

European Family Office Institute
Form CRS Customer Relationship Summary (Effective as of June 30, 2020)

Introduction	<p>European Family Office Institute LLC is registered with the Securities and Exchange Commission (SEC) as a broker-dealer, with the State of Florida as an investment advisor, and is a member of the Financial Industry Regulatory Authority (FINRA) and the Securities Investor Protection Corporation (SIPC).</p> <p>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, which also provides educational materials about broker-dealers, investment advisors and investing.</p>	
What investment services and advice can you provide me?	<p>We offer both brokerage and investment advisory services to institutional and retail investors.</p>	
	<p>BROKERAGE (COMMISSION-BASED)</p> <p>Our brokerage services focus on buying and selling securities for retail and institutional investors as their agent. Your financial professional can offer recommendations to buy, sell or hold securities, but you make the final investment decisions.</p> <p>Most retail and institutional clients use us on-line, on a self-directed basis, through the trading platforms provided by our fully disclosed clearing partners.</p> <p>We have no minimum account funding or maintenance size, but we may close accounts that are unfunded or dormant.</p> <p>We do not monitor our clients' investments.</p> <p>Our retail brokerage services may include recommendations to you as to:</p> <ul style="list-style-type: none"> ▪ trades in specific securities or funds, ▪ fixed income, ▪ IRA rollovers from defined contribution plans such as 401(k)s and 403(b)s, ▪ the Advisor independent RIA referral service from our EFOI Advisor division, ▪ the investment management services of our affiliated RIA, EFOI LLC Investment Management noted on the right. 	<p>INVESTMENT ADVISORY (FEE-BASED)</p> <p>Our advisory (AD) services as a dual registrant are provided by our EFOI Advisor. EFOI's advisory services are non-discretionary, so you make the ultimate decision. The independent RIA referral service is conducted through our Florida registered Investment Advisors (RIA). EFOI helps high net worth retail clients/prospects obtain discretionary investment management, and other services from several independent services and clearing platform. Those RIAs have met Advisor's selection criteria and agreed to participate in the clearing firm's platforms. The minimum account size is \$100,000.</p> <p>EFOI LLC Advisor clients/prospects provide answers to a Client Questionnaire (CQ) indicating their investment goals, financial needs and risk tolerance. Advisor (AD) identifies participating services that closely match the CQ responses. RIAs then discuss those, and the client or prospect may select one.</p> <p>We, and your financial professional conduct ongoing monitoring of your advisory accounts tailored to your advisory relationship and advisory account(s).</p> <p>Affiliated Advisors: Our principal affiliated service provider is Interactive Brokers. It provides self-directed and discretionary investment management services through its on- line platforms.</p>

What fees will I pay?	Conversation Starters. Ask your financial professional	
	<p>Our retail brokerage customers pay agreed commissions on online, U.S. exchange-listed stocks, ETF and options trades.</p> <p>They pay a commission for online trades of over-the-counter stocks. They also pay for IVR Phone System trades and for broker-assisted trades.</p> <p>All trades are through third parties. Retail accounts pay certain small fees for account services and for regulatory fees we pass on. Even with low commissions, EFOI makes money on your trades, such as from order routing revenue. The more you trade, the more money we make.</p> <p>Our Clearing Partner's Fixed Income Trading desk trades are principal ones (they buy a security from a third party and sell it to you or they buy a security from you and sell it to a third party). For secondary trades done through a Fixed Income Specialist, the price difference is the spread (usually less than 1% of the principal amount). If we sell new issues to you the spread can be more than 1%. There are also mark-ups and mark-downs included in the price. You can do secondary fixed income trades on a self-directed basis online at less cost.</p> <p>Depending upon your account and relationship, you may also incur periodic account maintenance or IRA custodial fees, as well as processing, service, and account fees upon certain events or occurrences. You will incur interest charges if you borrow on margin using a securities-based loan in any of your accounts. Certain investments, such as mutual funds, have embedded fees that are generally paid by you to the companies that sponsor, manage, and/or promote the investment.</p>	<p>In an investment advisory account, you will incur advisory fees which are generally assessed quarterly at the rate you agreed upon with your financial professional (based on our established fee schedule). Generally, that will be a “wrap” fee that covers the applicable advisory fee, third-party manager fees, execution charges on trades, and custody and clearing services. The wrap fee does not include commissions and other charges for trades that a third-party manager directs to another broker/dealer. In addition, it does not include underlying management fees and operating expenses for investment products and other charges described in our advisory brochure. Please see EFOI LLC’s Form ADV, Part 2 above for additional AD information.</p> <p>Our AD retail clients pay our trade costs for trades done by their referred RIA, on Online U.S. exchange- listed stocks, ETF and options transactions.</p> <p>The fees charged to retail customers by our affiliated advisors at Interactive Brokers are shown on their online platform. Because we and your financial professional are compensated based on the amount of assets in your account, we and your financial professional are incentivized to increase your assets.</p> <p>During periods of lower trading activity, the advisory fee may be higher than the transaction charges you would have paid in a brokerage account. To determine whether an investment advisory account is appropriate for you, you should carefully analyze the projected costs of an investment advisory account versus a brokerage account based on factors such as expected size, volume and frequency of transactions, projected holding period and the advisory services provided by your financial professional.</p>
	<p>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. Actual transaction costs will be shown on the trade confirmations sent to you.</p>	

