



## **FREQUENTLY ASKED QUESTIONS – FND NATIONAL POOLED TRUST**

**How quickly can I set up a pooled trust account?** We can literally set up an account overnight, if necessary. Our documents are the same for everyone and are available online at [www.fndtrustservices.org](http://www.fndtrustservices.org). All you need to do is sign them, have your signature witnessed and notarized, and send them in to us.

**How much does it cost to set up a trust account?** We have a one-time administrative fee of \$1250.00. We charge an annual fee of 1.95%. We have no minimum fees, regardless of the balance in the trust account. These are some of the lowest charges of all pooled trusts.

**How much money do I have to deposit to start a trust account?** Zero. We have no minimum balance to start an account or to keep one open. You can set up an account in the expectation that it will be funded in the future. We don't charge any fees until and unless the trust is funded.

**Can Family Network on Disabilities draw up a trust for me?** We have a standard joinder agreement for our pooled trusts. You can find it and more information about our trust program here: [www.fndtrustservices.org/about-us/individual-trust-faq](http://www.fndtrustservices.org/about-us/individual-trust-faq). These documents are legally binding and we recommend that you consult an attorney before signing them. Once they're signed, just send them in to us and we'll set up your account.

**How do I make deposits into my trust account?** You can send a check, cashier's check, or money order to us at 26750 US Hwy 19 N, Suite 410, Clearwater, FL 33761, Attn: Trust Department. For regular payments, like those for annuities or other regular monthly payments, we can help arrange to have them direct deposited into your account.

**When will funds I deposit into my account be available?** Typically, funds will be available within three to four business days after we deposit them. We make deposits once a week. If there is an emergency and you need to access the funds sooner, we can usually make arrangements for you to be able to access your funds sooner.

**How do I get money out of the trust?** We try to make the process of requesting money as easy as possible. We have a one page form that we ask you to fill out, sign, and send in to us for each request. Please make sure to send in any backup documentation relating to the request. If you want someone to be reimbursed for something that they've purchased on your behalf, please include receipts. If the request will be the same every week or month, you can send in a single request with a copy of the bill and ask that we continue to pay it until you request otherwise. If you have any questions about how to fill out these forms, our staff will be happy to walk you through the form line by line.

**How long does it take to process a request for funds?** Typically, it takes one to two days. Many times, requests are processed the same day we receive them. If we need any additional information before approving a request, we will contact you for it.

**How long after I request funds will it take to receive them?** Usually, from the time we receive the request, it takes about 7-10 business days for the check to get to wherever it needs to go.

**What things can't be paid for out of my trust?** While we review every request for funds individually and approve as many as we can, there are some things that we cannot approve. For example, we can't approve the purchase of gifts for other people (even if close family members) or loans to other persons. The money that is placed in the trust must be used for your (the beneficiary's) benefit only.

**Can I have pre-need funeral arrangements paid for out of my trust account?** Yes, we encourage you to do this if you haven't already done so.

**What happens if I need money up front for a purchase?** Simply make a request like you always would and include a statement or estimate of what it will cost – including all applicable taxes, assembly, and/or delivery or other fees – and send it in. We can make the check payable to wherever you're buying the item from and either send it directly to the seller or to you to deliver to the seller.

**How can I check my account?** You can call us directly and speak to a live person at any time during business hours and get your balance and information about your account. You can also go online and access information about your account 24 hours a day, seven days a week. When you join the trust, we'll give you a unique PIN number and website address so you (or whomever you'd like to share this information with) can access and view your account.

**How often will I get statements and accountings?** In addition to the round the clock online access to information about your account, we provide everyone with monthly statements. We also provide accountings (comprehensive statements of what's gone in and out of your trust during a given period) at least annually. We can and do, however, provide accountings as frequently as you'd like them.

**How are the funds in the trust invested?** We hire professional asset managers to get the best return possible for the money placed in the trust, while making sure that the funds are invested as safely as is prudent. For instance, for the portion of the portfolio that is invested in the stock market, we emphasize safety first and diversification among sectors of the economy and among companies within individual sectors. This means that our exposure to any particular risk or adverse event is minimized as much as possible. This approach has served us very well during the turmoil of the last several years. We will be happy to provide more information about how funds in the trust are invested, if you'd like. Please contact us and we'll be happy to do so.

**For more information, please contact:**

**Richard La Belle, Esq., CEO / Trustee**

**Nelson Perez, Trust Advisor**

**Debra Neelen, Trust Associate**

**FAMILY NETWORK ON DISABILITIES – FND TRUST SERVICES**

[www.fndtrustservices.org](http://www.fndtrustservices.org)

**1 800 825 5736**