SECURITY BENEFIT

Best Practices for Annual Review Meetings

HELPING YOUR CLIENTS
TO AND THROUGH RETIREMENT®

Security Benefit®

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Best Practices for Annual Review Meetings

Annual or periodic reviews are an important part of building momentum for your practice. Conducting reviews with your clients, not only helps you fulfill your obligation to know your clients, but also helps you build deeper relationships to grow your practice.

According to Kitces.com, a periodic review should be looked at as a "State of The Plan" meeting, which (barring any unforeseen events in their lives) typically lets your clients know that they are making progress towards their goals.[1]

We've put together some best practices to serve as a guide to help you create a positive experience for your clients.

GET PREPARED

- ✓ **Pull a list of current beneficiaries to review with your clients.**
- ✓ **Review their goals.**
- ✓ **Check their risk tolerance to make sure there are no changes.**
- ✓ **Gather your clients' most recent statements so you can review all their accounts prior to the meeting.**

  If some of their accounts are with another firm, ask for copies of those statements prior to your meeting so you can pull together a more comprehensive picture of their retirement.

BUILD RELATIONSHIPS

- ✓ **Create a physical agenda.**

  An agenda can help you stay on track with the items that need to be covered during the review. Ideally, the agenda should be delivered to clients several days before your meeting. The agenda can help set expectations, build trust, and give clients an opportunity to add anything that may have changed since your last meeting with them.[1]

  Do you already use an agenda? If not, we have created a sample agenda template to help you get started.

CREATE OPPORTUNITY

✓ Ultimately, clients want to know three things when they meet with you:

1. Are they ok?
2. Are they making progress?
3. Are they getting what they need by working with you?

By using a consistent structure for your meetings, you are building the framework to mention all the great things you are doing behind the scenes to continue to earn your clients' business.[1]

GET STARTED

✓ Annual Review Package.

We want to help you to have successful meetings with your clients and create a positive and memorable experience for them. As a premier provider, we want to help you stand out from your competitors with our ***Annual Review Package***.

The package includes:

- Free paycheck and gap analysis software
- Retirement income planner form — A simple form to gather information for a paycheck or gap analysis.
- Access to in-depth client investment analysis and reports with our Portfolio Planner Powered by Morningstar® — SecurityBenefit.com/portfolio-planner
- Personal financial inventory form — A more inclusive form to help you gather information to create a more complex analysis report for your clients.
- A sample meeting agenda template
- The Mesirow Risk Quiz

[1] Kitces.com/?s=annual+reviews&submit=&by-author=&by-category=&from-date=&to-date=

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To and Through Retirement®.

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