CARSON
COACHING

Employment Termination Checklist

Complete the items in this checklist immediately following notifying the associate of the termination of their employment.

- [ ] Collect security key and name tag
- [ ] Collect any other company-owned materials (e.g., laptop, iPad, etc.)
- [ ] Remove network access/login name
- [ ] Remove access to email (including webmail)
- [ ] Remove access to broker/dealer subscription
- [ ] Remove access to CRM
- [ ] Remove access to financial planning software
- [ ] Remove any other credentials that allow access to client information (e.g., mass email system, custodian, etc.)
- [ ] Change username on any other non-network company software on computer (project management software, conference call software, etc.)
- [ ] Communicate departure to team
  - » As soon as is feasible, gather team together:
    - – State who has departed and address next steps:
      - » Redistributing job duties
      - » Any plans to hire replacement
      - » Message to convey to clients
    - – Close with encouragement and optimism.
    - – Expect “hallway chatter,” so monitor and address as needed.
- [ ] Determine communication strategy to clients (if needed)
- [ ] Notify broker/dealer of termination
- [ ] Forward incoming phone calls to another team member
- [ ] Remove phone extension from group mailbox

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- [ ] Remove from employee phone directory
- [ ] Redirect incoming emails to another team member
- [ ] Remove email from distribution list and user groups
- [ ] Remove from email distribution lists
- [ ] Move pending calendar items to another team member
- [ ] Remove birthday and anniversary announcements from calendars
- [ ] Notify payroll service of termination and any PTO payout for unused time or deduction for unearned time used needed for final pay check
- [ ] Notify 401(k) custodian of termination
- [ ] Notify health insurance provider of termination (if applicable)
- [ ] Remove individual from company website