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: |  |  |
| 6 | Intermediate **Telephone Review Meeting** Preparation:   * Investment & Planning Updates * Other: |  |  |
| 7 | Advanced **Telephone Review Meeting** Preparation by Advisor   * Coordinate final requirements/revisions with others |  |  |
| 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 Agenda  Call 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 set  Ensure 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 |