

Customer Relationship Summary

September 30, 2024



PART ONE: INTRODUCTION AND BACKGROUND

Fortitude Family Office, LLC (Fortitude) is an investment advisor registered with the United States Securities and Exchange Commission (SEC). Established in 2021, Fortitude operates as a Limited Liability Company under the laws of Arizona. The firm is fully owned by its managers and employees, ensuring alignment with client interests.

As a fee-only registered investment advisor, clients pay Fortitude solely for our investment advice. This structure differentiates us from brokers or dealers, who may earn commissions, sales charges, or mark-ups on transactions. Fortitude does not have affiliations with other firms, allowing us to provide objective, conflict-free investment advice. For further information on Fortitude Family Office and our registered partners and directors, you can visit the SEC's website at <https://www.sec.gov/check-your-investment-professional>, where you will find details about our firm and the professionals providing you with investment advice.

PART TWO: RELATIONSHIP AND SERVICES

What investment services and advice can you provide me? We provide investment advisory services to retail investors, including both discretionary and non-discretionary investment management, family office services, family office advisory services, consulting, and other specialized investment solutions.

Under our discretionary services, we are authorized to buy, sell, and manage securities in your account(s) as outlined in our advisory agreement, subject to any reasonable restrictions you may set or either party's right to terminate the agreement. For non-discretionary services, we offer recommendations, but you retain control over the final decision to buy or sell investments in your account(s).

We do offer limited investments in private pool investment vehicles sponsored by us (Private Funds), for which the management fee is waived for all Fortitude clients. We do not have a minimum account size or investment threshold to access our advisory services. However, our services are primarily geared towards high-net-worth individuals, their related trusts, and business entities. As part of our standard offering, we regularly monitor your account(s), typically conducting reviews at least quarterly. To ensure appropriate oversight, it's essential to keep us updated on any changes to your financial circumstances, which may prompt more frequent reviews.

PART THREE: FEES AND COSTS

What fees will I pay? Fortitude typically receives fees in three ways which are explained below in further detail: **a percentage of investment assets under management, a family office fee, and/or an incentive fee.**

A percentage of investment assets under management (AUM) to cover investment management services and basic wealth planning and coordination services. Fees generally range between .15 and 1.0% depending on size and complexity. Your contract with Fortitude will always detail your exact fee schedule. Fees are generally charged quarterly in advance based on the average daily balance of the account values of the prior quarter.

Conversation Starters

- "Given my financial situation, should I choose an investment advisory service?"
- "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?"

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A family office fee retainer that covers complex wealth planning and coordination support and/or tax and CFO services. These fees are always custom and vary widely based on the size and complexity of the engagement and are discussed following a detailed assessment and agreement on a scope of services with your family. Annual retainer fees are charged one-fourth (25%) each quarter.

An incentive fee may be earned by Fortitude if you choose to invest in one of Fortitude's Private Funds.

In addition to the fees you pay directly to Fortitude, you should expect to pay additional expenses directly to custodians and fund managers as defined by them in their required legal material. 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.

PART FOUR: CONFLICT OF INTEREST AND STANDARD OF CONDUCT

What are your legal obligations to me when acting as my investment adviser? How else does your firm make money and what conflicts of interest do you have? When we act as your investment adviser, 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 investment advice we provide you. Below are some examples to help you understand what this means.

Example one: Fortitude receives research and educational opportunities from custodians and investment companies, which could potentially be seen as a conflict of interest. The research and educational opportunities are utilized as part of our broader investment/market due diligence, but investment selection is based on objective criteria.

Example two: Fortitude receives incentive fees for sponsored Private Funds, and if they perform well our fees are higher on investments in these funds. This creates an incentive (and therefore a conflict of interest) for us to allocate to those funds over other investments, or for these funds to make riskier investments. One way we mitigate these conflicts is by investing client assets in a manner we deem consistent with our fiduciary duty to our clients as well as the risk objective selected by the client in the IPS or the investment objective of the Private Funds.

How do your financial professionals make money? All Fortitude employees and owners are paid varying amounts of salary and bonus based on experience, knowledge and contributions to the firm. Only employees may be paid a referral fee for clients they refer to Fortitude. There are no commissions or compensation on products sales.

PART FIVE: DISCIPLINARY HISTORY

Do you or your financial professionals have a legal or disciplinary history? Yes. You may visit [Investor.gov/CRS](https://www.investor.gov/crs) for a free and simple search tool to research us and our financial professionals.

PART SIX: ADDITIONAL INFORMATION ABOUT FORTITUDE

You can find additional and up-to-date information about our investment advisory services and request a copy of the relationship summary by emailing compliance@fortitudofo.com or calling (602) 834-0089.

Conversation Starters

- "If I give you \$10,000 to invest, how much will go to fees and costs, and how much will be invested for me?"
- "How might your conflicts of interest affect me, and how will you address them?"
- "As a financial professional, do you have any disciplinary history? For what type of conduct?"