

Provident Living Financial Services, Inc. Client Relationship Summary – Form CRS

Is an Investment Advisory Account Right for You?

There are different ways you can get help with your investments. You should carefully consider which types of accounts and services are right for you.

Item 1. Introduction

Provident Living Financial Services, Inc. (“Firm”, “We”, “Us”, “Our”) is an SEC registered investment advisor and provides advisory services for a fee rather than for brokerage commissions. As a retail investor, it is important to understand the differences between services and fees of an investment advisor and a broker-dealer. *Investor.gov/CRS* offers free and simple tools to research firms and financial professionals. Additionally, it also provides educational materials about broker-dealers, investment advisors, and investing.

Item 2. Relationships and Services

What investment services and advice can you provide me?

We offer the following investment advisory services to you:

Asset Management: We will offer you advice on a regular basis. We will discuss your investment goals, design with you a strategy to achieve your investment goals, and regularly monitor your account. We will monitor your account on a discretionary basis (we can buy and sell investments in your account without asking you in advance). We do not limit advisors to proprietary products or a limited menu of products and types of investments. This service will continue pursuant to the terms of the executed Advisory Agreement. We do not have a minimum to open an account.

Financial Wellness and Advocacy Services: Services will be provided to you based on your selection on the Advisory Agreement and may include, but are not limited to, MAPS financial planning, one-time “Enchante” session, organizational portal, planning calculators, income labs, philanthropic consulting estate and legacy planning.

Estate Planning Support Services Platform: The Advisor offers estate planning support service to clients through a technology platform. While available to any client for a fee, this service may be accessed at a discount as a perk of our membership packages. It includes a self-help document builder so clients can build their own estate planning documents, an AI review of existing documents, a portal keep estate planning documents and work on hypotheticals, and a built in network of estate planning specialists that the clients can hire independently for an agreed fee. Advisor, nor anyone affiliated, does not practice law nor provide legal advice.

ERISA Services: We act as an ERISA 3(38) Investment Manager where we offer discretionary management and control of a given retirement plan’s assets. We are solely responsible and liable for the selection, monitoring and replacement of the plan’s investment options on an ongoing basis.

Additional Information

For more information about our services, we recommend reading our ADV Part 2A Items 4, 5, 7 and 10.

Conversation Starters

“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?”

Item 3. Fees, Costs, Conflicts and Standard of Conduct

What fees will I pay?

We are paid for our services as follows:

Asset Management: The amount paid to our firm and your financial professional generally does not vary based on the type of investments selected on your behalf. The asset-based fee reduces the value of your account and will be generally deducted from your account. Some investments (such as mutual funds and variable annuities) impose additional fees that will reduce the value of your investment over time. Also, with certain investments such as variable annuities, you may have to pay fees such as “surrender charges” to sell the investment. Fees are billed quarterly in advance. Our fees vary and are negotiable. Generally, the more assets you have in the advisory account, the more you will pay in total fees. We therefore have an incentive to increase the assets in your account in order to increase our fees. You may also pay a transaction fee when we buy and sell an investment for you. You will also pay fees to a broker-dealer or bank that will hold your assets (called “custody”). You pay our advisory fee even if there were no transactions within the account.

Financial Wellness and Advocacy Services: We charge an hourly fee payable 50% upon execution of the agreement with the balance upon completion of the agreed upon services. You may also qualify for or pay for a membership bundle of these services as well as some flat rate surcharges.

Estate Planning Support Services Platform: The standard fee for platform access shall be \$1,500 one-time plus \$500 per any subsequent document builder access session. For any clients with Advisor memberships, this standard fee shall be waived and replaced by the applicable surcharge referenced in this section below. VIP+ clients will not be subject to a surcharge. While intended as a self-help tool, the client may additionally engage the Advisor for additional support using this tool at their hourly rate.

Provident Living Financial Services, Inc. Client Relationship Summary – Form CRS

ERISA Services: The amount paid to our firm and your financial professional generally does not vary based on the type of investments selected on your behalf. The asset-based fee reduces the value of your account and will be generally deducted from your account. Some investments (such as mutual funds and variable annuities) impose additional fees that will reduce the value of your investment over time. Also, with certain investments, you may have to pay fees such as “surrender charges” to sell the investment. Our fees vary and are negotiable. Generally, the more assets you have in the advisory account, the more you will pay in total fees. We therefore have an incentive to increase the assets in your account in order to increase our fees. In some circumstances, we may charge you a fixed fee for our services rather than a percentage of assets in the Plan. You may also pay a transaction fee when we buy and sell an investment for you. You will also pay fees to a broker-dealer or bank that will hold your assets (called “custody”). You pay our advisory fee even if there were no transactions within the 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 information regarding our fees and costs, review ADV Part 2A Item 5.

Conversation Starters

“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.

Clients of ours, or associated parties, may also be clients of Welfie, LLC, which provides an indirect financial benefit to Mr. Barber, owner of Provident Living Financial Services, Inc. Mr. Barber as an independent contractor may also be contracted by Welfie, LLC as a business consultant and/or advisor and this also provides a conflict of interest & financial benefit to Mr. Barber. This represents a conflict of interest because it gives an incentive to recommend products and services based on the commission and/or fee amount received.

Conversation Starters

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

Additional Information

For more information about our conflicts of interest, we recommend reading our ADV Part 2A, Items 4 and 10.

How do your financial professionals make money?

Our financial services professionals are compensated based on a percentage of assets they manage, a base salary with discretionary bonuses.

This is a conflict of interest because our financial professionals have an incentive to encourage you to increase your assets in your accounts, recommend our advisory services to you. For more information about our conflicts of interest, we recommend reading our ADV Part 2A, Item 10.

Item 4. Disciplinary History

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.

Conversation Starters

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

Item 5. Additional Information

To find additional information about us and to request a copy of the *relationship summary*, please go to www.getprovident.com or send us an email at info@getprovident.com. If you would like to request up-to-date information as well as to request a copy of the relationship summary, please contact us via phone at 801-753-5639.

Conversation Starters

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