



YOUR FIRST 90 DAYS

We understand that funding the trust is the last major transition in the long process of settlement. The first 90 days will be working to identify immediate needs; whether that be completing needs-based benefit applications, working with vendors to order much needed equipment, paying off debt incurred during settlement, hiring care providers, or buying property.

It is a busy and quick transition time, and you will work closely with a dedicated trust administrator every step of the way. The foundation established in these early days secures a lasting relationship with your administrator and a sustainable plan for support for the coming years.

ONBOARDING

Onboarding a new trust is a collective effort. During the negotiation there are many people involved in the process from the attorneys to the claims adjusters, the brokers, the money managers, the trustee and the family. There may even be government agencies involved, workers compensation boards, Medicaid, Medicare, Social Security, housing authorities, food assistance, etc. Many people have a vested interest in a settlement and hundreds of decisions are needed to complete the transaction. Agreeing to terms is one thing, setting up a trust to protect you is a whole other process. Sometimes it is quick and simple but, most times it is an art of negotiation to ensure everyone's interest are addressed and protected. By the time the trust is funded, many families are burnt out from the process of settlement, and they are eager to spend the funds they fought so hard to get. When one door closes, another one opens.



Meeting the people who are going to spend the money can be scary, overwhelming and a bit nerve wracking. Whether you are disabled looking to protect your benefits or are a parent needing to protect your child – the process to start using the trust is relatively the same.

There's a lot of work that happens behind the scenes while you're wrapping up the settlement. Sometimes there's a court order, other times there's an appeal process and most times there are pesky little language changes that everyone has to agree upon. A trust is not a one-size fits all tool. It's customized to fit **your** needs in **your** state focusing on **your** benefit.

After the document is complete it gets circulated for signature. After that, the money can be sent to the trustee for deposit. Even setting up the accounts takes a small village – there's the Tax ID number assigned by the IRS, checking accounts to be opened, debit cards and checks to be printed, investment strategies to start, budgets to prepare and bills to be paid:

- How much cash do we need immediately?
- Which bills are past due?
- Did you borrow money?
- Do you need a house?
- What about a car?
- Will there be additional deposits?

All these questions help tailor a plan that's right for you. Once the money is deposited, you'll start working with the administrators of your account. These are the people that will answer your calls, respond to your emails, receive your faxes, pay the bills, use the debit card to buy your online carts and last, but not least, prepare your annual review. They keep track of it all and report back to you on where the money went, why, what money came in and balance the budget, so you stay on track.



YOUR ADMINISTRATORS

Many policies and procedures have been created over the years to help you spend the trust money. There are guidelines for paying bills, building budgets, buying houses and cars, taking vacations, and celebrating birthdays. We need to tell you about all of this so you can be comfortable that we are doing the job you chose us for – being your trustee. The onboarding process may seem tedious, and we do everything we can not to overwhelm you with details. That’s our job, your job is to live the best life you can and enjoy yourself. Maybe you need a new pharmacy for your prescriptions, maybe the shed burned down, and we need to make a claim with the insurance company, whatever life throws your way – your trustee is here to help navigate the road ahead.

In the first 90 days of administration our goal is for you to get to know your trust administrator and start to develop a relationship that will support your quality of life. There will be several phone calls and email exchanges during these first months and there are no “stupid” questions! We understand this is the last transition in a long line of very tough transitions for you and your family. Your administrator is there to explain the process for each and every question that you have. Our experience shows that after the first 90 days you will feel more comfortable with each process and will need to call the office less and less. Although you will call the office less with questions about process; you may find yourself keeping in touch to talk about the fun you had on vacation (we love pictures!) or problem solving a challenge you are facing or talk through some options you are debating on how to achieve your goals. Trust administration is a labor of love and it is a long term commitment to you as an individual.

We’re in this together and it all starts by getting onboard to ride the train of trust . . . All Aboard!