Preparing Client Files for Advisor

**Confirmation Calls**

**Prep Files**

**Smart Station – Brokerage Accounts**

**Copy Talk – Notes**

**Implement action items**

* Print advisor’s scheduled appointments for the next day
* Pull client files
* Go through client files:
* Manila – Copy Talk notes
* Aqua – Annuities (EIAs)
* Yellow – Brokerage
* Pink – Life Insurance
* Green – Variable annuity
* Orange – Taxes
* Manila – Miscellaneous Notes: Put all correspondence in chronological order
  + Be sure all copy talk notes are updated here from CRM, along with e-mails.
  + Check Fact Finder, otherwise known as CFQ – (Client Financial Questionnaire) – This is where you would locate if there is any money they have that is NOT invested with us. If this is a face-to-face meeting, leave the Fact Finder in back of the manila folder. If meeting is a telephone conference, place the Fact Finder on the top of the manila folder with other statements.
  + Be sure driver’s license is up-to-date.
  + If client has more than three accounts, print a client summary statement and include in front of file (optional).
* Aqua – Annuities (EIAs)
  + Go to the carrier website for each account and look up current holdings, if current statement is not in file. Get policy values and recent statement. Print. Put income rider % on print out (you can find this on the original application if it’s not there on previous statements). Print policy detail page.
  + If client is over 70½, put RMDs needed to be taken on file.
  + How to figure gain on an annuity: Take the “billed premium” – what they put in vs. “accumulated value” – and subtract. Then take the percentage of the difference:
    - $100,000 accumulated value
    - - $50,000 put in
    - $50,000 divided by $50,000 = 50% gain.
  + AVIVA – write type of account – Q = Qualified; NQ = Non-Qualified; IRA
  + ALLIANZ – no income riders at all; when printing ALLIANZ, use “select all”
  + Great American – Statements are annual
  + Sun Life – values never change; just print latest statement
* Yellow - Brokerage
  + Print Positions Page under Cash Management tab from Smart Station. If the client is taking money out, write “pulling $702/month” on statement.
  + Determine if IRA distribution; write on statement.
  + “Open Tax Lots” in Smart Station tells you if someone has made money on their account. Print this out and put in file.
  + If accounts are joint, write “Jt. Ownership” on outside of file.
  + DST Vision – has list of all securities (VA, mutual funds, etc.)
* Pink – Life Insurance
  + Look at policy and determine if it needs attention
  + Do they have existing, non-term, life insurance?
  + When was the last time their policy was reviewed?
  + Get an in-force illustration
* Orange – Taxes
  + Pull out the most recent tax return
* Place all updated summaries/statements in front of file for advisor’s review. Put in order of dollar priority.
* Place all client files on advisor’s credenza/desk. Put printout of task list (scheduled appointments) on top.
* After advisor has met with client and is complete with file:
  + Hold file while waiting for copy talk notes
  + Implement action items