## Customer/Client Relationship Summary (Form CRS)



Item 1: American Veterans Group PBC ("AVG" or "we" or "us") is a broker-dealer registered with the Securities and Exchange Commission ("SEC") and that is a member of the Financial Industry Regulatory Authority ("FINRA"), the Security Investors Protection Corporation ("SIPC"), and the Municipal Securities Rulemaking Board ("MSRB"). You can visit the FINRA web site at <a href="www.msrb.org">www.finra.org</a>, the SIPC web site at <a href="www.sipc.org">www.sipc.org</a>, and the MSRB web site at <a href="www.msrb.org">www.msrb.org</a>. Note: Investment advisory and brokerage services and fees differ. You should know that free and simple tools are available to research firms and financial professionals at <a href="www.investor.gov/CRS">www.investor.gov/CRS</a>, which also provides educational materials about broker-dealers, investment advisers, and investing. This document is dated <a href="mailto:May 10">May 10</a>, 2022.

#### **Item 2: Relationships and Services**

"What investment services and advice do you provide me? We provide brokerage services with respect to securities to retail investors like you. You may select investments or we may recommend investments for your account, but you will make the ultimate investment decision regarding the investment strategy and the purchase or sale of investments, unless otherwise agreed. We offer a limited selection of investments (for example, we provide brokerage services for stocks (equities) and bonds, but not options or futures). Other firms offer a wider range of choices, some of which might have lower costs. We focus mainly on fixed income investments. There are no minimums required to open an account with us. Generally, we do not monitor the investments in your account unless we agree with you to do so.

"What is your relevant experience, including your licenses, education and other qualifications? What do these qualifications mean?" Our registered personnel have many years of experience providing brokerage services, though some have more experience than others. You can learn more about the experience of our registered persons by asking us about them and by checking <a href="www.investor.gov">www.investor.gov</a> or <a href="www.investor.gov">www.investor.gov</

"Given my financial situation, should I choose a brokerage? Why or why not?" "How will you choose investments to recommend to me?" If you are seeking to generate income or capital gains and have money available to invest (significantly above what you need to pay for your basic needs, such as food and housing) a brokerage account may be right for you. We invite you to speak with one of our financial professionals about whether such an account is right for you. If such an account is suitable, and an account is established for you, you will direct us to make trades in your account in view of the risk tolerances and financial goals you indicate to us. We may also make recommendations to you, in view of the same. If we do not believe an investment is suitable for you, we will tell you, as we want you to achieve your investment goals without taking undue risks.

#### Item 3: Fees, Costs, Conflicts and Standard of Conduct

### What fees will I pay?

If you open a brokerage account with us, you will pay us a transaction-based fee. You will pay us a fee every time you buy or sell an investment. This fee, commonly referred to as a "commission," is based on the specific transaction and not the value of your account. With stocks or exchange-traded funds, this fee is usually a separate commission. With other investments, such as bonds, this fee might be part of the price you pay for the investment and we will earn a "mark-up" or "mark down." With mutual funds, this fee (typically called a "load") reduces the value of your investment. Some investments impose additional fees that will reduce the value of your investments over time (e.g., mutual funds and variable annuities). You could be required to pay fees when certain investments are sold (e.g., redemption fees for certain mutual funds). Fees vary. Fees are generally not negotiable. You will generally not pay other fees in addition to the firm's principal fees (e.g., we do not charge account maintenance or inactivity fees). The more transactions in your

account, the more fees we charge you. We therefore have an incentive to encourage you to engage in transactions.

## What are your legal obligations to me when acting as a broker-dealer?

We must abide by certain laws and regulations in our interactions with you. We must act in your best interest and not place our interests ahead of yours when we recommend an investment or an investment strategy involving securities. When we provide any service to you, we must treat you fairly and comply with a number of specific obligations. Unless we agree otherwise, we are not required to monitor your portfolio or investments on an ongoing basis and will not do so.

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

We benefit from the trades we effect for your account. Our interests can conflict with your interests. When we provide you with a recommendation, 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 recommendations we provide to you. Here are some examples of conflicts of interest to help you understand what this means: (1) We might recommend to you that you buy a security that we own; (2) We might recommend to you that you sell to us a security that we wish to own. We do not have any incentive to offer or recommend to you or invest in certain investments because another party shares revenue it earns on those investments, as there are no such investments or third-party arrangements (as of this date).

#### How do your financial professionals make money?

Our financial professionals make money based on the transactions in your account. The more transactions, the more money they make. We only make money by providing the services discussed above (and by assisting companies and municipalities in their efforts to raise capital).

# 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?

The answer to this question depends on the kinds of trading that takes place in your account. Fees and costs (including margin interest, if applicable) reduce the value of your brokerage account, even if your account is gaining in value because its investments are performing well. Please contact Ben Biles or your account executive to discuss this question in more detail. You can send an email to Ben Biles at <a href="mailto:bbiles@americanvetsgroup.com">bbiles@americanvetsgroup.com</a>, or you may call him at (646) 933-8387.

### **Item 4: Disciplinary History**

"As a financial professional, do you have any disciplinary history? For what type of conduct?" Currently, AVG does not have any disciplinary history. Presently, one or more of our registered persons have disciplinary or other disclosures on their records. We encourage you to seek out additional information. Visit <a href="www.investor.gov/crs">www.investor.gov/crs</a> for a free and simple search tool to research our firm and our financial professionals. Please feel free to contact Ben Biles (see below) for more information.

#### Item 5: Additional Information

"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?" Your primary contact is the representative for your account. To contact him or her, you can call (646) 933-8387 or you can send an email to Ben Biles and he will be happy to make sure your question or concern is addressed. For additional information about our brokers and services, visit BrokerCheck, our website, and your account agreement with us. Our web site is <a href="www.americanvetsgroup.com">www.americanvetsgroup.com</a>. To visit BrokerCheck you can go to <a href="www.brokercheck.Finra.org">www.brokercheck.Finra.org</a>. Again, you will also find additional information at <a href="www.investor.gov/crs">www.investor.gov/crs</a>. You will find a copy of this Relationship Summary at our web site.