CARSON
COACHING

Client Review Process Template

Process: Client Review Process

Description: Process for scheduling and preparing for client review meetings.

Category: Client Reviews

Keywords: Client Reviews / Annual Meetings / Review Meetings / Client Meetings / Annual Meetings

Last Updated: (Date) **Updated By:** (Name)

Locations Referenced:

- CRM – Workflow – Client Review

PROCESS DETAILS:

STEP #	WHAT	WHEN	WHO
1	Call client to schedule review meeting	14 days before review meeting due date	Operations Associate
2	If unable to schedule meeting, send follow-up email with scheduling link and schedule follow-up task for 1 week later	Immediately after previous step	Operations Associate
3	Enter meeting on calendar & CRM	As scheduled	Operations Associate
4	Send meeting confirmation email	Immediately after previous step	Operations Associate
5	Update financial plan with current account values and other information provided by client or advisor	3 days before appointment date	Paraplanner
6	Run reports: - Investment performance - RMDs (required/complete/scheduled) – Current account beneficiaries - Outside accounts	3 days before appointment date	Operations Associate
7	Prepare meeting agenda	3 days before appointment date	Operations Associate
8	Call client to confirm meeting	1 day before appointment date	Operations Associate
9	Save reports and plan overview as PDFs in client folder	2 days before appointment date	Paraplanner
10	Review reports, updated plan, and CRM history	1 day before appointment date	Advisor
11	Greet client; offer client preferred beverage	At meeting check-in	Front Office Associate
12	Take notes	During meeting	Advisor/Relationship Manager

13	Make plan or account updates addressed in review	Post-meeting – within 3 days	Advisor/Relationship Manager
14	Dictate notes in CRM and send email to clients detailing the meeting	Post-meeting – within 3 days	Advisor/Relationship Manager
15	Assign follow-up tasks in CRM	Post-meeting – within 3 days	Advisor/Relationship Manager
16	Update next review due date in CRM	Post-meeting – within 3 days	Operations Associate