

PR: Intro through Discovery Meeting Held

1 Initial Contact with firm - document how they found us. (in Opportunities Page)

Description: Question 1: How did you hear about us? Question 2: What triggered your call? Question 3: Have you visited the website? Thanks for the information. Our next step is to take down your name, phone number and email and I will send you an email with a link to schedule a short introduction call. In the email I'll also include a few links to a couple of pages on our website so you can get a sense of who and how we help our private clients. I will include those links so you know what to expect if you decide to schedule an introduction call.

Priority: None

Assigned to: Cooper Shubert

4 Outcomes

Prospect Not Qualified
Go to Step: Refer to another advisor

Prospect Not Qualified
Go to Step: Add to Newsletter so they get invite to Community Ed Class

Prospect Qualified
Go to Step: Send email with more information and request to schedule introduction call

More Information Needed to Qualify
Go to Step: Send email with more information and request to schedule introduction call

2 Refer to another advisor

Description: Refer to another advisor

Priority: None

Assigned to: Tanya Nichols

3 Add to Newsletter so they get invite to Community Ed Class

Priority: None

Assigned to: Cooper Shubert

4 Send email with more information and request to schedule introduction call

Description: _____, It was a pleasure speaking with you briefly today. I'm glad _____ connected us, and hope we can be helpful to you as you consider hiring an advisor. We've found our website to be a good way to learn a little bit more about who and how we help, and what to expect from us if you decide you'd like to meet. Who We Serve New Client Roadmap Meet Our Team How We Help If you've decided you'd like to move to the next step click here to schedule your introduction call. Feel free to call or email with any other questions. We look forward to meeting you! Thank, Cooper

Priority: None

Due: 1 day later, at 9:30am

Assigned to: Cooper Shubert

Attachments: 1

5 Waiting for response to schedule intro call email

Description: We are waiting on them to review the website and decide to schedule. If we do not hear back, we send one more email asking if they need more help to schedule, if we don't hear back after email 2, then complete the workflow and tag client as Prospect Not Qualified.

Priority: None

Due: 1 week later, at 9:30am

Assigned to: Cooper Shubert

2 Outcomes

Didn't hear back within a week
Go to Step: Send follow up email if we don't hear back

Scheduled Intro Call
Go to Step: Hold Intro Call and TN/CS to complete notes together in one note and WB directly after Intro call held.

6 Send follow up email if we don't hear back

Description: Thanks for connecting with our firm recently. We've been doing this a long time, we know there's a lot to consider when reviewing professional advisors, and that's one of the reasons we try to provide you with more info about how we work with our private clients in our initial email through the links to our websites. If you reviewed the info and decided we might not be the right fit, or you're just not quite ready yet - fear not! We'll still be here when you are. We don't like to rush anyone into these decisions and we'll keep a good record of where we left things off in the event you decide you need some help and would like to work with our firm in the future. In the meantime, we don't like to pester. So we'll leave you to your pondering. And unless you'd rather we didn't (then just hit reply here) we'll just add you to our monthly newsletter to keep you connected to what's going on with the firm, financial classes being offered and tips and tricks to keep making sense of your money. Thank you again for considering us as a potential partner in your financial life. Warmly - Tanya

Priority: None

Due: 1 day later, at 10:00am

Assigned to: Cooper Shubert

7 Waiting for response to schedule Intro Call email 2

Priority: None

Due: same day, at 11:00am

Assigned to: Cooper Shubert

2 Outcomes

No Response to schedule Intro Call email 2
Go to Step: Add to newsletter if not already

Intro Call Scheduled
Go to Step: Hold Intro Call and TN/CS to complete notes together in one note and WB directly after Intro call held.

