



# Working with the UBS Wealth Advice Center

The UBS Wealth Advice Center is a branch of UBS Financial Services Inc. that provides wealth management advice and financial products and services to UBS Clients but operates differently than other UBS Financial Services Inc. branches. This disclosure provides you with information about how we work with you, the products and services we offer, and compensation provided to our Financial Advisors. This document is a supplement to other important UBS disclosures which can be found at [ubs.com/discloseddocuments](https://ubs.com/discloseddocuments).

## How we work with you

- As a UBS Wealth Advice Center client, you have access to a centralized team of Financial Advisors and Client Service Associates who are accessible by phone and e-mail. All of our Financial Advisors hold the Financial Industry Regulatory Authority (FINRA) Series 7 and 66 licenses, which allow them to provide you with both brokerage and investment advisory services offered through the UBS Wealth Advice Center.
- As opposed to working with one Financial Advisor exclusively, you will work with any number of the Financial Advisors on our team. To help ensure that you have a well-coordinated experience, notes about your account and conversations with us are available to all members of our team.
- Because our conversations with you are conducted via telephone, we use robust and multi-factor authentication methods to verify your identity before we provide personal information or take any action on your account(s).

## Our investment platform

Not all the brokerage and investment advisory products and services offered by UBS are available to UBS Wealth Advice Center clients. The parameters of the UBS Wealth Advice Center platform are described below.

### Brokerage offering:

- Recommendations in brokerage accounts are generally limited to pooled investment vehicles (e.g., mutual funds, exchange traded funds) to seek diversification with minimal investments. Financial Advisors are not permitted to initiate the recommendation of individual securities but will assist clients with those transactions upon request.
- The Wealth Advice Center platform does not include commodities, foreign currencies, managed futures, most options strategies, penny stocks, precious metals, private investments or most alternative investments.
- Compensation to UBS includes commissions, sales concessions, transaction fees, sales charges or expenses that are embedded in the purchase price as well as compensation from third parties in some cases. The compensation and costs for each investment product is described in Section II of Your Relationship with UBS which can be found at [ubs.com/relationshipwithubs](https://ubs.com/relationshipwithubs).
- The Wealth Advice Center typically does not discount commissions. Exceptions are made in rare circumstances, for example, if you had a previously agreed upon rate with your former UBS Financial Advisor. For details on the firm's commission schedule please see [ubs.com/commissions](https://ubs.com/commissions).

### Advisory offering:

- Recommendations of investment advisory programs currently are limited to two different advisory programs: ACCESS and the Advice Portfolio program. However, clients already in the PACE Multi Advisor Program or the PACE Select Advisor Program are permitted to enroll additional accounts in those programs if appropriate.
- For details regarding the available Investment Advisory Programs, including fees and program features, see the firm's Wrap Fee ADV Disclosure Brochure at [ubs.com/formadv](https://ubs.com/formadv).
- If accounts are enrolled in any other UBS investment advisory program when they are transferred to the UBS Wealth Advice Center, we will end your participation in that program and the account will be converted to, and designated as, a brokerage account and you will no longer be charged an investment advisory fee on the account.

Visit [ubs.com/relationshipwithubs](https://ubs.com/relationshipwithubs) for more information on our account fees, commissions, and investment

advisory fees. We can change the products and services available through the Wealth Advice Center at any time, in our discretion.

**Compensation to Financial Advisors in the UBS Wealth Advice Center:** All UBS Wealth Advice Center Financial Advisors receive an annual salary and are also eligible to earn an annual discretionary incentive compensation award. The annual award is a recognition of the employee's contribution throughout the year. It is based on many factors, including individual performance on goals and behaviors, Group, business division and team performance, risk considerations, market environment, internal equity and external competitiveness.

- In addition to the above, certain UBS Wealth Advice Center Financial Advisors who are on teams designated to make investment recommendations, are also eligible to earn quarterly incentive awards. There is no cap on the incentive award, with the most common awards being approximately 50% of the average salary.
- **Quarterly Incentive Award:** The quarterly incentive award is based on production credits earned for transactions and enrollments, as described below, and Client Experience Evaluation (CXE) scores. These credits are applied to a predetermined formula that is used to determine the quarterly incentive award payout.
- **Production credits are variable, depending on the type of investment purchased, and for brokerage accounts are earned for:**
  1. Mutual fund purchases
  2. Exchange Traded Fund (ETF) purchases
  3. Equity purchases
  4. Fixed Income purchases

**For investment advisory accounts, production credits are earned for:**

1. New enrollments into advisory programs (ACCESS and Advice Portfolio Program)
2. Additional investments into existing advisory accounts and
3. Account conversions from PACE Programs to ACCESS or Advice Portfolio Program

Financial Advisors receive more production credits for investment advisory enrollments and additional investments than for products or transactions in brokerage accounts. Production credits earned on Advisory products are based on the time required to execute which includes FA effort, product complexity and time required to complete the transaction. However, the discrepancy creates a conflict of interest and an incentive for the Financial Advisors to recommend Advisory Accounts over other products, services and transactions.

We reserve the right, at our discretion and without prior notice, to change the methods by which we compensate our Financial Advisors, including reducing and/or denying production payout and/or awards at our discretion for any reason.

**Account Movement to the Wealth Advice Center from Other UBS Branch Accounts and Referrals to the Wealth Advice Center:**

UBS Financial Services Inc Financial Advisors are generally not paid on households that fall under \$250,000 that have not migrated to the Wealth Advice Center. This creates a conflict of interest and an incentive for the Financial Advisor to migrate and refer households with a value of assets under \$250,000 to the Wealth Advice Center and recommend that clients work with the Wealth Advice Center because this will generate compensation for the referring Financial Advisor.

UBS Financial Services Inc Financial Advisors receive compensation for production generated in accounts they migrate or refer to the Wealth Advice Center based on the value of the assets in the account household. For households over \$250,000, Financial Advisors are credited with the incentive grid rate applicable to them. For households under \$250,000, Financial Advisors are credited with the incentive grid rate of 30%. Incentive grid rates range from 30% to 60% and are used to determine monthly production payout and awards pursuant to our Financial Advisor Compensation Plan, which differs from the plan described above for Wealth Advice Center Financial Advisors.

## Questions

If you have any questions about the content of this document, please contact us at 877-827-7870.

*Unless otherwise noted: "UBS" refers to UBS Financial Services Inc. "You," "your" and "yours" refer to you as client(s) of the UBS Wealth Advice Center. "We," "us," "our" and "ours" refer to the UBS Wealth Advice Center.*

UBS reserves the right to change its programs, fees and compensation practices at any time. For the most recent information visit [ubs.com/disclosuredocuments](https://ubs.com/disclosuredocuments).

This communication is issued by UBS Financial Services Inc. ("UBS"). UBS and its affiliates do not provide legal or tax advice. Clients should consult with their legal and tax advisors regarding their personal circumstances.

**Important information about brokerage and advisory services.**

As a firm providing wealth management services to clients, UBS Financial Services Inc. offers investment advisory services in its capacity as an SEC-registered investment adviser and brokerage services in its capacity as an SEC-registered broker-dealer. Investment advisory services and brokerage services are separate and distinct, differ in material ways and are governed by different laws and separate arrangements. It is important that you understand the ways in which we conduct business, and that you carefully read the agreements and disclosures that we provide to you about the products or services we offer. For more information, please review the client relationship summary provided at [ubs.com/relationshipsummary](https://ubs.com/relationshipsummary), or ask your UBS Financial Advisor for a copy.

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