Using Diversification Opportunities

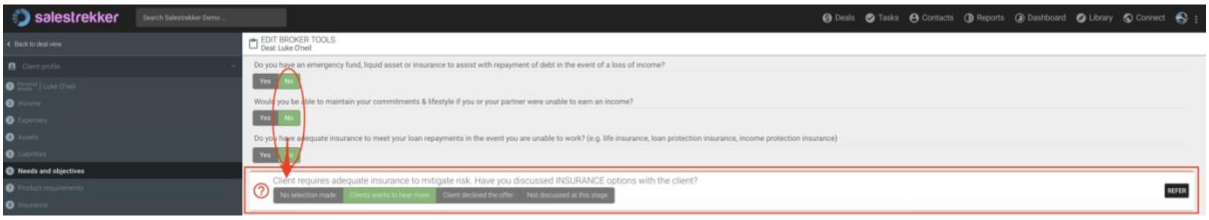
Client Profile questions

Diversification opportunities will appear in the Client profile/tools section as the data is entered. The idea here is that users are reminded to ask applicants the question at the time of the interview. These questions appear only in broker view and are not visible in the Client Portal.

Note that only set up opportunities will show in Client Profile.

Users should select one of three available options:

- Client would like to hear more;
- Client declined the offer;
- Not discussed at this stage.



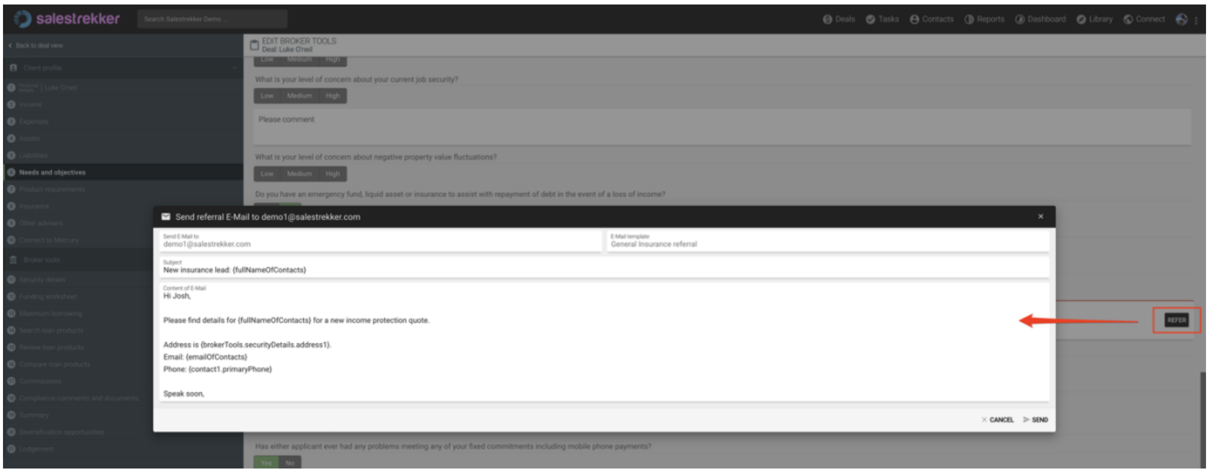
Even if client declined the offer can be beneficial to the broker as this will be recorded in the compliance documents and can be utilised to defend broker position in case of any 'best interest duty' discussions later on.

Typically, these questions will appear:

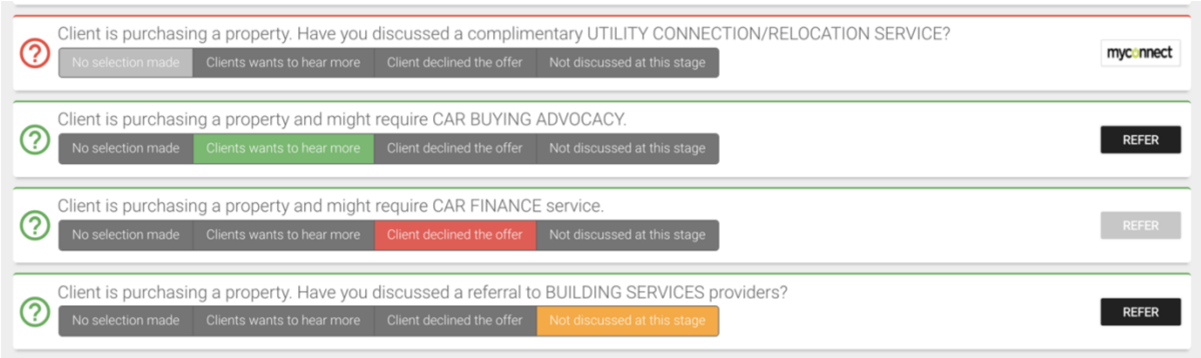
- If the client is self-employed;
- If Needs and objectives questions are answered in a way to warrant a diversified service;
- In the Product requirements tab, if the client indicates they require some additional services.