Conversation Starters.

Q: Help me understand how these fees and costs might affect my investments. If I give you \$100,000 to invest, how much will go to fees and costs, and how much will be invested for me?

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

A: When we provide you with a recommendation as your broker-dealer or act as your investment advisor, 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 recommendations, we provide you with. Here are some examples to help you understand what this means:

- We generally sweep cash in our retail customer accounts into a Money Market Fund. They pay us a marketing fee based on a percentage of the amount of our customer deposits. So, we have a financial incentive to send customer cash to the program banks, and you receive a lower yield than if they didn't pay us a marketing fee.
- We generally receive order routing revenue from the third-party market centers to which we route our customer orders. Order routing revenue is a component of our transaction-based revenues. So, we have a financial incentive to direct our customer orders to the market centers that provide payments or rebates to us, subject to our best execution requirements.
- We make money if you borrow against the securities in your account by way of a margin loan. That is because we make a spread between the rate we pay for the money we lend you, and the rate you pay to us for the loan.

Q: How do your financial professionals make money?

A: Most financial professionals are compensated as a percentage of the revenue sources described below:

- Commissions, markups and markdowns earned in brokerage accounts, which vary by product.
- Ongoing fees from mutual fund and certain other product issuers.
- Advisory fees which are generally assessed quarterly at the rate you agreed upon with your financial professional (based on our established fee schedule).
- Fees related to other products and services provided to you.

The percentage of revenue that your financial professional receives will generally increase as total revenue earned from their client accounts increases. Therefore, financial professionals are incentivized to increase revenues on your and other clients' accounts.

- Financial professionals may receive incentive compensation based on revenues earned from client accounts, assets under management, and other performance metrics such as professional competencies, designations, etc. deferred compensation, reimbursement of certain expenses.
- When financial professionals affiliate with us, they may receive compensation in connection with transitioning from their prior firm. This includes an upfront payment and additional potential compensation based on the revenues generated from client accounts in the first few years or on the growth in total assets they manage. This creates incentives for financial professionals to encourage you to move your assets to EFOI and to produce greater revenues by charging higher fees and engaging in commission-generating securities transactions.
- Our retail Financial Professional have incentives for attracting new clients and assets to us, as well as for retaining existing clients and assets at our firm. They are compensated for net flows of new assets resulting from their efforts to develop existing and new client relationships and in accounts opened through EFOI LLC Advisors with independent investment advisors. They are compensated for activities relating to certain portfolios. They also receive modest compensation for referrals to specialized areas like Fixed Income.
- Certain other EFOI LLC financial professionals have separate compensation arrangements. In some cases, they are compensated more for certain types of products and services, which can create conflicts of interest.

Q: Do you or your financial professionals have legal or disciplinary history?

A: No. We and our financial professionals do not have any legal or disciplinary history.

Visit Investor.gov/CRS for a free and simple search tool to research us and our financial professionals.

Additional Information

This Form CRS is an SEC-mandated summary disclosure on certain important topics about EFOI LLC. Statements in this Form CRS requiring that we act in your best interest when making brokerage recommendations reflect our obligations under the SEC's Regulation Best Interest after the rule's compliance date (June 30, 2020). The information in this Form CRS is subject to the more complete terms and conditions of our brokerage or investment advisory agreements and disclosures (including Form ADV Part 2 when we act as investment adviser), and does not create or modify any agreement, relationship or obligation you have with us. For additional information about us and our services, your financial professional's website. If you would like additional information or a copy of this Form CRS, please call EFOI LLC Client Services at 561-715-1231.