
Transition Engagement

Village Financial Services | What to Expect

Most transition firms are transition firms. Village is a Fractional CSA firm that also runs transitions, and that order matters. Schwab Advisor Center and Altruist are where our team works every business day, executing the same account opens, ACATS, NIGOs, and paperwork your transition will require. By the time we run your move, we've already worked through the patterns most vendors are learning on the job.

This document covers what's included in your two-month transition engagement: the scope, the timeline, what we need from you, and where our work begins and ends.

1. Scope of Service

What We Do

- Data gathering and cleaning, including bulk spreadsheet build as appropriate
- Review and send client invitations through your custodian's onboarding workflow
- Send client agreements and ADVs through your custodian's e-Signature tool
- Follow up with clients and join calls when needed
- File every document and keep client files organized in your storage platform
- Update the CRM at every step
- Track every transfer, resolve NIGOs, and communicate with clients throughout
- Build the transition-specific workflow for your firm
- Deliver a best-practice workflow template suite as PDFs: onboarding, review meetings, prospect-to-client, beneficiary updates, client death, transfers and rollovers, and more

What We Don't Do

- Build or configure your CRM, or build workflows into your CRM: this is a separate CRM consulting engagement
- Draft ADVs or client agreements
- Make data-take, custodian configuration, or compliance decisions
- Provide investment, financial planning, or compliance advice
- Serve as the primary point of contact for clients

2. How It Works

The engagement runs two months from kickoff with a hard stop at the end of the window. Work is not evenly distributed: prep happens up front, the heaviest execution hits the two weeks around go-live, then tapers off as transfers settle. At the end of the window, open items are tied off, the handoff package is delivered, and communication ends. Firms needing continued support roll into Fractional CSA servicing.

Phases

- **Kickoff and access setup:** agreement executed; access provisioned across your CRM, document storage, and custodian platform.
- **Prep:** data gathering and cleaning; bulk spreadsheet build; transition workflow built; client communication plan finalized.
- **Go-live:** invitations sent; agreements executed; accounts opened; ACATS initiated and tracked; NIGOs resolved.
- **Wind-down:** open items tied off; workflow template suite and handoff package delivered; engagement closes.

3. Investment & Terms

Standard households	\$158 per household
Minimum engagement	\$3,000
Engagement window	Two months from kickoff, hard stop
Payment schedule	50% at kickoff 50% the day before go-live

The minimum covers fixed setup on smaller books. Above the minimum, the engagement is priced per household served.

4. Add-on Services

These services are available alongside your transition engagement or as standalone projects. Each is scoped separately from the per-household transition fee.

Alternative investments

Households holding alternative investments are scoped per household. The work runs roughly double the time of a standard household: subscription documents executed directly with issuers, sponsor coordination, additional NIGO cycles, and held-away custody scenarios that don't fit standard workflows. Same team, same project discipline; scoped separately at the time of agreement based on the number of alt-holding households and the issuers involved.

Other add-ons

- **Email migration:** moving the firm's emails as part of the move.
- **Tech stack setup:** integrations and getting your tools talking to each other.
- **Financial planning tool and software record builds:** building household records in your planning tool, Holistiplan, your document storage system, and any other software where households are tracked.

5. What We Need From You

- Access provisioned to your CRM, custodian platform (Schwab or Altruist), and document storage before kickoff
- Decisions on data-take, ADV and agreement drafting, and any custodian-side configuration
- Timely responses on items that require your input
- Attendance at scheduled checkpoints throughout the engagement

6. What You Can Expect From Us

- Daily logins to your systems during the active engagement window
- Proactive follow-through on every transfer, NIGO, and pending item
- CRM updates at every step
- Status reporting to you and to clients throughout the move
- Direct communication when something is stuck or needs your decision

7. End of Engagement & Optional FCSA Handoff

At the end of the two-month window, open items are tied off and documented, the workflow template suite is delivered as PDFs, and the final handoff package is delivered to your firm.

If your firm needs continued client-servicing support beyond the transition, the natural next step is a Fractional CSA engagement: \$100 per hour, billed by the minute, 20-hour monthly minimum (a \$2,000 minimum monthly invoice), invoiced monthly in arrears. Same team, embedded in your systems day after day.