Client Scheduling Checklist

- Gold and Platinum
  - ☐ At Portfolio Review Meeting – CSA schedules next appointment
    1. Before DAP arrives
    2. OR before client leaves
  - ☐ Appointment reminder (card) to client

  IF NOT SCHEDULED AT PR

  - ☐ CSA assigned to Client: On the first business day of the month 1 month prior to client's assigned Review Month start calling all unscheduled Gold and Platinum Clients, calls should be made to all unscheduled Golds and Platinums by the end of first week
  - ☐ If the Client wishes to "check their calendar" offer to email them a ScheduleOnce link that will allow them to schedule when they are ready
  - ☐ Follow up each phone call with individual email
  - ☐ Week 2 make follow-up phone call to each unscheduled client and follow up with email
  - ☐ DAP notified immediately of any client that unwilling to meet
  - ☐ Week 3 and 4 follow-up with phone calls and email
  - ☐ End of Month – Receptionist Compiles list of Clients yet to be scheduled and distributes to Anne, David and Admins
  - ☐ If Non-responsive or Unwilling to Schedule note the reason
  - ☐ Assigned CSA: On the first business day of the month, 1 month prior to client's assigned Review Month, send out email to Gold and Platinum clients

  - ☐ First Admin Meeting of Gold/ Platinum Client's assigned Review Month report Follow-Up to be done by administrators
  - ☐ Identify and report the Clients, if any, DAP should handle personally
  - ☐ Schedule any DAP phone call to client on calendar (10 minute block)

  - ☐ CSA – Week 1/Week 2 of clients' assigned Review Month contact each unscheduled client communicate results to Receptionist
  - ☐ Receptionist continue to notify DAP of clients unwilling to schedule and reason

  - ☐ Receptionist – Beginning of Week 3 of assigned Review Month email all gold and platinum clients alerting them to the approach of end of month:

    We have been attempting to reach you because ____________ is your review month, and we need to meet with you to be certain you have the most current information about your assets and investment advice …
  - ☐ If client cannot be scheduled an internal review should be done.

- Green Clients
  - ☐ Receptionist – on the first business day of the month 1 month prior to client's assigned Review Month pull List of Green clients due for PR the next month
  - ☐ Send out email blast to Green clients through Commonwealth email address that requests that the client email or call for an appointment or use our convenient online scheduling software
  - ☐ Five (5) days later send postcard to Green clients that have not scheduled.

- ☐ First Day of Week 2 – 1st Phone Call to all unscheduled Green Clients
- ☐ Last day of Week 2 – send individual email to each unscheduled Green client
- ☐ First day of Week 3 – follow-up call to those green clients that did not respond to first call
- ☐ First day of the Week 4 – send final email blast to any clients that have still not set an appointment
- ☐ End of Month – Compile list of Clients yet to be scheduled and send to Anne, David, and admins
    - ▪ List of Non-responsive or Unwilling to Schedule – reason?
- ☐ DAP notified immediately of any client that unwilling to meet
- ☐ First admin meeting of Client's assigned Review Month Review/Delegate Follow-Up to be done by administrators
- ☐ Week 1/Week 2 of clients' assigned Review Month CSA contact each unscheduled client
- ☐ CSA - communicate results of client contact to Receptionist
    - Appointments Scheduled
    - Non-responsive
    - Unwilling to schedule – reason?
- ☐ Receptionist - continue to notify DAP of clients unwilling to schedule and reason
- ☐ Beginning of Week 3 of assigned Review Month Receptionist – send another email warning approach of end of month

    We have been attempting to reach you because ____________ is your review month, and we need to meet with you to be certain you have the most current information about your assets and investment advice …
- ☐ If client cannot be scheduled an internal review should be done.