

**Client's Critical Contacts**    Date \_\_\_\_\_

<b>Client A</b>	<b>Client B</b>
Name	Name
Date of Birth	Date of Birth
Address	Address
City	City
State/Zip	State/Zip
Phone: (office)	Phone: (Office)
(Mobile)	(Mobile)
(Home)	(Home)
Email:	Email:
Occupation:	Occupation:
Company/Employer:	Company/Employer:
Business Address:	Business Address:
How many years with this company?	How many years with this company?
Desired retirement age:	Desired retirement age:
Hobbies/Extracurricular activities/Volunteer activities:	Hobbies/Outside activities/Volunteer activities:
Private Clubs/Organizations	Private Club/Organizations

**Children:**

Name	DOB	State	Grandchildren

**Other Professional Advisors**

1. Who prepares your tax returns?	2. Who does your estate planning?
Name:	Name
Address:	Address
Phone:	Phone number
Email	Email
	When was your will last updated?
Can you enthusiastically endorse your tax advisor? (YES) (NO)	Can you enthusiastically endorse your estate planning attorney? (YES) (NO)

## Enthusiastically Endorsed Providers

Use this sheet to keep track of your client's advisors.

<b>Client's Name</b>				
<b>Service</b>	<b>Name/Phone #</b>	<b>EE*</b>	<b>E*</b>	<b>NE*</b>
Attorney				
Tax				
Real Estate				
Estate Planning				
Divorce				
General				
CPA				
Physicians				
FP/Concierge service				
Cardiologist				
Endocrinologist				
Neurologist				
Pulmonologists				
ENT				
Pediatrician				
Other				
Real Estate Agent				
Commercial				
Residential				
Car Salesman				
Personal Trainer				
Massage Therapist				
Housekeeper				
Nanny				
Pet Sitter				
Veterinarian				
Home Sitter				
Electrician				
Plumber				
Computer Consultant/ Repair				
Home Repair				
Landscaper				
Country Club				
Personal Banker				
Wedding Planner/Party Planner				
Funeral Director				
Concierge Travel Service				
Limo Service				

## **FA Team Bio's, Purpose Statement, Experience and Contact Information**

### **EXAMPLE: The Supernova Team**

Rob Knapp is the architect of the Supernova model he developed with a team of financial advisors and leaders at Merrill Lynch. He is the author of The Supernova Advisor, an innovative approach to growing an advisory business by improving client service.



Through Supernova Rob has developed rituals and structure for the financial services industry that gives advisor techniques to grow dramatically while delivering superior service to their clients and gaining greater balance in their lives.

Rob's passion for coaching talented individuals to reach exceptional levels of performance has solidified his reputation throughout the financial services sector as a visionary and creative leader.

**Cindy Beuoy**, A 20-year veteran in the financial services industry. Her job responsibilities include: Planning, Client Communication, Marketing and website development.

**Lori Showley, CSA**, coordinates the office responsibilities and works closely with Cindy to plan events, develop social media and send out monthly updates to clients.

**Curtis Brown, FA**, Former Merrill Lynch Regional Director develops strategies for clients of high net worth. Curtis has 30 years in the industry.

**Rob Shaffer, FA**, Former Merrill Lynch Regional Manager, is a private wealth director and program developer. Rob has 35 years in the industry.

**Stan Craig, FA**, Former Merrill Lynch National Sales Director, is a private wealth advisor and author of the book "Fore talk, 7 Critical Conversations to have with your clients."

### **Mission Statement:**

Here at Supernova we give our clients the highest level of service with rapid response to any issues, proactive client service (monthly updates, quarterly reviews and bi-annual reviews), and multi-generational planning.

You can reach us:

Supernova Wealth Management Group

P.O. Box 2060

Boca Grande, FL 33921

866-448-7858 EXT 702

[WWW.Supernovaconsulting.com](http://WWW.Supernovaconsulting.com)

## Client Performance Review

1. Asset Allocation Overview - This can be a chart
  - a. Assets divided by type (cash, stocks, mutual funds, bonds, etc.)
  - b. Equities divided by style (International, small cap value, etc.)
  - c. Fixed income divided by style (short-term, long-term, fixed)
  - d. Account summary
  - e. Top holdings
2. Portfolio Cash Flows and Performance – YTD
3. Estimated Income Summary & Tax Summary
4. Risk vs. Return Analysis

## Topic of the Month (Taken from the 24 month Calendar)

January – Full Year Outlook

### THIS IS A SAMPLE:

The Dow is down (9%) for the year and (14%) from its 2015 highs, with the S & P bearing out similar numbers. Let me share a few high level reasons as to what is driving equity prices lower:

1. We have seen the sharpest and most abrupt decline in oil in history.
2. As such credit markets have tightened up unilaterally making recession risk appear greater than had been expected in the US and overall slowing growth on a Global banks
3. China continues to report softening economic data and since August, the yuan has declined by 5%
4. Q4 earnings will be delivered over the next several weeks and expectations is they are down (3-4%) year over year, including the impact of energy companies.

At the street level, as selling begets selling, we start to see margin pressure lead to more liquidations. Now the question, what can be a catalyst to reverse this near-term trend and start to begin the healing process for the markets. Several of these potential stabilizing events are:

1. Central Banks acknowledge that the conditions have changed. The Fed, Bank of Japan and ECB can each, in their own way, let the markets know that they are aware and concerned about the global and domestic growth picture, and their head isn't in the sand.
2. China stabilizes their currency, which is already beginning to happen.
3. Q4 earnings come in decent and companies accelerate buybacks (which are paused this time of the year). Do note that ex-energy, S & P earnings should grow 6% +/- in 2015.





## Template For Client Agenda

### **(Name Of Client) Agenda for (Month): (Update) or (Review)**

1. (Name of Client)'s questions and comments
2. Client's personal update

#### **In a Non-review month:**

3. Monthly Topic
4. Follow up on last's months topic

#### **In A Review Month:**

5. Review goals and track items based on the implementation document
  - a. Short-term goals
  - b. Long-term goals
6. Review portfolio performance and recommendations
7. Evaluation of service

