

Relationship Summary

We are 818 Family Office, LLC, an investment adviser registered with the Securities and Exchange Commission. Investment advisory and brokerage services and fees differ, and it is important for you to understand the differences. Free and simple tools are available to research firms and financial professionals at [Investor.gov/CRS](https://investor.gov/CRS), which also provides educational materials about broker-dealers, investment advisers, and investing. Our firm and financial professionals' registration information are also publicly available on the [Investor.gov](https://investor.gov) website.

What investment services and advice can you provide me?

We offer customized financial planning and consulting, investment management, fractional family office services, selection of other advisers, and outsourced CIO services to retail investors. We offer advice on a full suite of securities, including equities, fixed income, mutual funds, ETFs, structured notes, options, annuities, alternative investments (including real estate investment trusts, etc.), and similar investments.

Our services are generally provided on a discretionary basis, which means that we have the power to buy and sell securities for your account without your prior consent. This authority is usually unlimited and remains in effect until you revoke it. We may provide non-discretionary investment advice, where we make investment recommendations to you and you decide whether to implement the recommendation. For financial planning services, we do not exercise discretionary authority or require you to use certain advisors. We do not give advice on any proprietary investment products.

We provide continuous and regular supervision of advisory client assets as part of our standard service to you. In addition, we will conduct ad hoc reviews if you change your objectives or risk tolerance, upon significant market and economic events, or if we change our investment strategy.

We generally requires a minimum household size of \$10,000,000 for investment management services. For fractional family office services, we require a minimum client net worth of \$10MM, of which \$5MM must be liquid. The minimum requirements can be waived in unique or special circumstances.

Please go to <https://adviserinfo.sec.gov/firm/summary/339082> for additional information on our firm. Select **PART 2 BROCHURES** and reference **Items 4, 7, and 8** of our **Part 2A Brochure** for additional information on our services, investment advice, and account requirements.

Other Questions You May Have

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?

Our quarterly fees are calculated as a percentage of the assets under our management, so our fees will rise and fall with the value of the assets we manage for you. While our fees may reduce the amount of your assets available for investment, we believe they are justified by our services and attention to your needs. Moreover, we believe our interests are aligned with yours in this type of fee structure. Nonetheless, a conflict of interest may appear in that we are economically incented to recommend that you place more assets in your account in order to increase the value of your portfolio, because as the value increases, so do our fees.

In addition to our fees, you may be charged transaction or asset-based fees by your custodian for its services. These fees vary depending on the custodian. Under a transaction fee arrangement, the more transactions effected in your account, the more fees you will pay, and high activity in your account does not assure positive portfolio performance. For custodians that charge their fees based upon a percentage of your assets, such fees may be more than would be the case if you are charged a transaction-based fee. Please be mindful of the effect of your portfolio size, the level of activity, and the rate of custodian asset-based pricing. Generally, large portfolios would be disadvantaged by paying an asset-based custodian fee versus a transaction-based fee. Some securities carry additional costs, such as mutual funds and ETFs. Financial planning and fractional family office services will be charged a fixed fee as agreed upon by you and our firm.

There are additional fees such as internal fees and expenses charged by mutual funds (i.e., 12b-1 distribution fees and management fees that are assessed within the mutual fund) and exchange-traded funds, third-party independent manager fees product-level fees and commission for insurance-related products, postage and handling, transfer taxes, SEC fees for sales of securities. Also, with certain investments such as variable annuities, you may have to pay fees such as "surrender charges" to sell or redeem the investment.

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. **You can find more information about our fees and costs under Item 5 of our Part 2A Brochure, available at <https://adviserinfo.sec.gov/firm/summary/339082>.**

Other Questions You May Have

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?

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:

- We have engaged Austin Graff, Managing Member of Opal Capital, to serve as an outsourced Chief Investment Officer ("CIO"), and may engage Opal Capital as either a model provider or sub-adviser. This arrangement creates conflicts of interest in that Mr. Graff has an economic incentive to preference Opal Capital over other model providers and/or sub-advisers, and Mr. Graff's duties and obligations to Opal Capital will limit the time allocated to serving as outsourced CIO for our firm. Opal Capital also serves as adviser to Pathfinder Focused Opportunities ETF (PFOE) and US Equity ETF (PFDE), series of the RBB Fund Trust, and sub-adviser to TrueMark Investments, the adviser to Polen Dividend Income ETF (DIVZ) and Polen International Dividend Income ETF (IDVZ) (the "Funds"). Due to an economic relationship between our firm and Opal Capital, both firms have an economic incentive to use the Funds and other Opal Capital managed model portfolios in our advisory accounts. ETF embedded fees are in addition our advisory fees. Detailed information on the Funds is provided in the Funds' prospectuses and statements of additional information ("SAI").
- We receive an economic benefit for recommending and/or utilizing Opal Capital model portfolios available through the SmartX Platform.
- Our financial professionals are licensed to sell insurance. Some of our financial professionals are also registered representatives of a broker-dealer. These associations create conflicts of interest regarding compensation.

Additional information regarding conflicts of interest can be found in Items 5, 10, 11, 12, and 14 of our Part 2A Brochure, available at <https://adviserinfo.sec.gov/firm/summary/339082>.

Other Questions You May Have

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

How do your financial professionals make money?

Our financial advisors are paid a percentage of the fees we collect from you. Our financial advisors may be paid sales, service or administrative fees for the sale of mutual funds or other investment products. Our financial advisors may receive commission-based compensation for the sale of securities and insurance products. We are incentivized to recommend that you add additional assets to your advisory account. We do not receive non-cash compensation.

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

Yes, certain of our financial professionals have disciplinary records, which can be found by accessing [Investor.gov/CRS](https://investor.gov/CRS) for a free and simple search tool to research our firm and our financial professionals.

Other Questions You May Have

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

You can find additional information about our investment advisory services on our Part 2A Brochure, available at <https://adviserinfo.sec.gov/firm/summary/339082>. You may contact us at 512-241-7341 if you have questions or to request a current copy of this Relationship Summary.

Other Questions You May Have

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?