

Mediums of Responsibility

- Automation
 - When a certain check-box is triggered on an account, we can launch an action plan or task
 - Frequency allowed on Flows?
- Business Process
 - When to use?
 - Tasks are dependent on the prior tasks before then
 - Client follow-up or certain documents are needed to progress
 - What can launch a BP?
 - Flows CAN launch BPs
- Single Tasks
 - When to use?
 - Very clear action item done without additional context or validation
 - We could also do single-task action plans
- Recurring Single Tasks
 - When to use?
- Action Plans
 - Action plan templates
 - Name template, give description, and what object would this land on?
 - Once we publish an action plan, we cannot edit BUT we can make clones
 - Optional
 - Tasks
 - Subject
 - Days to complete
 - Days from deploying action plan
 - Not due based on other tasks, but we could sequence out the days
 - CAN say can't complete X task without Y task being done
 - Prerequisites must be marked as required
 - Priority?
 - Task shows up on account like any other task
 - Can adjust for business days
 - Can assign to specific users, role, queue
 - Optional reminders
 - Flows can launch these
 - Document checklist items
 - When to use?
 - If there are conditional fields or we are following up with the client for something, we need to use a BP
 - Goes to multiple groups/individuals but it's very straightforward items

- Don't need follow-up on or mark as conditional
- Project-based
 - When to use?
- Create Pandowearth Processes Object
 - One-to-Many Record
 - Internal Project Record

Examples for Reference

- JTBD/Responsibility
 - Narrative
 - 1. 2-5 bullet points & who does it
- Investments - Market Update/Newsletter
 - The investment market update intends to update our clients on the stock market and economy from the last 6 months, including any forward-looking items. It may also include a specific investment topic or performance of our specific funds.
 - 1. Write market update/newsletter draft - Investment Analyst?
 - 2. Review market update/newsletter draft and give feedback - CIO
 - 3. Schedule Pardot email - Investment Analyst?
- BRP - Nitrogen - Revisit Portfolio
 - Every few years, we revisit a client's investment allocation in their 401(k) to ensure it still aligns with their risk tolerance and goals.
 - 1. Send client new Nitrogen questionnaire links and ask if their retirement timeline has changed - CSA/Advisor?
 - 2. Update proposed portfolio if needed - Paraplanner
 - 3. Communicate recommendations to client - DT Advisor
- FP - Client Savings check up
 - We check client savings to ensure they are on track to maximize their retirement contributions with new annual limits, ensure they do not have too much or too little cash, and ensure the cash they do have is maximizing its possible interest earnings.
 - 1. Verify that 401(k) deferrals are on track - Paraplanner
 - 2. Verify that IRAs are maxed out for prior year and recurring contributions update for current year - Paraplanner
 - 3. Look at Elements for Liquid Term & location of cash - Paraplanner
 - 4. Notify Diamond Team advisor of findings - Paraplanner
 - 5. Communicate recommendations to client - DT Advisor

4/30

- BP - sequential process where tasks are dependent on the prior task
- One-time task
- Action plan - Batch of one-time tasks

- Ex. Once they hit age 50, we could have an automation that launches a certain batch of tasks based on that
- Recurring task - one-off that happens time after time
- Reporting on objects using fields to track - examples YE object and tax object, project-based tasks
- Automation
 - Flow - Calendly, etc.
 - Record-based trigger - Ex. not having a value - to having a value
 - Schedule-based trigger with dependent fields
- Ex. Could we batch investment newsletters?
- What are similar things we could put together?

- Which bucket does this item fall into?
- Who is involved?
- Which tasks does it need?
- Are certain services required to have/not have this task?
- Is it related to clients?
- What other triggers may it have? Ex. Age

4/26 Meeting:

- Key Process Takeaways
 - Perfection is the enemy of progress!
 - Ready, aim, aim, aim, aim...
 - Proven process vs core process
 - Core process - something your team does repetitively do get a desired result
 - 5-12 in the whole business (other items may be *part* of a major process)
 - Proven process - part of your organization's marketing strategy
 - 20/80 rule
 - If doing 20% of the work will get you 80% of the results, start there!
 - Team uses independent judgement **within** the framework of those processes
 - This is meant to be an **executive summary**
 - They can always get more detailed over time
 - Too many nuances makes you drown
- Feel good about what was captured last quarter? JTBD, descriptions, etc.
- Blocks/layers
- On-boarding vs Maintenance
 - On-boarding - MVP is 4 BPs, DT coordinates, we have checklist of all the things that need to happen. Hard to nuance every single possibility. Freedom within framework. Will find commonalities over time.
 - Maintenance - multiple layers overlapping. Can still combine & use what we did last quarter to make it more seamless
- Narrative - what is this action doing?

