Telephone Review Meeting Checklist

New Client Name:

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| **Step** | **Review Meeting Activity** | **Person Responsible** | **Completed on:** |
| 1 | Review the list of clients prompted for **Telephone Review Meetings** at the Weekly Team Meeting to confirm set up |  | Day 1 |
| 2 | Schedule the **Telephone Review Meeting** with the Client  |  | Day 2 |
| 3 | Add **Telephone Review Meeting** to the Advisor’s Calendar |  | Day 2 |
| 4 | Send **Telephone Review Meeting** Confirmation Email to client.  |  | Day 2 |
| 5 | Preliminary **Telephone Review Meeting** Preparation:* Telephone Review Meeting Agenda
* Account Administration – Forms requiring updating
* Investment Management - Portfolio Summaries
* FORM Information Summary
* Other:
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| 6 | Intermediate **Telephone Review Meeting** Preparation:* Investment & Planning Updates
* Other:
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| 7 | Advanced **Telephone Review Meeting** Preparation by Advisor* Coordinate final requirements/revisions with others
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| 8 | Confirm **Telephone Review Meeting** via phone with Client  |  | Day before Review |
| 9 | Send **Telephone Review Meeting** items for discussion to the client via email (Agenda, summaries, all visuals for discussion) |  | Day before Review |
| 10 | **TELEPHONE REVIEW MEETING** with AgendaCall on time and use their preferred telephone number |  | Day of Review |
| 11 | CRM: Click “Telephone Review Meeting” as complete  |  | Same/Next Day  |
| 12 | CRM: Add related notes and/or upload related files  |  | Same/Next Day |
| 13 | Debrief **Telephone Review Meeting** & Delegate Follow Up Items as follows: Investment, Planning & Admin. |  | Same/Next Day  |
| 14 | CRM: Trigger all follow up activities accordingly |  | Same/Next Day |
| 15 | CRM: Check next **Telephone Review Meeting** prompt setEnsure Meeting Preference is noted: In-Person, Virtual, Phone. |  | Same/Next Day |
| 16 | Account Administration Follow Up If paperwork was updated on the call, send via email for cyber signature and/or mail out hardcopy and set follow up. |  | Within 1 week |
| 17 | Investment Management Follow Up |  | Within 1 week |
| 18 | Financial Planning Follow Up  |  | Within 1 week |
| 19 | Ensure all client promises are delivered on  |  | Varies |