



## Pooled Trust Provider Evaluation Tool

Understanding modern expectations from a Pooled Trust Provider is often the biggest hurdle when selecting a program. This unbiased tool is for evaluating and comparing programs. Simply ask the questions listed below, circle their response, total the columns, and create a weighted total using the formula below. This tool is intended to be used by a qualified attorney and is not all-inclusive.

Column Calculation		Weighted Total	Is the PSNT Maintaining Modern Expectations?
Below Average X1	=	19 - 21	Ideal program maintaining the industry's highest expectations
Average = ____ x 2	=	14 - 18	Average to above-average program
Ideal = ____ x 3	=	8 - 13	Below-average to average program
<b>Weighted Total</b>	=	< 7	Severely below-average program

### Evaluation Questions for Pooled Trust Providers

Below Average = 1 point	Average = 2 points	Ideal = 3 points
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**Pricing:** Can you provide a detailed fee schedule (in writing) that includes any additional fees that may appear during administration?

<input type="checkbox"/> Hidden or undisclosed fees that will drastically increase the cost. <input type="checkbox"/> $\geq 2.0\%$ money-management fee (MMF) all-in AND % charged on the anniversary date of funding.	<input type="checkbox"/> Some additional fees for additional services described, and all fees are disclosed in writing. <input type="checkbox"/> $\leq 2.0\%$ MMF all-in AND % is prorated based on the anniversary date of funding.	<input type="checkbox"/> All fees, including additional fees for additional services, are publicly available. <input type="checkbox"/> Flat Rate $\leq \$1,200$ annually OR $\leq 1.0\%$ MMF all-in AND % based on average daily balance.
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**Retention:** What is your retention policy and when does it vary?

<input type="checkbox"/> $>5\%$ retention policy + termination fee	<input type="checkbox"/> $<5\%$ retention policy and/or termination fee	<input type="checkbox"/> None or fixed rate $< 5\%$ termination charge
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**Investments:** Can you provide an investment report with multiple models and long-term averages?

<input type="checkbox"/> Single investment model <input type="checkbox"/> Investment Model performance not provided	<input type="checkbox"/> At least 2 investment models <input type="checkbox"/> Investment Models performance reports provided	<input type="checkbox"/> At least 3 investment models, and provides 3-, 5-year averages <input type="checkbox"/> Investment Model performance reports provided
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**FEE Sharing:** Does your program share setup and/or investment fees with third parties and/or referral sources?

<input type="checkbox"/> Setup Fees shared with _____ <input type="checkbox"/> Investment Fees shared _____	<input type="checkbox"/> Only Setup Fees shared for referral <input type="checkbox"/> Only Investment Fees are shared	<input type="checkbox"/> Setup Fees are not shared <input type="checkbox"/> Investment Fees are not shared
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<b>Below Average = 1 point</b>	<b>Average = 2 points</b>	<b>Ideal = 3 points</b>
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**Intake Process:** How do I refer cases and introduce my client to your organization’s way of work?

<input type="checkbox"/> PSNT established > week with inconsistent policies and procedures. <input type="checkbox"/> Limited resources for clients, only written exposure to client trust expectations before funding, or no meeting with client	<input type="checkbox"/> PSNT established < week, and process is well established and available online. <input type="checkbox"/> Written orientation packet provided with a client meeting to discuss trust expectations before funding.	<input type="checkbox"/> PSNT established < 3 days, and process is well established and available online. <input type="checkbox"/> Written orientation packet with multimedia resources with at least 1 client meeting to discuss trust expectations and a formal orientation after funding.
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**Administration:** What is your process for administering the account and are there any restrictions on spending (e.g. supplemental standard, Principal Reduction Rules, static budgets, etc.)?

<input type="checkbox"/> Unclear administration process or process is explained post-funding. <input type="checkbox"/> Supplemental Standard with some spending restrictions based on amount <input type="checkbox"/> Will not fund ABLE accounts or fund Secured Debit Card regularly	<input type="checkbox"/> Clear administration process explained verbally w/ written resources before funding. <input type="checkbox"/> Discretionary Standard with some spending restrictions based on amount <input type="checkbox"/> Will regularly fund ABLE accounts and Secured Debit Card when requested	<input type="checkbox"/> Publicly displayed administration process explained verbally w/ multimedia resources before funding. <input type="checkbox"/> Discretionary Standard without spending restrictions based on amount. <input type="checkbox"/> Will regularly promote and fund ABLE accounts and Secured Debit Card
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**Communication, Response and Access:** Communication is number one, how does your organization address this?

<input type="checkbox"/> Call center without dedicated rep. <input type="checkbox"/> Admin Timelines in Business Days <input type="checkbox"/> Routine Disbursements > 3 for approval <input type="checkbox"/> Complex disbursements > 5 for approval <input type="checkbox"/> Emails and voicemails < 5 <input type="checkbox"/> Irregular statements with No online portal to show account balances w/ No notification process on status of requests	<input type="checkbox"/> Dedicated contact person <input type="checkbox"/> Admin Timelines in Business Days <input type="checkbox"/> Routine Disbursements < 3 for approval <input type="checkbox"/> Complex disbursements < 5 for approval <input type="checkbox"/> Emails and voicemails < 2 <input type="checkbox"/> Regular statements with basic online portal to show account balances w/ notifications on status of requests	<input type="checkbox"/> Dedicated person with warm introduction <input type="checkbox"/> Admin Timelines in Business Days <input type="checkbox"/> Routine Disbursements = 1 for approval <input type="checkbox"/> Complex Disbursements < 2 for approval <input type="checkbox"/> Emails and voicemails = 1 <input type="checkbox"/> Regular statements <input type="checkbox"/> Online portal <input type="checkbox"/> Cash balances <input type="checkbox"/> Invested balances <input type="checkbox"/> Pending request impact <input type="checkbox"/> Email/text notification system
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**Compliance and Support:** Is your trust document compliant in [state] and what systems of support do you have in that area for my client?

<input type="checkbox"/> National trust docs and address state-specific issues as they rise <input type="checkbox"/> Cannot list the networks of support in a given area. <input type="checkbox"/> No annual independent financial audit <input type="checkbox"/> No crime insurance* <input type="checkbox"/> No E&O insurance* <input type="checkbox"/> No retained non-profit counsel <input type="checkbox"/> No retained SNT counsel	<input type="checkbox"/> State-specific docs <input type="checkbox"/> Lists the attorneys, case management service providers, payroll services, CPAs, etc. in a given area. <input type="checkbox"/> Yes: Annual independent financial audit <input type="checkbox"/> Yes: Crime insurance at least \$2 million* <input type="checkbox"/> Yes: E&O insurance at least \$2 million*	<input type="checkbox"/> State-specific trusts approved by the state Can describe the process for utilizing attorneys, case management service providers, payroll services, CPAs ,etc. In any given area. <input type="checkbox"/> Yes: Annual independent financial audit <input type="checkbox"/> Yes: Crime insurance at least \$2 million* <input type="checkbox"/> Yes: E&O insurance at least \$2 million* <input type="checkbox"/> Yes: Retain non-profit counsel <input type="checkbox"/> Yes: Retain SNT counsel
Total=	Total=	Total=