Some questions may appear more than once through the Client profile and tools.

To refer on the spot, simply click on 'Refer' button (or API service button if in place), review email and click 'Send'. Note that if client declines the offer, referral button will be disabled and greyed out.



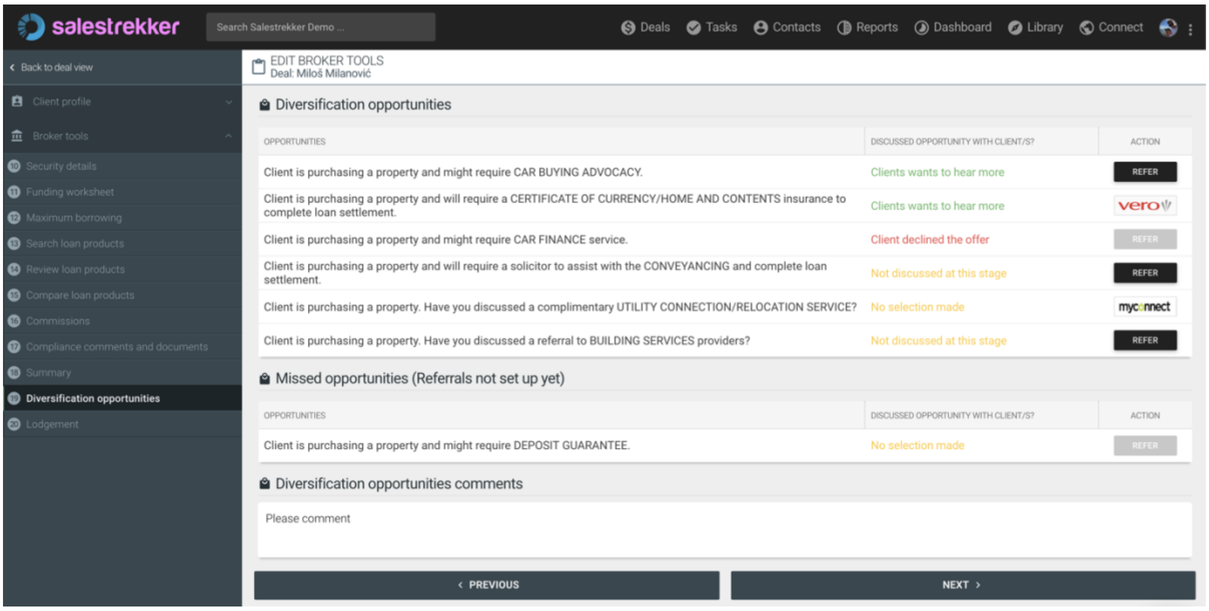
When the client answer is selected, the section will turn green (from the original red). Client answers are also colour coded: green/red/amber.



Broker Tools Summary Tab

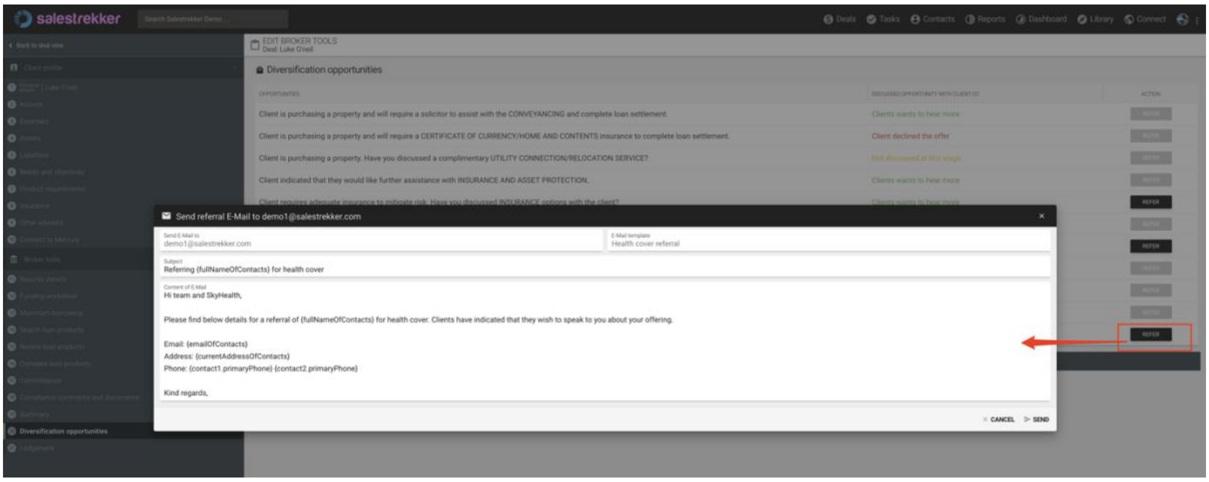
A summary of questions that appeared in Client profile will appear at the end of Broker Tools in a separate tab, Diversification Opportunities.

