also, depending on the investment product you select, we receive an upfront commission payment from the product provider based on the amount you invest, and in many cases we also receive an on-going payment for as long as you hold the investment with or through us. Because we are compensated based on the frequency or dollar amount of your investments, we have a financial incentive to encourage you to trade more or make larger transactions. The more frequent your transactions, and typically the more you invest, the more we are compensated.

You will also pay fees for custodial, management or administrative services either as a direct charge or as part of the expense ratios or internal costs built into certain investments, such as mutual funds, ETFs and variable insurance products. You will also pay miscellaneous custodial fees such as transaction charges, account termination, and other operational fees. We receive revenue through accounts with our primary custodian, National Financial Services, LLC (NFS), by marking up the cost of these services. This incentivizes us to recommend accounts with NFS rather than other accounts that do not pay these fees.

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.

For additional information about the fees and costs for our brokerage services, please see the disclosure section of your New Account Application or visit us at <https://www.kestrafinancial.com/disclosures>.

#### Conversation Starters

Ask your financial professional:

*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?*

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### What are your legal obligations to me when providing recommendations? How else does your firm make money and what conflicts of interest do you have?

When we provide you with a recommendation, we are required 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 recommendations we provide you. Here are some examples to help you understand what this means.

- **Third-Party Payments:** Some investments pay us commissions and other fees. This incentivizes us to recommend these products over other products that make no such payments or smaller payments.
- **Revenue Sharing:** Certain product providers share the revenue they earn with us when you invest in their investment products (primarily mutual funds and variable annuities). This incentivizes us to recommend products that make these payments over those that do not or that share less. Our financial professionals do not receive any portion of these payments.

#### Conversation Starter

Ask your financial professional

*How might your conflicts of interest affect me, and how will you address them?*

Please visit our website at <https://www.kestrafinancial.com/disclosures> for additional information regarding our conflicts of interest.

### How do your financial professionals make money?

Our financial professionals earn commissions from the sale of securities. The more a financial professional sells through us, the more we pay them as a percentage of those sales. Therefore, your financial professional has an incentive to encourage you to trade often and make larger purchases. In addition, some financial professionals receive other payments in the form of marketing support from product providers, and some product providers pay higher commissions than others. These payments and their variability from product to product incentivize the financial professional to maintain or place more business with product providers that pay them more.

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

Yes. For information about our disciplinary history, please visit [www.investor.gov/CRS](http://www.investor.gov/CRS) for a free and simple search tool to research us and our financial professionals.

#### Conversation Starter

Ask your financial professional:

*As a financial professional, do you have any disciplinary history? For what type of conduct?*

If you would like additional information about our services or a copy of this relationship summary, please call 844-5-KESTRA or visit our website at <https://www.kestrafinancial.com/disclosures>.

#### Conversation Starter

Ask your financial professional:

*Who is my primary contact person? Is he or she a representative of an investment adviser or a broker-dealer?  
Who can I talk to if I have concerns about how this person is treating me?*