

10.5 Review Meeting Preparation

Date: [Enter Date Created or Edited]

Person Responsible: Client Service Manager, Advisor

Frequency: In accordance with 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 the "[Exceptional Client Experience](#)" folder, in the sub-folder called "[Review Meetings](#)".

Client Profiles are found on the shared drive in the "[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.