


Understand the Flexible Fact-Finding Options

It's important we acknowledge the various flexible fact-finding options to ensure you can make the best use of your time and appropriately bring on the various types of new clients we know you will encounter.

The illustration below provides a guideline for face-to-face, over the phone and email/mail options. It also showcases the "One and Done" approach you can use with very basic new clients where there is no need to set additional appointments to do so.

Flexible Fact Finding



- **"A" clients** → Face-to-face 2nd Appointment
- **Mid-Tier clients** → Via phone/mail/email
- **"D" clients**
 - Account Express (Credential)
 - Portfolio Planning (Q-trade)

Identify the best way to proceed with the Fact Finding Phase based on the type of new client you have.