8 Add to newsletter if not already

Priority: None

Due: 1 day later, at 12:00pm

Assigned to: Cooper Shubert

1 Outcome

Add to Newsletter
Complete Workflow

9 Complete workflow

Priority: None

Due: 7 days later, at 10:00am

Assigned to: Cooper Shubert

10 Hold Intro Call and TN/CS to complete notes together in one note and WB directly after Intro call held.

Description: Purpose of the intro call: Qualify prospect to meet 500k minimum Willing to pay fees Want a long term advisor Schedule Discovery Meeting - two weeks s now still a good time? How can I be of most assistance to you? Can you tell me in round numbers of your financial situation Agenda: Tell me about yourself: - Family - Occupation - Money What triggered you to start looking for a financial advisor? About us: - Proactive review meetings - Coordinating with other professionals - Paid for advice between 1%-2% - Take on a handful of new clients a year - Manage all the money Not day traders

Priority: None

Assigned to: Tanya Nichols

11 Take note of how client found us, and start Referral workflow if applicable.

Priority: None

Due: 1 day later, at 12:30pm

Assigned to: Tanya Nichols

4 Outcomes

Prospect Not Qualified
Go to Step: Refer to another advisor

Prospect Not Qualified
Go to Step: Add to Newsletter so they get invite to Community Ed Class

Prospect Not Qualified
Complete Workflow

Prospect Qualified
Go to Step: Send discovery meeting schedule email

12 Send discovery meeting schedule email

Description: Send the email rather than scheduling over the phone to set the stage that the person needs to be committed.

Priority: None

Due: 1 day later, at 10:00am

Assigned to: Cooper Shubert

Attachments: 1

13 Mail Prospect folder same day Discovery email sent. (See OneNote for Consistency.)

Description: Create Packet with note from Cooper The aim is to keep the packet simple, it's purely designed to give them something in their hand that has the checklist and a folder to bring their documents in. We can trust they have everything they need from the emails. INCLUDED Meeting Checklist Client FAQs What's Important to You Note from Cooper Business cards Process Guide

Priority: None

Due: same day, at 12:30pm

Assigned to: Cooper Shubert

14 Waiting for response to schedule Discovery Meeting email

Priority: None

Due: 7 days later, at 10:30am

Assigned to: Cooper Shubert

2 Outcomes

Scheduled Discovery Meeting
Go to Step: Hold Discovery Meeting

No Response to schedule Discovery Meeting
Go to Step: Send 2nd email to schedule Discovery Meeting

15 Send 2nd email to schedule Discovery Meeting

Description: Hi <<NAME>> Cooper mentioned we haven't had a chance to schedule our Discovery Meeting quite yet. Are you still interested in meeting? I hope so! Based on our initial conversation - I think we can really help you << make sense of retirement, your money, or simplify your financial situation or WHATEVER THEY TOLD YOU>> If you're still interested, here's a link to our digital calendar. If you don't see anything that works for you- call or email and we can review other options. If you've changed your mind, no problem! Getting your financial house in order and considering advisors can take a lot of mental energy, and if something else is taking priority - we'll be here when you're ready. In the meantime, we don't like to pester. So we'll leave you to your pondering. And unless you'd rather we didn't (then just hit reply here) we'll just add you to our monthly newsletter to keep you connected to what's going on with the firm, financial classes being offered and tips and tricks to keep making sense of your money. Thanks for considering our firm as a potential partner in your financial life. Warmly - Tanya

Priority: None

Due: 1 day later, at 10:30am

Assigned to: Tanya Nichols

16 Add to Newsletter if not already

Priority: None

Due: 1 day later, at 11:00am

Assigned to: Cooper Shubert

17 Waiting for response to Email 2 to schedule Discovery

Priority: None

Due: 7 days later, at 11:00am

Assigned to: Cooper Shubert

2 Outcomes

No Response to Email 2
Complete Workflow

Scheduled Discovery Meeting
Go to Step: Hold Discovery Meeting

18 Complete Workflow

Priority: None

Due: same day, at 11:00am

Assigned to: Cooper Shubert

19 Hold Discovery Meeting

Description: Identify and understand what problems are we helping them solve? Are they willing to pay us and follow our process to solve them? About Them: Why are you here? - Priorities and Concerns Financial Statement - Assets, Liabilities and Income Important People Other? About us: Go Online ?? - Review Process Guide - Included services page New Client Roadmap Review Team Key Principals / Wealth Management Key Principals / Investment Management - Review Client Engagements Standards Proactive review meetings Coordinating with other professionals Paid for advice between 1%-2% Take on a handful of new clients a year Manage all the money Not day traders Casual attire Flexible hours Electronic documents Answer us

