Client Transfer Call – External Advisor

*This script can be used by the New Advisor as a follow up to the Client Transfer Letter sent.*

* [Transferred Client], please?
* Hello, this is [New Advisor] calling from [company].
* You should have received a letter from [Former Advisor].
* Did you receive it?

**If YES:**

* In that letter, [Former Advisor] mentioned I would be calling you.
* I am looking forward to establishing a good working relationship with you, so I can help you achieve your financial and lifestyle goals.
* Most of my other clients are in similar situations to you, so I will be in tune with your needs and objectives.
* Furthermore, like [Former Advisor] I too work with [company], so you will continue to have access to all the resources of the company that you are used to.
* [Former Advisor] has sent me your files and I would like to meet you in person so we can get to know one another, and so that we can discuss your current financial situation and your goals.
* Is it convenient for you to meet the week of [2 weeks from date of call]?
* We have availability at [give one time].
  + *If not convenient look for alternatives.*
* As you know, we are located at [your location]. My office is (explain where in relation to Former Advisor’s office).
* Thank you for your time, we look forward to meeting you on [date] at [time].

**If NO:**

* OK. In that case can I please confirm that your address is:
* This is a little awkward, but the letter is going to tell you [Former Advisor] has been reviewing their clientele, and in light of recent changes made to the practice, thinks we are better suited to work together. In other words, [Former Advisor] believes I am better suited to meet your investment financial planning needs.
* I’m going to have [Former Advisor] send you another copy of the letter and I will call you again later to schedule the meeting.

Note: Keep this call short and to the point. The goal for the call is to get them into your office so you can establish a relationship with them.