- Each item - who is involved?
- Documenting in more detail but staying high level
 - Process - describe actions in 2-5 bullet points (aka task description)
 - Ex. Check client savings
 - Ensure 401(k) deferral is on track
 - Ensure IRA contributions are on track
 - Check Liquid Term for more than 6+ months of cash
 - Check location of cash for interest earnings
- Checklist

One-to-Many (all on Pandowealth object)

Totals:

- Pandowealth created
 - 1 Tax
 - 1 Tax & FP
 - 2 IM
 - 7 BRP
 - Plus 4 webinars

January

Tax - Tax Season Introduction Message & Organizer Invite

Investments - Market Update/Newsletter

Summary: The investment market update intends to update our clients on the stock market and economy from the last 6 months, including any forward-looking items. It may also include a specific investment topic or performance of our specific funds.

- Write market update/newsletter draft - CIO
- Incorporate any charts or data needed - Investment Analyst
- Send market update/newsletter draft for compliance and advisor review, and finalize - CIO
- Schedule Pardot email - Investment Analyst

Investments - Automated Capitect Quarterly Update

Summary: These reports go out automatically from Capitect to each household to show them their QTD, YTD and Since Inception deposits / withdrawals and investment growth in % and dollars at their household level (not account specific).

- Review your clients' reports and returns to ensure they make sense - Advisor

FP - Automated Elements Quarterly Update

- The Elements app automatically sends clients a Quarterly Progress Report. This report showcases their change in net worth, a summary of assets and debts (including their % changes over the last quarter), and changes in their Term Elements.
- No action needed

BRP - Newsletter (DONE)

- The January newsletter provides informational and actionable items that clients need related to their retirement plan(s). This is the largest newsletter of the year. And includes the following information:
 - 1. Gather the following information from Fi360 and BSP and provide to Ops/Mktg - Investment Analyst
 - Portfolio & fund performance for 401(k)
 - Portfolio & fund performance for pension (optional)
 - 2. Instructions for YE testing - Recycle verbiage from December newsletter and provide to Ops/Mktg - CS Team Lead
 - 3. Review and refresh instructions for CPA Care Package and provide to Ops/Mktg - CS Team Lead
 - 4. Reminder to reimburse invoice to FCR - Recycle verbiage and video - Ops/Mktg
 - 5. Review compiled information and approve for OTM Pardot - DOP

February

BRP - Newsletter (DONE)

- The February newsletter resends instructions for the CPA Care Package so clients will have what they need related to their retirement plan(s) for timely filing of their taxes
 - 1. Recycle CPA Care Package from January newsletter - Ops/Mktg
 - 2. Review compiled information and approve for OTM Pardot - DOP

BRP - Participant 401(k) Webinar (DONE)

- This webinar will provide general information related to their specific plan design (not eligibility), and any financial planning topics deemed appropriate to increase awareness and engagement in their plan
 - 1. Plan a month ahead if any topics will rotate or change - SME L10
 - 2. Create and/or update slide deck - Paraplanner
 - 3. Review slide deck - DOP
 - 4. Pull participant data and send OTM email to invite to webinar - CSA
 - 5. Host live webinar - DOP

March

BRP - Newsletter (DONE)

- The March newsletter provides Chick-fil-A specific instructions for Plan Sponsors and admins to ensure all eligible participants are correctly added in payroll, and Operator deferrals are being reimbursed
 - 1. Review template instructions - CS Team Lead / Ops

- HR Payroll audit instructions
 - Reminder to reimburse AFE
- 2. Review compiled information and approve for OTM Pardot - DOP

IM & FP - IRA deadline reminder

Summary: Send one-to-many email to clients from their Lead Advisor to remind them of the upcoming IRA deadline.

