10.5 Review Meeting Preparation

Date: [Enter Date Created or Edited]

Person Responsible: Client Service Manager, Advisor

Frequency: In accordance to the standards outlined in your Service Matrix.

Process:

1. Prepare the agenda for conducting a standard Review Meetings:
   a) Use the Review Meeting Agenda - A Clients with your top clients: those with a Personal Financial Organizer (PFO).
   b) Use the Review Meeting Agenda - B Clients with your other clients.
2. Customize the agenda with the client's name, date, and the time and duration of the meeting (e.g. 2:00-3:00).
3. In advance, identify and prepare any tools that you will require for this meeting. This may include:
   a) Personal Financial Organizer (A Clients only)
   b) Investment Policy Statement
   c) Updated Policy Reviews
   d) Critical Financial Events Graphics
   e) What's Important to You
   f) Any other items you deem necessary to conduct the Review Meeting
4. Always review your Client Profile Information prior to conducting the Review Meeting.

Scripting: [If Applicable]

Resources:

The Review Agenda templates are found on the shared drive in "Exceptional Client Experience" folder, in the sub-folder called "Review Meetings".

Client Profiles are found on the shared drive in "CLIENT MASTER" folder, in the sub-folder with the Clients Last Name *OR* on the "Client Profile" tab of the CRM.

💻 Use your CRM to fully automate as much of this process as possible.
→ Use live links for instant access to intranet/internet sources for online manuals and procedures.