

Northwest Investment Advisors, Inc.
Form ADV Part 3 CRS Customer Relationship Summary
May 2020

Northwest Investment Advisors, Inc. is a dually registered Broker Dealer with the Financial Industry Regulatory Authority (FINRA) and State Registered with the State of Washington and with the Securities and Exchange Commission (SEC) as an Investment Adviser. Brokerage and investment advisory services differ and it is important for you to understand these differences. Free and simple tools are available to research firms and financial professionals at *Investor.gov/CRS*, which also provides educational material about broker dealers, investment advisers, and investing.

Broker Dealer Services Brokerage Accounts	Investment Adviser Services Advisory Accounts
Types of Relationships and Services: What investment services and advice can you provide me?	
<ul style="list-style-type: none"> • If you open a brokerage account, you will pay us a transaction-based fee, generally referred to as a commission, every time you buy or sell an investment. • You may select investments or we may recommend investments for your account, but the ultimate investment decision for your investment strategy and the purchase and sale of investments will be yours. • We can offer you additional services to assist you in developing and executing your investment strategy and monitoring the performance of your account but you might pay more. Statements will be delivered by the custodian on a monthly or quarterly basis either in paper or electronic form. • Investments offered include but are not limited to stocks, bonds, mutual funds, ETFs, annuities and REITs. We do not offer proprietary products. We do not have a minimum account size. 	<ul style="list-style-type: none"> • If you open an advisory account, you will pay an ongoing asset-based fee for our services. • We will offer advice on a regular basis. We will discuss your investment goals and design a strategy with you to meet those goals. Your account performance will be monitored on a monthly or quarterly basis depending on your billing cycle. We will contact you by phone or email at least annually to discuss your portfolio. More regular contact can be achieved by calling or emailing us. • We do not offer discretionary accounts. We may recommend investments to buy or sell, but those decisions are solely up to you through a non-discretionary account. • Investments offered through advisory accounts include but are not limited to stocks, bonds, mutual funds, ETFs, and REITs. We do not offer proprietary products. Our minimum account size is \$25,000. • For additional reference, please refer to Form Form ADV Part 2A Brochure.

Conversation Starters - Questions to ask your financial professional

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

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<p>Fees, Costs, Conflicts, and Standard of Conduct: What fees will I pay? What are your legal obligations to me when providing recommendations? How else does your firm make money and what conflicts of interest do you have? How do your financial professionals make money?</p>	
<ul style="list-style-type: none"> • 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. • 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 investment advice we provide you. Here are some examples to help you understand what this means: <ul style="list-style-type: none"> - Transaction-based fees. You will pay us a fee (commission) each time you buy or sell an investment. This is based on the specific transaction amount. - With stocks and ETFs this is usually a separate commission. With bonds, this fee might be part of the price that you pay for the investment called a mark-up (buy) or mark-down (sell). With mutual funds, the load (fee) typically reduces the value of your investment. - The more transactions you have (buys or sells) the more you pay in commissions. • Some investments such as mutual funds and variable annuities impose additional fees that will reduce the value of your investment over time. Also, with certain investments such as variable annuities, you may have to pay fees such as surrender charges to sell the investment. • 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. • Our fees vary and can be negotiable. The amount you 	<ul style="list-style-type: none"> • 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. • When we act as your investment adviser, 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 investment advice we provide you. Here are some examples to help you understand what this means: <ul style="list-style-type: none"> - Asset-based fees. You will pay an ongoing fee calculated at the end of each month or quarter based on the value of the investments in your account. - The amount paid to our firm does not vary based on the type of investment selected for your account. The asset-based fee reduces the value of your account and will be deducted from your account. - Some advisory accounts called wrap fee programs may include transaction costs and custody services and as a result wrap fees are typically higher than non-wrap advisory fees. - The higher your account value, the higher the fee you will pay. • We monitor your portfolio, investments, or investment strategy on an ongoing basis. • Some investments such as mutual funds and variable annuities impose additional fees that will reduce the value of your investment over time. Also, with certain investments such as variable annuities, you may have to pay fees such as surrender charges to sell the investment. • Our fees vary and can be negotiable. The amount you

