RRSP Service Call Script for Assistants

**January & February**

Use the following telephone script as a guide to assist you with making RRSP Service Calls.

You will need to check the Client’s Information regarding their RRSP Account from an administrative perspective (RSP contributions made[[1]](#footnote-1)) and investment perspective (do they have any PAC-SIP set up).

You will also need to be aware of tax slip mail out dates and deadlines – so have this readily available.

* May I speak with [Client] please?
* Thank you [Client], this is [your name] calling from [Credit Union/Organization].
* This is an RRSP Service Check-In Call to make sure you are fully prepared this RRSP Season.
* Do you have two or three minutes right now to talk about your RRSP?
	+ If ***YES***, proceed.
	+ If ***NO***, ask if there is a better time to call back and set a reminder to call the client back at that time.
* First, we’d like you to know **RRSP Tax Receipts** for contributions made in [Last Year] have been mailed out so if you don’t have it already, you should be receiving it shortly.
* Contributions made during the first 60 days of [this Year] will be mailed shortly after the time of the RSP Contribution.
* I’m not sure if you are aware, but on your **RSP Account Statement** from us, all RRSP contributions made during the year can be found [insert location here] – *Optional, only if applicable*.
* Your **Available RRSP Contribution Room** can be found on your [Last Year] Notice of Assessment.
* The deadline for RSP Contributions this year is **[day, month, year].**
* **IF THEY HAVE A PAC-SIP SET UP:** I see you have a monthly contribution plan set up in the amount of $[amount] – Would you like this amount to remain the same for this next year?
	+ If ***YES***, great.
	+ If ***NO***, gather more details and initiate forms/follow up to remedy this for the client.
* Next, I’d like to confirm the **Beneficiary Information** on the RRSP to ensure it is accurate and up-to-date.
	+ *Review this information*, if correct make a note you reviewed it with them.
	+ *Review this information*, if incorrect initiate process/forms to remedy this for the client immediately – explain the process and trigger your own follow up on Maximizer.
* It’s helpful to us if we know to expect **RSP Contributions** during the first sixty days of the year so we can watch carefully for them and confirm back to you immediately once it’s received – that way you don’t have to worry about the missing deadline. Do you plan on making any additional RSP Contributions before March 1?
	+ If ***YES***, great I’ll make a note to watch for it and notify you as soon as it arrives (log this on Maximizer so you don’t forget).
	+ If ***NO***, Okay – thank you for letting us know.
* Finally, I’m going to send you a brief **follow up email** which contains a list of all the dates and deadlines for most of the tax slips related to your Investments here with us – just so you have that as a reference if you need it.
* This email will also include a link to our website with some additional information about RRSPs (optional).
* Do you have any questions for me right now?
	+ If ***YES***, answer the question and if required, take message for the Advisor (if it is investment related).
	+ If ***NO***, Okay – great.
* As always, if you have any questions feel free to contact us anytime.
* Thank you for your time today [New] – have a great morning/afternoon.
* Goodbye.
1. If they have taken advantage of the RSP Home Buyers Plan, you should ensure their annual payback has been received. [↑](#footnote-ref-1)