Priority: None

Assigned to: Tanya Nichols

Attachments: 1

20 TN/CS to complete notes together in one note and WB directly after Discovery meeting held.

Priority: None

Due: same day, at 11:30am

Assigned to: Tanya Nichols

21 Give Tanya LakeSuperior note card so she can send personal thank you

Priority: None

Due: same day, at 11:00am

Assigned to: Cooper Shubert

Outcome

Tanya sends thank you
Go to Step: Tanya to send thank you card

22 Tanya to send thank you card

Priority: None

Due: same day, at 11:00am

Assigned to: Tanya Nichols

23 Start Observations to 1st Meeting Workflow

Priority: None

Due: same day, at 4:30pm

Assigned to: Cooper Shubert

24 Complete workflow

Priority: None

Due: same day, at 11:00am

Assigned to: Tanya Nichols

PR: Observations Mtg thru 1st Service Cycle

1 Update stage in Opportunities in WB.**Priority:** None**Due:** same day, at 3:00pm**Assigned to:** Tanya Nichols**2 Send email to schedule Observations meeting. Confirm Calendly link is providing good options.****Priority:** None**Due:** 1 day later, at 9:30am**Assigned to:** Cooper Shubert**Attachments:** 1**3 Waiting for response to schedule Observations Mtg email****Description:** We are waiting on them to schedule Observations meeting. At this point, we've decided we want to work with them and they would be a good fit.**Priority:** None**Due:** 1 week later, at 9:30am**Assigned to:** Cooper Shubert**↙ 2 Outcomes**

Scheduled Observations Meeting

Go to Step: Complete analysis and Observations agenda. < 30 minute commitment Target.

No Response to schedule Observations

Go to Step: Send customized reminder email (2) to schedule Observations meeting

4 Send customized reminder email (2) to schedule Observations meeting**Description:** Cooper mentioned we haven't had a chance to schedule our Observations meeting quite yet. Are you still interested in continuing our discussions? I hope so! Based on our initial conversations - I think we can really help you << make sense of retirement, your money, or simplify your financial situation or WHATEVER THEY TOLD YOU>> If you're still interested, here's a link to our digital calendar. If you don't see anything that works for you- call or email and we can review other options. If you've changed your mind, no problem! Getting your financial house in order and considering advisors can take a lot of mental energy, and if something else is taking priority - we'll be here when you're ready. In the meantime, we don't like to pester. So we'll leave you to your pondering. And unless you'd rather we didn't (then just hit reply here) we'll just add you to our monthly newsletter to keep you connected to what's going on with the firm, financial classes being offered and tips and tricks to keep making sense of your money. Thanks for considering our firm as a potential partner in your financial life. Warmly -☐Tanya**Priority:** None**Due:** 1 day later, at 10:30am**Assigned to:** Tanya Nichols

5 **Waiting for response to email 2 to schedule Obs Mtg**

Priority: None

Due: 7 days later, at 3:30pm

Assigned to: Tanya Nichols

2 Outcomes

No Response to Schedule Obs Mtg Email 2
Complete Workflow

Scheduled Obs Mtg
Go to Step: Complete analysis and Observations agenda. < 30 minute commitment Target.

6 **Complete analysis and Observations agenda. < 30 minute commitment Target.**

Priority: None

Due: 5 days later, at 11:30am

Assigned to: Tanya Nichols

7 **Hold Observations Meeting and TN/CS to complete notes together in one note and WB directly after Observations Mtg held.**

Description: Tell them about them. And observations about their financial situation. Agenda; Review OPP Next steps in working together : Gain commitment or let them sleep on it If they want to move forward now - then Schedule short call right at the meeting with Cooper for data gathering

Priority: None

Assigned to: Tanya Nichols

2 Outcomes

If they are ready to move forward now
Go to Step: Send email or call to schedule Data Gathering call (NEED TO DRAFT)

If they want to sleep on it
Go to Step: Send thank you email and ask for any follow up questions.