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Fees, Costs, Conflicts, and Standard of Conduct: Continued	
<p>pay will depend on how much you buy or sell, what type of investment you buy or sell, and what kind of account you have with us.</p> <ul style="list-style-type: none"> • Our firm does not charge additional fees such as custodian, maintenance, or inactivity fees. These fees may be charged by the custodian of your account. • Additional fees may be charged for paper delivery of statements and trade confirmations. Investors are encouraged to utilize electronic delivery of these items. • Investors will be charged a handling fee and ticket charge for each individual transaction. • Our financial professionals are paid a portion of the commissions generated. The more buying and selling done in your account, the higher their compensation. This may motivate the firm to encourage the investor to trade more often. • Mutual fund companies provide ongoing service fees to us to provide services to you. We have an incentive to utilize these products for your account. • We do not buy investments from you or sell investments to you from our own firm accounts. • We do not have proprietary products that incentivize our representatives to sell those products. • From a cost perspective, you may prefer a transaction-based fee if you do not trade often or if you plan to buy and hold investments for longer periods of time. 	<p>pay will depend on the size of your account.</p> <ul style="list-style-type: none"> • Our firm does not charge additional fees such as custodian, maintenance, or inactivity fees. These fees may be charged by the custodian of your account. • Additional fees may be charged for paper delivery of statements and trade confirmations. Investors are encouraged to utilize electronic delivery of these items. • Investors will be charged a handling fee and ticket charge for each individual transaction. • Our financial professionals are paid a portion of the fees assessed to your account. The more assets you have in the advisory account, including cash, the more you will pay us. The firm may therefore have an incentive to encourage the investor to increase the assets in his or her account to increase our fees. • Mutual fund companies provide ongoing service fees to us to provide services to you. We have an incentive to utilize these products for your account. We make reasonable efforts to utilize mutual funds that do not pay these service fees for advisory accounts. • We do not buy investments from you or sell investments to you from our own firm accounts. • We do not have proprietary products that incentivize our representatives to sell those products. • An asset-based fee may cost more than a transaction-based fee, but you may prefer an asset-based fee if you want continuing advice. You may prefer a wrap fee program if you prefer the certainty of a monthly or quarterly fee regardless of the number of transactions you have. Please see Form ADV Part 2A Brochure.

Conversation Starters - Questions to ask your financial professional
<ol style="list-style-type: none"> 1. 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? 2. How might your conflicts of interest affect me, and how will you address them?

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Disciplinary History: Do you or your financial professionals have legal or disciplinary history?	
<ul style="list-style-type: none"> • Yes, our firm has legal and disciplinary events. Visit Investor.gov for a free and simple search tool to research our firm and our financial professionals. 	

Conversation Starters - Questions to ask your financial professional
<ol style="list-style-type: none"> 1. As a financial professional, do you have any disciplinary history? 2. For what type of conduct?

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Additional Information: We encourage you to seek out additional information.	
<ul style="list-style-type: none"> • For additional information about our financial professionals and services, visit Investor.gov or FINRA's Broker Check BrokerCheck.Finra.org and your account agreement. For additional information on advisory services, see our Form ADV Part 2A Brochure on IAPD, on Investor.gov and any brochure or supplement your financial professional provides. • To report a problem to the SEC, visit Investor.gov or call the SEC's toll-free investor assistance line at 800-732-0330. To report a problem to FINRA visit their website finra.org/contact-finra or call their investor helpline 301-590-6500. If you have a problem with your investments, account, or financial professional, contact Sean Grubb directly at 509-252-4140 x13. • If you would like additional up-to-date information or a copy of this disclosure, please Sean Grubb at 509-252-4140 x13. 	

Conversation Starters - Questions to ask your financial professional
<ol style="list-style-type: none"> 1. Who is my primary contact person? 2. Is he or she a representative of an investment adviser or a broker-dealer? 3. Who can I talk to if I have concerns about how this person is treating me?