

Boston Family Office
Customer Relationship Summary
June 29, 2020

The Boston Family Office (BFO) is an investment adviser registered with the Securities and Exchange Commission (SEC). In general, an investment adviser provides investment advice or conducts securities analysis in exchange for asset-based fees. Investment advisory services and fees differ from brokerage services and it is important for the retail investor 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.

What investment services and advice can you provide me?

We provide personalized investment advisory services to retail investors. Our clients are primarily individuals, family groups, trusts, and charitable organizations. We work with you to understand your goals and then to construct a portfolio and asset allocation to help you meet those goals. You appoint us as your investment adviser pursuant to the terms of our written investment advisory agreement. In general, \$1.0 million in investable assets is required to open an account.

Each account is overseen by a portfolio manager and formally reviewed by our Investment Committee semi-annually. We typically use the following investments in client accounts: U.S. and international equity and fixed income securities, mutual funds and exchange traded funds (“ETFs”). We exclude or limit those investments that we determine not to be appropriate for clients. For qualified individuals, we explore investments in third party limited partnerships and private placements.

We generally offer our services on a discretionary basis, meaning we, or a third-party manager, have discretion to decide which investments to buy or sell for your account. Our discretionary authority is limited by the terms of our investment advisory agreement and any written investment guidelines you provide. In limited instances, we offer non-discretionary advisory services where you make the ultimate decision regarding the purchase or sale of investments.

For more detailed information on our services and offerings, please see our Form ADV Part 2A (<https://adviserinfo.sec.gov/firm/summary/107141>).

Questions you might wish 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?

You will pay an advisory fee that is calculated as a percentage of assets in your account and generally assessed quarterly as set forth on the fee schedule in your investment advisory agreement. We may offer other fee arrangements as disclosed in our Form ADV. Other clients who entered into prior arrangements may pay fees differently.

Other fees and costs you will be subject to include brokerage commission fees, bank fees for transferring funds, custodial fees, or other fees charged by third party managers.

The more assets there are in an advisory account, the more you will pay in fees. Therefore, we have an incentive to increase the assets in your account.

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 more detailed information about our fees and costs, please see our Form ADV Part 2A (<https://adviserinfo.sec.gov/firm/summary/107141>).

Questions you might wish to ask us

- 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.

As described above, our asset-based fee structure creates an incentive for us to encourage you to add assets to your account. For example, sometimes we recommend that a client withdraw assets from an employer-sponsored retirement plan and roll them into an IRA account at the BFO. Though we must act in your best interest in making the recommendation, rolling over those assets into a fee-generating IRA would likely increase the fees you pay us under our asset-based fee structure.

For more detailed information about conflicts of interest, please see our Form ADV Part 2A (<https://adviserinfo.sec.gov/firm/summary/107141>).

Questions you might wish to ask us

- 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 from the fees that clients pay us. Individual compensation is based on the amount of client assets serviced, the revenue the firm earns, firm management responsibilities performed, and individual and firm success.

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

Yes. Please visit Investor.gov/CRS for a free and simple search tool to research us and our financial professionals.

Questions you might wish to ask us

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

Additional Information

For up-to-date additional information on our firm and investment advisory services, you can visit our website (www.bosfam.com) or view our Form ADV Part 2A (<https://adviserinfo.sec.gov/firm/summary/107141>). To request a copy of this Form CRS or to seek additional information, please call the Boston Family Office at 617-624-0800.

Questions you might wish to ask us

- 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?