8 **Send thank you email and ask for any follow up questions.**

Description: Purpose is for Tanya to make connection within 48 hours. If they want to sleep on it - then schedule follow up email to see if they have questions about the meeting ****within 48 hours **** "Thanks for your time this week. I have enjoyed our visits and am excited for the chance to work together. I know we talked about a lot. Has anything come up after our visit that might deserve more conversation? If there is, let me know and we'll schedule a short call to review anything else that's on your mind or you'd like more detail on. Otherwise, I'll just wait to hear from you and check back in a week or so to see if it's time to move forward. As a reminder, if you decide you're ready to become one of our private clients, just let us know and then the next step is scheduling a short call to gather any missing data to prepare the forms to get your accounts opened and begin our work together. We look forward to the opportunity to be a part of the conversation as you make plans for the future. ☺ Warmly- ☺ Tanya

Priority: None

Due: 2 days later, at 11:00am

Assigned to: Tanya Nichols

9 **Waiting to hear if they are hiring us.**

Priority: None

Due: 7 days later, at 3:00pm

Assigned to: Tanya Nichols

↙ 2 Outcomes

Have not heard if they are hiring us.

Go to Step: Send follow up email if we don't hear back with confirmation they want to hire us.

Client is ready to hire us

Go to Step: Send email or call to schedule Data Gathering call (NEED TO DRAFT)

10 **Send follow up email if we don't hear back with confirmation they want to hire us.**

Description: Thanks for your time. There's always a lot to consider at this stage when reviewing professional advisors, and we hope we've been helpful in that process. If you decide you're ready and you'd like to become one of our private clients, please email here (insert email link) or click here (insert data gathering call calendly link) to select a time to talk with Cooper to gather any remaining data required to prepare the paperwork to transfer your accounts. Or click here (insert tanya calendly link) if you have more questions that you'd like to talk through with Tanya first. If you're not quite ready, fear not! We'll still be here when you are. We don't like to rush anyone into these decisions and we'll keep a good record of where we left things off in the event you decide you need some help and would like to work with our firm. In the meantime, we don't like to pester. So we'll leave you to your pondering. And unless you'd rather we didn't (then just hit reply here) we'll just add you to our monthly newsletter to keep you connected to what's going on with the firm, financial classes being offered and tips and tricks to keep making sense of your money. Thank you again for considering us as a potential partner in your financial life. Warmly - Tanya

Priority: None

Due: 7 days later, at 10:00am

Assigned to: Tanya Nichols

11 **Waiting for response to email 2 if they are going to hire us.**

Priority: None

Due: 7 days later, at 11:00am

Assigned to: Tanya Nichols

↙ 3 Outcomes

No Response to Email 2 after Observations Meeting.
Complete Workflow

Client is ready to hire us.

Go to Step: Send email or call to schedule Data Gathering call (NEED TO DRAFT)

Client Needs More Information

Go to Step: TN to call or meet with client to address follow up questions.

12 **TN to call or meet with client to address follow up questions.**

Priority: None

Due: same day, at 12:30pm

Assigned to: Tanya Nichols

↙ 2 Outcomes

Client is ready to hire us

Go to Step: Send email or call to schedule Data Gathering call (NEED TO DRAFT)

Client is not ready to move forward or says no

Go to Step: Update Opportunities Stage and move to Stalled or Lost.

13 Update Opportunities Stage and move to Stalled or Lost.

Priority: None

Due: same day, at 3:00pm

Assigned to: Tanya Nichols

📌 1 Outcome

Updated Final Notes in ON/WB and change tags and One Note files.
Complete Workflow

14 Send email or call to schedule Data Gathering call (NEED TO DRAFT)

Description: **NEED TO DRAFT THIS EMAIL**

Priority: None

Due: 1 day later, at 10:00am

Assigned to: Cooper Shubert

15 Waiting for response to schedule Data gathering call

Priority: None

Due: 3 days later, at 10:30am

Assigned to: Cooper Shubert

📌 2 Outcomes

No Response to schedule Data Gathering Call
Go to Step: Send email or call to schedule Data Gathering call (NEED TO DRAFT)

Scheduled Data Gathering call
Go to Step: Hold data gathering call and TN/CS to complete notes together in WB/ON directly after.

