

June 30, 2020

Customer Relationship Summary

Helping you make an informed decision

Form CRS

Introduction

K.W. Chambers & Co. (KWC) is a full-service broker-dealer registered with the Securities and Exchange Commission. We are also a member of FINRA and the Securities Investor Protection Corporation (SIPC).

There are different ways you can get help with your investments. As a broker-dealer, we provide brokerage accounts and services rather than investment advisory services. Brokerage and advisory services and fees differ, and it is important for the retail investor to understand the differences.

Free and simple tools are available for you to use at [Investor.gov/CRS](https://www.investor.gov/crs), a website maintained by the SEC. These tools can provide you with educational materials about broker-dealers, investment advisers, and investing.

This relationship summary provides information that helps you make an informed decision about whether or not to invest with us and will answer some important questions you may have.

Terms to know

- A **broker-dealer** is a firm that acts as an intermediary between buyers and sellers of securities for which they will usually receive a commission and may purchase or sell those securities in/out of their own account.
- An **investment adviser** is generally any person or group that provides investment advice or conducts securities analysis in exchange for a fee.

What investment services and advice can you provide me?

KWC offers brokerage accounts and services to retail investors, which includes buying and selling securities and offering investment recommendations. With a brokerage account, you will pay a transaction-based fee (commission) each time you buy or sell an investment. KWC does not offer fee-based advisory accounts, but can carry and accommodate fee-based accounts through our affiliated registered investment advisor, Datatex Investment Services, Inc. (DTX), or through another third-party investment advisor. Recommendations we may make include not only specific investment vehicles, but also trading strategies, type of account, use of margin, buy, hold and sell recommendations, the choice of a commission-based or fee-based account, and the decision to roll over retirement plan assets into an IRA.

Brokerage Services

As a registered broker-dealer, KWC is licensed to execute securities transactions in various markets and exchanges. Our business is transactional and commission-based. We may recommend investments for your account, but unless you have given us written discretionary trading authority, the ultimate investment decisions will be yours. We do not commit to performing account monitoring services.

We offer a wide range of investments, including stocks, bonds, mutual funds, UITs, annuities, options, non-traded alternatives, and money market vehicles. Other firms may offer a wider selection of investments, some of which may have lower costs. While we do not impose account minimums, some investment vehicles are subject to minimum purchase amounts. Fees may be charged for inactive accounts.

Additional detailed information about our services, account types, investment products, and fees can be found in our Regulation Best Interest Comprehensive Disclosure document available on our website at www.kwchambers.com, or www.httlgh.com/Reg-BI.

Conversation corner

Questions you might wish to ask when considering our services:

- Given my financial situation, should I choose a brokerage service? Should I choose an investment advisory service? Should I choose both types of services? Why or why not?
- How will you choose investments to recommend to me?
- What is your relevant experience, including your licenses, education, and other qualifications? What do these qualifications mean?

What fees will I pay?

You will pay fees and costs whether you make or lose money on your investments. Fees and costs will reduce any amount of money you make on your investments over time. Please make sure you understand what fees and costs you are paying. Brokerage and advisory fees differ.

Brokerage Services Fees

Fees you pay in a brokerage account are based on specific transactions, and may be in the form of a commission, a mark-up or mark-down, or a sales load. Some investments impose additional fees while held, and/or surrender fees upon sale. The more transactions in your account, the more fees we charge you. We therefore have an incentive to encourage you to trade more often.

Other Fees and Costs

In addition to the costs described above, other fees the retail investor may pay directly or indirectly include custodian fees, account maintenance fees, inactivity fees, fees related to mutual funds and variable annuities, and other transactional fees and product-level fees. *More information on fees is available here: www.hntigh.com/Reg-BI.*

What are your legal obligations to me when providing recommendations? How else does the firm make money and what conflicts of interest do you have?

Standard of Conduct

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 you. Following are some examples to help you understand what this means.

Examples of Ways We Make Money and Conflicts of Interest

The firm and its affiliates generate revenue from brokerage or investment advisory services and investments offered to retail clients, including: 1) Proprietary Products – investments that are issued, sponsored, or managed by our affiliates; 2) Third-Party Payments – compensation we receive from third parties when we recommend or sell certain investments; 3) Revenue Sharing – investments where the manager or sponsor of those investments or another third party (such as an intermediary) shares with us revenue it earns on those investments; 4) Principal Trading – investments we buy from or sell to a retail investor, for or from our own accounts, respectively. Each of these revenue sources can result in additional income to the firm, which creates incentives to recommend those products, and therefore, presents a conflict with your interests, as they may be more costly to you and negatively impact your investment returns.

For additional information about potential conflicts of interest, please see our Regulation Best Interest Comprehensive Disclosure at www.hntigh.com/Reg-BI.

How do your financial professionals make money?

The firm's financial professionals are compensated through product sales commissions, as well as additional revenues shared by third parties, such as sponsors of mutual funds and annuities. Because some products pay higher commissions to the account representative, they may have an incentive to favor those products for the additional pay. When differences in compensation for similar products result in one having higher costs for the investor, a potential conflict of interest arises between you and your representative.

For additional information about compensation paid to our financial professionals, please see our Regulation Best Interest Comprehensive Disclosure at www.hntigh.com/Reg-BI.

Do you or your financial professionals have legal or disciplinary history?

Yes, our firm has legal and disciplinary events.

For more information, <https://www.brokercheck.finra.org/> is a free tool to research the background and experience of financial brokers, advisers and firms. Information is also available on our website, www.kwchambers.com, and at www.investor.gov/CRS.

Where can I find additional information?

You can always ask your financial advisor for more information and request a copy of this relationship summary at (314) 236-2400. Additional information about K.W. Chambers & Co. and its affiliates can be accessed through the following links:

- www.kwchambers.com
- www.hntigh.com/Reg-BI

Conversation corner

Questions you might wish to ask when considering our services:

- 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?

Conversation corner

Questions you might wish to ask when considering our services:

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

Conversation corner

Questions you might wish to ask when considering our services

- As a financial professional, do you have any disciplinary history? For what type of conduct?
- Who is my primary contact person? Is he or she a representative of a broker-dealer or an investment adviser? Whom can I talk to if I have concerns about how this person is treating me?