## Client Relationship Summary

## **ITEM 1. INTRODUCTION**

Capital Research Brokerage Services, LLC (the "Firm", "We") is registered with the Securities and Exchange Commission as a broker-dealer member of FINRA (www.finra.org). The selection of an appropriate type of firm to work with is key as brokerage and investment advisory services and fees differ and it is important for you to understand the differences.

Effective: June 30, 2020

Free and simple tools are available to research firms and financial professionals at <u>investor.gov/CRS</u>, which also provides educational materials about broker-dealers, investment advisers, and investing.

## **ITEM 2. RELATIONSHIPS AND SERVICES**

## "WHAT INVESTMENT SERVICES AND ADVICE CAN YOU PROVIDE ME?"

The Firm offers brokerage services to our individual retail customers with respect to their individual, joint, and retirement plans. In so doing, we provide recommendations regarding the purchase and sale of mutual funds and municipal 529 college savings plans. We are also able to offer recommendations with respect to variable life insurance and annuities, however, this is only at the request of the customer. Our recommended products are limited only to those products which we are approved to sell, as outlined above, as well as those products with which we have a selling agreement. We service brokerage accounts on a non-discretionary basis only. While we do review transactions on a daily basis, we do not provide formal account or asset monitoring in brokerage accounts. We do not require a minimum investment amount for our brokerage accounts.

The Firm first became registered in August, 1996. Mr. John Odell is the sole owner of the Firm. For additional information, please review our BrokerCheck report, downloadable at <a href="https://files.brokercheck.finra.org/firm/firm\_40823.pdf">https://files.brokercheck.finra.org/firm/firm\_40823.pdf</a>.

Conversation Starters: Not sure what to ask next? The questions below can be a jumping off point to start a conversation about relationships and services:

- "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?"

## ITEM 3. FEES, COSTS, CONFLICTS, AND STANDARD OF CONDUCT

#### "WHAT FEES WILL I PAY?"

Our Firm is paid in the form of "loads" or commissions assessed by the product sponsors and paid to our Firm. Additionally, we receive ongoing 12b-1 fees and trails as long as you hold the product, and we remain the broker-of-record. We do not charge any other fees beyond the above. This compensation structure creates a conflict of interest whereby you are charged more when there are more trades in your account, and the firm therefore has an incentive to encourage you to trade often. We address this conflict through disclosure in this document, transaction review, and a strict prohibition on any recommendation that is not in your best interest.

Additional Information: 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, please review our BrokerCheck report, downloadable at <a href="https://files.brokercheck.finra.org/firm/firm\_40823.pdf">https://files.brokercheck.finra.org/firm/firm\_40823.pdf</a>.

Conversation Starter: Not sure what to ask next? The question below can be a jumping off point to start a conversation about the impact of fees and costs on investments:

"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?"

## **Client Relationship Summary**

"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?"

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

Because we are paid in the form of commissions, 12b-1 fees, and trails (i.e., transaction based compensation), a conflict of interest exists whereby you are charged more when there are more trades in your account, and the firm therefore has an incentive to encourage you to trade often. We address this conflict through disclosure in this document, transaction review, and a strict prohibition on any recommendation that is not in your best interest.

Conversation Starter: Not sure what to ask next? The question below can be a jumping off point to start a conversation about conflicts of interest:

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

## "HOW DO YOUR FINANCIAL PROFESSIONALS MAKE MONEY?"

Our financial professionals are compensated in the form of a percentage of the fees that they generate through the servicing of their customer accounts. This creates a conflict of interest whereby you are charged more when there are more trades in your account, and the financial professional therefore has an incentive to encourage you to trade often. We address this conflict through disclosure in this document, transaction review, and a strict prohibition on any recommendation that is not in your best interest.

## **ITEM 4. DISCIPLINARY HISTORY**

# A. USE THE HEADING: "DO YOU OR YOUR FINANCIAL PROFESSIONALS HAVE LEGAL OR DISCIPLINARY HISTORY?"

No. Neither the Firm nor its financial professionals have any legal or disciplinary history. For more information, visit <a href="investor.gov/CRS">investor.gov/CRS</a> for a free and simple search tool to research us and our financial professionals.

Conversation Starter: Not sure what to ask next? The question below can be a jumping off point to start a conversation about the financial professional's disciplinary history:

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

## **ITEM 5. ADDITIONAL INFORMATION**

For more information on our firm and services, please visit <u>investor.gov/CRS</u>. You may also contact Felicity Goldstone at 626-844-1440 with specific questions, concerns, or complaints, to request up-to-date information, or to request a copy of the Firm's current Customer Relationship Summary.

Conversation Starter: Not sure what to ask next? The question below can be a jumping off point to start a conversation about the contacts and complaints:

• "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?"