- 1. Create/update email template - Dir of Planning
- 2. Import prior year IRA contributions into SF - Paraplanner
- 3. Check list for clients you would like to reach out to - DT Advisor
- 4. Send mass email to list of IRA clients - DT Advisor

April

Investments - Automated Capitect Quarterly Update - See above

FP - Automated Elements Quarterly Update

- The Elements app automatically sends clients a Quarterly Progress Report. This report showcases their change in net worth, a summary of assets and debts (including their % changes over the last quarter), and changes in their Term Elements.
- No action needed

BRP - Newsletter - Video with reminder to not forget to reimburse invoice (DONE)

- The April newsletter provides Chick-fil-A specific instructions for Plan Sponsors and admins to ensure all invoices are being reimbursed
 - 1. Review Invoice Reimbursement video and approve for OTM Pardot - CS Team Lead

May

Webinar for 401(k) Participants (DONE)

- This webinar will provide general information related to their specific plan design (not eligibility), and any financial planning topics deemed appropriate to increase awareness and engagement in their plan
 - 1. Plan a month ahead if any topics will rotate or change - SME L10
 - 2. Create and/or update slide deck - Paraplanner
 - 3. Review slide deck - DOP
 - 4. Pull participant data and send OTM email to invite to webinar - CSA
 - 5. Host live webinar - DOP

June

BRP - AFE Reimbursement Reminder (DONE)

- The June newsletter provides Chick-fil-A specific instructions for Plan Sponsors and admins to ensure Operator deferrals are being reimbursed
 - 1. Review template instructions - CS Team Lead / Ops
 - Reminder to reimburse AFE

- 2. Review compiled information and approve for OTM Pardot - DOP

July

Investments - Market Update/Newsletter - See above

Investments - Automated Capitect Quarterly Update - See above

FP - Automated Elements Quarterly Update

- The Elements app automatically sends clients a Quarterly Progress Report. This report showcases their change in net worth, a summary of assets and debts (including their % changes over the last quarter), and changes in their Term Elements.
- No action needed

August

Webinar for 401(k) Participants (DONE)88

- This webinar will provide general information related to their specific plan design (not eligibility), and any financial planning topics deemed appropriate to increase awareness and engagement in their plan
 - 1. Plan a month ahead if any topics will rotate or change - SME L10
 - 2. Create and/or update slide deck - Paraplanner
 - 3. Review slide deck - DOP
 - 4. Pull participant data and send OTM email to invite to webinar - CSA
 - 5. Host live webinar - DOP

September

BRP - Newsletter (DONE)

- The September newsletter is an important touchpoint for all BRP clients since safe harbor plans can only be changed once a year on 1/1, documents would need to be amended by 11/1. There needs to be enough time for clients to react to the education and evaluate their goals, connect with advisor, communicate to TPA, and new documents be drafted for signature.
 - 1. Review template instructions - CS Team Lead / Ops
 - Educate on options for PS + CBP with PDC communication
 - Reminder to reimburse AFE
 - HR Payroll audit instructions
 - Reminder to max 401(k) limit
 - 2. Review compiled information and approve for OTM Pardot - DOP

October

Investments - Automated Capitect Quarterly Update - See above

FP - Automated Elements Quarterly Update

- The Elements app automatically sends clients a Quarterly Progress Report. This report showcases their change in net worth, a summary of assets and debts (including their % changes over the last quarter), and changes in their Term Elements.
- No action needed

BRP - Video with reminder to not forget to reimburse invoice (DONE)

- The October newsletter provides Chick-fil-A specific instructions for Plan Sponsors and admins to ensure all invoices are being reimbursed
 - 1. Review Invoice Reimbursement video and approve for OTM Pardot - CS Team Lead
 - Reminder to reimburse AFE
 - HR Payroll audit instructions

November

Tax & FP - YE Tax Planning Report

- There are some tax planning items that must happen by the end of the calendar year to see the benefit. This report summarizes what some of those options are for clients in case they are interested in taking action on those before 12/31.
 - 1. Create/update Tax Planning Reports by State - Tax
 - 2. Update existing Pardot email templates - Tech Specialist
 - 3. Send Pardot email templates - Tech Specialist

