Existing Client Checklist

Existing Client Name:

Steps to be carried out by the Financial Advisor are indicated accordingly below. All other steps may be implemented by others on the team.

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Activity** | **Person Responsible** | **Completed on:** |
| 1 | **Call Client** with the ‘Pre-Booking Advisor Script’ | Financial Advisor |  |
| 2 | Call Client to book the 1st Appointment |  |  |
| 3 | Send the Introduction Kit |  |  |
| 4 | Send the 1st Appointment Confirmation Letter & Checklist |  |  |
| 5 | Make 1st Appointment Confirmation Call  |  |  |
| 6 | **1st APPOINTMENT** with Agenda | Financial Advisor |  |
| 7 | Make 2nd Appointment Confirmation Call |  |  |
| 8 | **2ND APPOINTMENT** with Agenda | Financial Advisor |  |
| 9 | Send Welcome Card |  |  |
| 10 | Send Welcome Letter |  |  |
| 11 | Send Welcome Gift & Note |  |  |
|   **Existing Client Rebranding Process Completed:** |  |