

General Atlantic Service Company, L.P. (“GASC”, “we” or “our”) is an investment adviser registered with the Securities and Exchange Commission. We are not a broker-dealer. This document gives you a summary of the types of services we provide under our General Atlantic Core Program and how you pay for those services. **Brokerage and advisory services and fees differ, and it is important to understand the differences. Free and simple tools are available to research firms and financial professionals at [Investor.gov/CRS](https://investor.gov/CRS), which also provides educational materials about broker-dealers, investment advisers and investing.**

What investment services and advice can you provide me?

- ✓ We provide investment advisory services to our clients.
- ✓ Qualifying investors can participate in our investment program through a [Five-Year Commitment](#), an [Evergreen Commitment](#) or as a commitment to a [Pooled Managed Account](#) (collectively, the “**GA Core Program**”).
- ✓ **Growth Investments:** The GA Core Program focuses its investments on the growth spectrum, primarily targeting later-stage growth companies and occasionally emerging growth companies and pre-revenue life sciences companies.
- ✓ By making a commitment to the GA Core Program, you will participate in all new investments made by the program after the effective date of your commitment agreement until the earlier of (a) the end of your commitment period and (b) the date on which your commitment has become fully invested, used or reserved. Except in limited circumstances, we will have full discretion over the investments made with your commitment.
- ✓ Our Portfolio Committee regularly monitors the investments in the GA Core Program.
- ✓ Your commitment to the program will be concentrated in a limited number of investments and will not benefit from the reduced risks of a broadly diversified portfolio. Other investment advisers offer more customized, tailored advice based on your circumstances, and will provide access to a wider range of investments, many of which will have lower costs.
- ✓ For more information about our services, see Items 4 and 7 of our Form ADV Brochure, available [here](#).

Ask us:

Given my financial situation, should I choose an investment advisory service? Why or why not? How will you choose investments for the GA Core Program?

What fees will I pay?

- ✓ If you participate in the GA Core Program, you will pay: (1) an on-going **service fee**, (2) a **carried interest**, (3) **ongoing expenses** and (4) **organizational expenses**, as described in more detail in Item 5 of our Form ADV Brochure, available [here](#).
- ✓ You will pay fees and expenses whether you make or lose money on your investments with us. Fees and expenses will reduce any amount of money you make on your investments over time. Please make sure you understand what fees and expenses you are paying. For more information about the fees and expenses that you will bear, see Item 5 of our Form ADV Brochure, available [here](#).

Ask us:

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 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. The following are some examples to help you understand what this means:

- Higher valuations of your asset portfolio may result in higher service fees and distributions of greater carried interest. The service fee and performance allocation structure of the carried interest may create an incentive for us to make investments that are more speculative than would be the case in the absence of performance-based compensation. Our valuation of your assets will affect: (i) the calculation of certain fees you pay (based on the fair market value of your portfolio) and (ii) whether we can distribute carried interest.
- We may engage in transactions with other investors, and transactions with portfolio companies. The counterparty in a transaction may be incentivized to provide General Atlantic with a reduced or discounted fee or fee arrangement, or other beneficial terms, and those preferential rates or terms may not be passed on to you.
- You will participate in investments in the GA Core Program through commingled fund vehicles that we form. We can buy investments from such funds, and sell investments to such funds, from our own accounts, and we can also buy and sell investments between our funds, in each case, subject to complying with requirements under the governing documents of the GA Core Program and under applicable law.

For more information about our conflicts of interest, see our Form ADV Brochure, available [here](#).

How do your financial professionals make money?

Our investor relations professionals are paid a salary and bonus that is not directly tied to the amount of capital they bring in. A portion of the compensation paid to certain of our investment professionals is based on how well our investments perform. They are not compensated based on the number of investments they execute.

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

We do not have legal or disciplinary events to disclose. Visit [Investor.gov/CRS](https://www.investor.gov/crs) for a free and simple search tool to research us and our financial professionals.

Ask us:

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

Ask us:

Does the firm or its principals have any disciplinary history?

Where can I find additional information?

- For additional information about General Atlantic and the terms and conditions of the GA Core Program, including risks and conflicts related to an investment in the GA Core Program, see our Form ADV Brochure on IAPD on [Investor.gov](https://www.investor.gov). You may also find it [here](#).
- To report a problem to the SEC, visit [Investor.gov](https://www.investor.gov) or call the SEC's toll-free investor assistance line at (800) 732-0330. If you have a problem with your commitment in the GA Core Program, please contact our Capital Partnering team by calling (212) 715-4000.

Ask us:

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

Exhibit to Client Relationship Summary

Summary of Material Changes to General Atlantic Service Company, L.P. Client Relationship Summary

We have made the following material changes to Form CRS as of March 29, 2023:

- ✍ We have condensed Form CRS to conform with the SEC requirement that the form must not exceed two pages in length.
- ✍ We have updated our response to “What fees will I pay” to reflect that investors pay a one-time organizational expense.
- ✍ We have reflected the name change of our program from General Atlantic Managed Account Program (“GA MAP Program”) to General Atlantic Core Program (“GA Core Program”).