16 Hold data gathering call and TN/CS to complete notes together in WB/ON directly after.

Description: Purpose of this call: *introduce cooper and his role *get any additional information in order to transfer accounts and prepare paperwork
*Schedule paperwork signing meeting

Priority: None

Assigned to: Cooper Shubert

📌 2 Outcomes

Scheduled paperwork signing meeting during call.
Go to Step: Send reminder prior to Paperwork Signing meeting

Couldn't schedule paperwork meeting during the call
Go to Step: Send email or call to schedule Paperwork signing meeting.

17 Send email or call to schedule Paperwork signing meeting.

Description: This should happen as quickly as possible. We keep reitering, we've built a process that works and that means we have to get this on the calendar as quickly as possible.

Priority: None

Due: same day, at 3:30pm

Assigned to: Cooper Shubert

18 Waiting to schedule Paperwork signing meeting

Priority: None

Due: 3 days later, at 3:30pm

Assigned to: Cooper Shubert

2 Outcomes

Client Schedules Paperwork Meeting

Go to Step: Send reminder prior to Paperwork Signing meeting

Client has Not Scheduled Paperwork Meeting

Go to Step: Send email or call to schedule Paperwork signing meeting.

19 Send reminder prior to Paperwork Signing meeting

Description: Send Reminder Prior to Paperwork meeting: Send email to remind them what to bring Thank you for choosing Align Financial. As a reminder, you have a meeting coming up on _____, 2019 at 11:00am. Here's a list of the documents we still need in order to make this transition as painless as possible. **Statement OR WHATEVER? **Life Insurance **Tax return And please remember, that while we do everything we can to make this process smooth; other financial firms often seem to forget that it's actually YOUR money during this process. So we'll be sure to keep you posted on the progress. If you do hear from XYZ firm, please be sure to let us know right away to we can take care of whatever loose end they are asking us to wrap up. As a reminder, after all the assets have been transferred in and your first statements have been created; we'll schedule the Strategy Meeting to review the work we've done so far; as well as confirm the list of pending items we're still working on and our preferred timeline for completion. In the meantime, expect to hear from me with updates. And be sure to call or email with any questions. Thanks, Cooper Shubert

Priority: None

Due: 1 day later, at 3:30pm

Assigned to: Cooper Shubert

20 Hold Paperwork signing and Online Access meeting and TN/CS to complete notes in ON/WB directly after.

Description: PAPERWORK MEETING: Agenda: NEED TO REVIEW AGENDA WITH COOPER Account Applications : Cooper Transfer Forms : Cooper Fee Agreement : Cooper Client Engagement Standards : Tanya or Cooper? Set up ONLINE Access at this meeting - write down pws and ids for strategy meeting The other company is going to forget that it is YOUR money. As soon as your accounts move over, the stock market is going to fall.

Priority: None

Due: 1 day later, at 3:30pm

Assigned to: Cooper Shubert

Attachments: 1

21 Send email: Online Enrollment

Priority: None

Due: 1 day later, at 2:30pm

Assigned to: Cooper Shubert

Attachments: 1

22 Send email: ACCOUNT STATUS UPDATE - EVERYTHING IS ON TRACK

Description: 1) Send One Status Update and then one email signaling completion and time to schedule strategy To be sent when the transfer looks like it's in good order. SUBJECT LINE: ACCOUNT STATUS UPDATE - EVERYTHING IS ON TRACK As promised, here's a quick status update on your transfer. It's important to us that you are kept up to date as we work to move your hard earned savings under our care and implement your plan. I'm happy to share that your accounts have been established and should be moving over smoothly and that we are on track for completing this process within the 3-4 weeks we discussed. As a reminder: we still need : list of items or info we still need (if applicable) We expect all to continue smoothly which means I will connect again in a few weeks, after your first statement is mailed, to schedule the next step in our process - your Strategy Meeting. This is where we review the work we've done so far; as well as confirm the list of pending items we're still working on and our preferred timeline for implementation. But we'll be sure to let you know if we encounter any delays. Please be sure to let us know if you have any questions or if anything comes up for you before then, that you'd like us to add to our next agenda. Thanks - Cooper Shubert

