

## **Tortoise Investment Management, LLC– Form CRS**

### **Introduction**

Tortoise Investment Management, LLC (“we” or “us”) is registered with the Securities Exchange Commission (“SEC”) as an investment adviser. Brokerage and investment advisory services and fees differ, and it is important for you to understand these differences. Free and simple tools are available to research firms and financial professionals at [www.investor.gov/CRS](http://www.investor.gov/CRS). The site also provides educational materials about broker-dealers, investment advisers and investing.

There are many important things to think about when choosing an investment advisor. Although we believe we have addressed these items with you, we have included several italicized sentences in text boxes below which are key questions that we would be happy to discuss with you.

### **What investment services and advice can you provide me?**

We provide customized, sophisticated investment management and financial advice primarily to high net-worth individuals and trusts. Our investment strategy emphasizes risk management, a conservative, long-term approach, and tax-efficiency. We manage your portfolio with an understanding of your financial circumstances. We monitor portfolios and make changes to them as we determine necessary. We review all client accounts on an ongoing basis, on a variety of levels.

- We manage portfolios on a discretionary basis, which means we have the authority to buy and sell investments in your account without speaking to you before doing so. However, you can place reasonable restrictions on the securities that we buy or sell by notifying us, in writing.
- We do not limit the type of securities we trade for you to proprietary products or a limited group or type of investment. In fact, we do not have any proprietary products. We generally employ the use of: mutual funds, exchange traded funds (“ETFs”) and to a lesser extent, and more often within fixed income investments, we may use individual securities and closed-end funds, in conformity with your investment objectives.
- Upon specific client request we may also provide advice about various financial, non-investment issues without additional charge including: college and retirement planning, mortgage financing, general liabilities management, insurance, charitable giving, estate planning, and wealth transfer. When we provide any of those services to you, we rely on the information you provide us. We are not in a position to verify any information received from you or from your other professionals.
- We do not require a minimum account size. We do require a minimum quarterly fee of \$2,500, which may make a relationship with us inefficient for clients with smaller accounts. We may waive or reduce the minimum quarterly fee under certain circumstances. For detailed information about our Advisory Business and the Types of Clients we generally service, see Items 4 and 7, respectively in our [Form ADV Part 2A](#).

*Given my financial situation, should I choose an investment advisory service? 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?**

We are a fee-only investment advisor. That means that we are paid by our clients and accept no other revenue streams. For investment management and financial advisory services, and with certain exceptions described in Item 5 in our [Form ADV Part 2A](#), the annual fee for investment management services (including financial planning) will generally be charged based on a percentage of assets under management as set forth in your contract with us. Generally, fees are deducted directly from client accounts. Fees are payable in arrears at the end of each calendar quarter and are based upon the value of the assets under management at the beginning of the quarter.

- Because our fee is based on the amount of your assets under our management, the more assets you entrust us to manage, the more you will pay us for our services. Therefore, we have an incentive to encourage you to use us as your investment advisor and to increase the amount of assets that you designate for our

management. For detailed information about our investment advisory fees, please see Item 5 in our [Form ADV Part 2A](#).

- Your account will be held with an independent, third-party custodian. Custodians and their affiliated or unaffiliated broker dealers generally charge transaction fees for effecting certain types of securities transactions. In addition, if your assets are invested in mutual funds, ETFs, or other registered investment companies, you will bear your pro rata share of the investment management fees and other fees of the funds, which are in addition to the fees you pay us. These fees and expenses are described in each fund's prospectus or other offering documents.
- 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.

For detailed information about our fees and costs related to our management of your account, please see Item 5 in our [Form ADV Part 2A](#).

*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?*

### **What are your legal obligations to me when acting as my investment adviser? How else does your firm make money and what conflicts of interest do you have?**

When we act as your investment adviser, we must 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 any conflicts. Here are some examples to help you understand what this means:

- In cases where we discuss estate planning, inter-generational gifting or related matters with a client, and some, but not all, other family members are clients, a conflict of interest can arise.
- We may recommend rollovers out of employer-sponsored retirement plans and into Individual Retirement Accounts that we manage for an asset-based fee. This will increase our compensation, and therefore presents a conflict of interest.

For detailed information about our conflicts of interest, please see Items 4 and 11 of our [Form ADV Part 2A](#).

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

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

Our financial professionals are generally compensated by a salary and are eligible to receive discretionary bonuses. In addition, certain of our financial professionals are equity owners of the firm, in which case they receive a share of the profits of the firm.

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

No. We encourage you to visit [www.Investor.gov/CRS](http://www.Investor.gov/CRS) to research our firm and our financial professionals.

*As a financial professional, do you have any disciplinary history? If so, for what type of conduct?*

### **Additional Information**

Additional information about our firm is available on the SEC's website at [www.adviserinfo.sec.gov](http://www.adviserinfo.sec.gov). You may contact our Chief Compliance Officer to request a current copy of our [Form ADV Part 2A](#) or our relationship summary. Our Chief Compliance Officer is available by phone at 914-686-0024.

*Who is my primary contact person? Is he or she a representative of an investment adviser or broker-dealer? Who can I talk to if I have concerns about how this person is treating me?*