



Pioneer Family Office LLC

February 27, 2024

FORM CRS – Client Relationship Summary

Introduction:

Pioneer Family Office LLC ("PFO") (which also uses the brand name "Pioneer Wealth Management") is an investment adviser registered with the Securities and Exchange Commission. We feel it is important for you to understand how advisory and brokerage services and fees differ in order to determine which type of account is right for you. There are free and simple tools available to research firms and financial professionals at www.investor.gov/CRS, which also provides educational materials about investment advisers, broker-dealers, and investing.

What investment services and advice can you provide me?

We offer Discretionary Advisory Services and Non-Discretionary Advisory Services. Our services for retail investors include the following:

- Discretionary Advisory Services for accounts not on the Envestnet platform. Generally, we require a minimum account value of US\$3,000,000, although the account minimum can be lowered. For each client relationship, services include asset allocation analysis, portfolio monitoring, selection of securities and fund managers, and account reporting. We monitor the accounts on an ongoing basis (at least quarterly).
Discretionary Advisory Services for accounts on the Envestnet platform. For account relationships having a lower monetary value (where, generally, the minimum account value is US\$250,000), we utilize the Envestnet platform to manage the account. The client enters into a separate agreement with Envestnet. We monitor the accounts on an ongoing basis (at least quarterly). The client signs an agreement giving us this discretionary authority over the account, which means we don't need to contact the client when buying or selling in the account. This agreement remains in effect until we or the client terminates the relationship.
We also offer Non-discretionary advisory services. We monitor the client's accounts on an ongoing basis (at least quarterly). We recommend to the client investment strategies and/or buy and sell transactions based on the client's financial holdings, profile and objectives. The client makes the ultimate decision whether to buy or sell the security. We do not arrange for transactions in the client's account unless specifically requested by the client. These managed assets are not included in the "regulatory assets under management" calculation on the Form ADV Part 1A.

See Items 4 and 7 of our Brochure for additional information about our advisory services, available at www.piowealth.com.

Questions to Ask Us:

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

For accounts other than on the Envestnet platform, generally, fees are paid quarterly and in arrears. Fees are calculated either monthly or based on the average daily balance. Fees are charged in accordance with the following fee schedule:

Table with 2 columns: Account Value and Annualized Fee. Rows include: Up to \$3 million (1.25%), \$3 million to \$10 million (1.00%), \$10 million to \$25 million (0.85%), \$25 million to \$50 million (0.75%), \$50 million to \$100 million (0.60%), \$100 million and above (0.50%).

For advisory clients with Envestnet portfolios, fees are charged quarterly and in advance based on the same fee schedule.

We have an incentive to encourage you to increase the assets in your account. We also have an incentive to increase the value of your account over time which will increase our fees over time. Fees are automatically deducted from your account.

The broker-dealer (and/or custodian that holds your assets) can charge you a transaction fee when we buy or sell an investment for you. These transaction fees are in addition to our fee for investment advisory services. Our fees do not cover: (1) brokerage transaction costs; (2) product-level fees (sales loads or charges), administrative fees, account maintenance fees, and other fees charged by the custodian, distributor, or issuer of the securities bought or sold; (3) administrative fees charged by the broker-dealer or clearing firm; (4) odd-lot differentials; (5) transfer taxes; (6) postage and handling fees; or (7) advisory fees and expenses of mutual funds, closed-end investment companies, or exchange-traded funds (“ETFs”) held in your account.

See Item 5 of our Brochure at [www.piowealth.com](http://www.piowealth.com), which provides more detailed information about fees and costs. 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.

**Question to Ask Us:**

- ✓ Help me understand how these fees and cost might affect my investments. If I give \$10,000 to invest, how much will go to fees and costs, and how much will be invested for me?

*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. Here are some examples to help you understand what this means:

- For the discretionary accounts, there may be periods of time with low or no transaction activity. In these low turnover situations, you would likely have paid lower fees overall if you had purchased the same securities in a brokerage-only account with a traditional pay-per-trade commission structure.
- For discretionary advisory services that do not meet the \$3,000,000 minimum (which may be negotiated), we typically only utilize the Envestnet platform. Securities and portfolios that are similar to those on the Envestnet platform may be available from other sources and at a lower cost.

See our Brochure at [www.piowealth.com](http://www.piowealth.com) for more information about conflicts of interest.

**Question to Ask Us:**

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

*How do your financial professionals make money?*

We pay each of our financial professionals a percentage of the advisory fees we collect from the accounts they manage.

*Do you or your financial professionals have any legal or disciplinary history?*

No, we do not have reportable legal or disciplinary history. Visit [Investor.gov/CRS](http://Investor.gov/CRS) for a free and simple search tool to research our firm and our financial professionals.

**Question to Ask Us:**

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

*Additional Information*

**You may request additional information** about our advisory services, request up-to-date information, and request a copy of our most recent relationship summary by **contacting us** at [miami@piowealth.com](mailto:miami@piowealth.com) or calling us at 305-935-5502.

**Questions to Ask Us:**

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

**Material Changes Exhibit**

We described that fees are paid in arrears generally. There may be cases where the client requests to pay fees in advance.