Priority: None

Due: 7 days later, at 4:30pm

Assigned to: Cooper Shubert

23 Send Email: ACCOUNT STATUS UPDATE: TRANSFERS COMPLETED - Schedule Strategy Mtg

Description: 2) Send Completion Email to Schedule Strategy Meeting Good news! We received the rest of the transfers of your accounts this week. We'll make the changes to the new models as discussed in our Observations meeting, being sensitive to avoid any changes that would be costly or hit you with a big tax bill. There weren't any surprises in your accounts when they came over, so I don't anticipate any major deviations from the overall target Moderate allocation we discussed in the Observations meeting. If you're interested in the specifics of investments and want to discuss this in more detail before we make the changes, schedule here right away, and we'll delay the update. Otherwise, those changes will be made later this week and be reflected in this month's statement. Here's the link (insert calendly link) to schedule your Strategy Review meeting after the statement is created. Welcome to our family of clients! We look forward to working together. Thank you - Cooper Shubert or Tanya??

Priority: None

Due: 14 days later, at 4:30pm

Assigned to: Cooper Shubert

24 Waiting for Strategy Meeting to be scheduled

Priority: None

Assigned to: Cooper Shubert

√ 2 Outcomes

Strategy Meeting Scheduled

Go to Step: Hold Strategy Meeting and CS/TN to enter follow up notes in WB/ON together.

No Response to email 1 to schedule Strategy Mtg

Go to Step: Call or email (2) to schedule Strategy meeting to review accounts, and set timelines for priorities

25 Call or email (2) to schedule Strategy meeting to review accounts, and set timelines for priorities

Description: Hi <<First name>> This is just a reminder that you likely have received your first statement for your new accounts and all your accounts have moved over. So that means it's time to schedule your Strategy Meeting. This is an important meeting where we review the work we've done so far; as well as confirm the list of pending topics (like your retirement income, or your estate plan or your tax return review -- whatever is on their list of items that brought them to us) we're still working on and our preferred timeline for implementation. This is where we get to know how you interpret your accounts, and show you the things we'll be paying attention to as it relates to your investments and financial plans and priorities. We know there's a lot of moving part during these initial stages, so we want to make sure we connect before too long to make sure we're all on the page about your money, priorities and how we will work together going forward. As a reminder: we still need : list of items or info we still need (if applicable) And as we've discussed, after this meeting, you can expect us to check in semi-annually for our regular reviews where we tackle some of these topics mentioned above, and provides an opportunity for us to catch up and share the things that have your attention and ours. We hope to see you soon!
Warmly - Tanya

Priority: None

Due: 1 day later, at 4:30pm

Assigned to: Tanya Nichols

2 Outcomes

Strategy Meeting Scheduled

Go to Step: Send Strategy Meeting Confirmation email

No Response to (2) Schedule Strategy email

Go to Step: TN to call and find out why they aren't coming in.

26 Send Strategy Meeting Confirmation email

Description: SUBJECT LINE: Strategy Meeting Confirmation We look forward to seeing you. As a reminder, now that your accounts are here; this meeting is where we review the work we've done so far; as well as confirm the list of pending items we're still working on and our preferred timeline for implementation. As a reminder: we still need : list of items or info we still need (if applicable) At this meeting, we'll also review your online access, your document delivery preferences, your fees and your first statement. Please be sure to call or email if anything else is on your mind that you'd like us to add to the agenda. We'll see you soon! Cooper & Tanya

Priority: None

Due: 1 day later, at 4:30pm

Assigned to: Cooper Shubert

27 TN to call and find out why they aren't coming in.

Description: This meeting is important because this is where we teach them about how we work, and find out how they pay attention to their accounts.