There are three sections here: Diversification opportunities; Missed opportunities and Comments section:



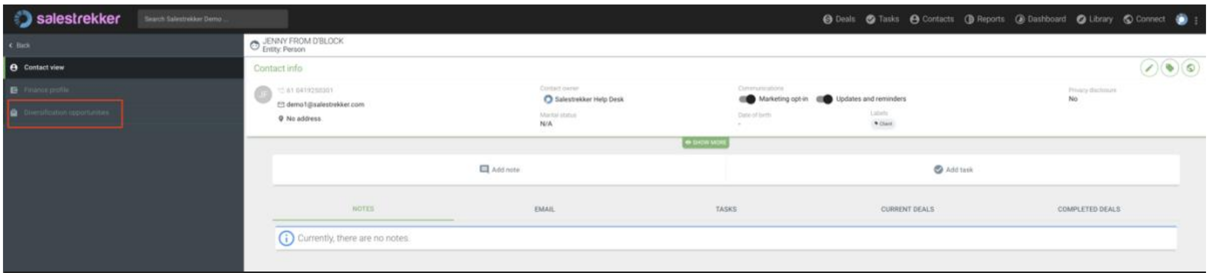
Services are highlighted in CAPS and answers are colour coded (green = yes, red = no, amber = N/A). Where the referral email/API isn't set up, or the answer was 'declined', the 'Refer' button will be greyed out.

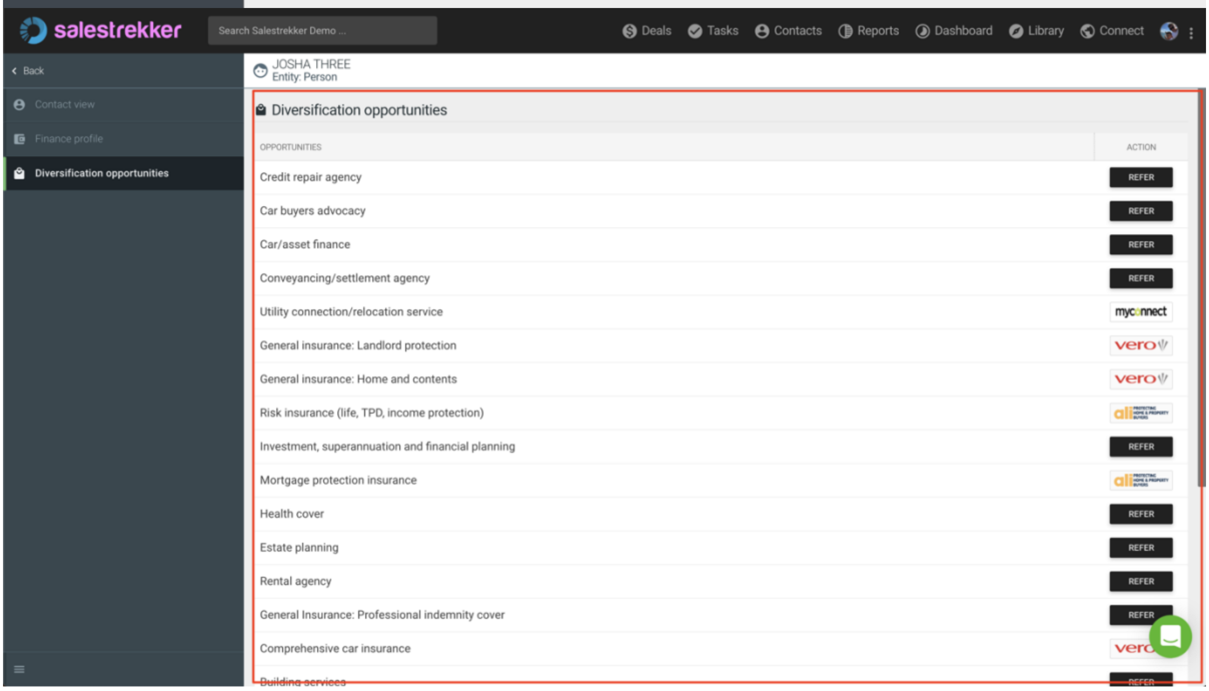
To refer, simply click on the refer button, review email and click 'Send'. Note that cc/bcc addresses are set in email template settings. Where multiple referrers are set, select a referrer from the drop down list:



Contact View Tab

During the review process (that can be scheduled using recurring task feature), users can discuss any of the available options and refer clients on the spot.





Note that referral email in Contact view will only cover referrer email address; email subject and body will have to be manually entered:

Adding a Summary Table to a Document

For the compliance purposes, a summary table with the outcomes of diversification discussions can be added to a document. Merge code can be found in Settings > Document templates/Merge fields button. Field is under the 'Deal - Tables' grouping of merge fields. Type 'diversification' in merge field search and click on the relevant option to copy. Then add to your compliance or sales document.