Priority: None

Due: 1 day later, at 4:30pm

Assigned to: Tanya Nichols

1 Outcome

Schedule Strategy Meeting

Go to Step: Send Strategy Meeting Confirmation email

28 Hold Strategy Meeting and CS/TN to enter follow up notes in WB/ON together.

Priority: None

Assigned to: Tanya Nichols

Attachments: 1

29 Send local food item as a onboarding gift (DEFINE IN ADVANCE)

Description: Single Woman: Some sort of local handmade candle Married Woman: Some sort of local food item OR Just send Sherries Berries

Priority: None

Due: 1 day later, at 5:00pm

Assigned to: Cooper Shubert

30 90 Day Check in Email from Last Contact

Description: 90 Day Check in Email: Hi New Client, We hope this email finds you well and you are tolerating the pile of paperwork you've probably received from us through email or in your mailbox over the past few months as your accounts have been set up. Do you have any questions about your online access? It's important that you log in once per year to keep your statement elections. We know we send a lot of paper in the early stages, so don't forget; we offer a secure shredding service for all of our private clients and you're free to stop in when convenient for you and Cooper or I can take it off your hands. We last spoke a few months ago, and we plan to meet at during our first review cycle next spring/fall (whichever group they are in); unless there is something urgent you'd like to discuss before then. Please be sure we always welcome phone calls and emails in between our regular meeting process if anything comes up for you that you would like to run by us. Until we see you again, you can trust we are keeping a close eye on your accounts here; and keeping track of any other items we might need to review at our meeting in the spring/fall. I think the few items that still require some attention that we left for a future review are: Then list a couple of pending items I had on my list from our previous visits: • review life insurance • discuss last two years tax returns • review old estate documents • resolve new home purchase If there is anything else on your mind that you'd like us to add to the list for a next year, please let us know and we'll see you when the snow flies. Warmly - ☐Tanya

Priority: None

Due: 90 days later, at 5:00pm

Assigned to: Tanya Nichols

31 Complete 2nd 90 day check in CALL to remind them when our next visit is.

Description: 2nd 90 Day Check in Email: (which is six months from last contact during onboarding process) Hi New Client, How are you? ☐Do you have any questions about your statements or your online access? Have you tried logging in yet to make sure your statement elections stay the same? Anything new in your financial situation since we last spoke? I like to check in before our first meeting to let you know how this first review meeting will go. We try to keep it to an hour or so. I'll tell you what I'm paying attention to as it relates to your financial situation, but MORE importantly - it's a time for you to tell me what you are paying attention to. It's your time. So this is on my list of pending items from our earlier discussions. Anything else on your mind? Then list a couple of pending items I had on my list from our previous visits: • review life insurance • discuss last two years tax returns • review old estate documents • resolve new home purchase Is there anything else on your mind you'd like to be sure we discuss at our next visit?

Priority: None

Due: 90 days later, at 5:00pm

Assigned to: Tanya Nichols

📌 1 Outcome

No Answer. Left Vm and Send Email

Go to Step: If no answer, leave VM and send email.

32 If no answer, leave VM and send email.

Description: 2nd 90 Day Check in Email: (which is six months from last contact during onboarding process) Hi New Client, How are you? Do you have any questions about your statements or your online access? Have you tried logging in yet to make sure your statement elections stay the same? Anything new in your financial situation since we last spoke? I like to check in before our first meeting to let you know how this first review meeting will go. We try to keep it to an hour or so. I'll tell you what I'm paying attention to as it relates to your financial situation, but MORE importantly - it's a time for you to tell me what you are paying attention to. It's your time. So this is on my list of pending items from our earlier discussions. Anything else on your mind? Then list a couple of pending items I had on my list from our previous visits: • review life insurance • discuss last two years tax returns • review old estate documents • resolve new home purchase Is there anything else on your mind you'd like to be sure we discuss at our next visit? Remind to bring documents to shred.

Priority: None

Assigned to: Cooper Shubert

33 Update Opportunities in WB, Confirm Tags and no numb projects laying around.

Priority: None

Due: 1 day later, at 5:00pm

Assigned to: Tanya Nichols

34 Schedule "Schedule Client Review" Workflow for appropriate timeline considering tags.

Priority: None

Due: 1 day later, at 5:00pm

Assigned to: Cooper Shubert