Webinar for 401(k) Participants (DONE)

- This webinar will provide general information related to their specific plan design (not eligibility), and any financial planning topics deemed appropriate to increase awareness and engagement in their plan
 - 1. Plan a month ahead if any topics will rotate or change - SME L10
 - 2. Create and/or update slide deck - Paraplanner
 - 3. Review slide deck - DOP
 - 4. Pull participant data and send OTM email to invite to webinar - CSA
 - 5. Host live webinar - DOP

FP/IM/BRP - Retirement Savings Limits Updates

- 1. Update 401(k) deferral projection fields - Paraplanner/CSA?
- 2. Import IRA contribution information from Schwab - Paraplanner
- 3. Write email template(s) - Dir of Planning
 - If recurring IRA contributions, confirm we are allowed to increase in the new year
 - If they have not maxed out the current year, do they want to max out the current year?
 - If they are not on track to max out for next year's 401(k), let them know what they can increase that to (under 50, 50+)
- 4. Schedule Pardot email(s) - Dir of Planning

December

BRP - Newsletter (DONE)

- The December newsletter provides informational and actionable items that clients need as they prepare to close out the year and gear up for YE Testing.

- 1. Reminder of new 401(k) limits - Recycle verbiage from November announcement when IRS announced changes and provide to Ops/Mktg - Paraplanner
- 2. Instructions for YE testing and remind optional profit sharing- Review and refresh instructions for all TPAs - DOP
- 3. Review and refresh instructions - What ERISA bond is and why it is required- and provide to Ops/Mktg - Paraplanner
- 4. Final reminder to reimburse deferrals through AFE - Refresh verbiage for this final reminder and review video - Ops/Mktg
- 5. Review compiled information and approve for OTM Pardot - DOP

Meeting-Based

Idea: Clients who are BRP-only or IM-only get 1 annual meeting?

- BRP - once a year, yes
- BPR + IM - base is 1 meeting per year
 - Action: Tier for what qualifies someone for a 2nd touchpoint or 2nd meeting
 - Ex.
 - Just BPR + BDR, once a year

Semi-Annual Meeting

- Reach out to schedule
- Follow up 3 times
- Prep for meeting
 - Every meeting has retirement account max check
- Conduct Meeting
- Send Follow-up
- Topics from service calendar
 - Net worth check to ensure accuracy
 - Investment strategy changes, open opportunities, market update (optional), Capitect performance report
 - Withdrawal strategy & cash flow plan (retired clients)
 - Estate plan changes needed due to life changes
 - Proactive tax planning items
 - Quick overview of prior year return
 - Outstanding action items
 - AFE Usage
 - PS or Pension clients - funding timeline, accrual, etc.

Annual Meeting

- Reach out to schedule
- Follow up 3 times
- Prep for meeting

- Visual of progress towards goals
- Every meeting has retirement account max check
- Elements scorecard analysis
- Conduct Meeting
- Send Follow-up
- Topics from service calendar
 - Net worth check to ensure accuracy
 - Cash flow plan for the year
 - Generosity plan
 - Proactive tax planning items
 - Quick overview of prior year return
 - New opportunities
 - Plan design change for 401(k)
 - Plan for upcoming year
 - Outstanding action items
 - Revisit goals, celebrate goals
 - Review initial plan progress
- BRP topics (DONE)
 - Client personal updates? (Use family or kids names, trips, personal interests)
 - Business updates? (Symbol, CC, leaders, relocation, multi, renovation etc)
 - Updated income projection
 - Roth vs pre-tax
 - Ensure beneficiaries & plan contact are accurate
 - [Plan education / administration](#) (wellness agenda template)
 - Plan participation
 - Pandowealth updates worth noting
 - Cross-selling
 - TVM for future value of 401(k) (simple)
 - Performance review of investments

Time-Based

January

Tax - Facilitate PTE payments

Tax - Provide up-to-date tax estimates

Tax - Provide extension payment amounts

February

FP - Check client savings

- We check client savings to ensure they are on track to maximize their retirement contributions with new annual limits, ensure they do not have too much or too little cash, and ensure the cash they do have is maximizing its possible interest earnings.
 - 1. Look at Elements for Liquid Term & location of cash - Paraplanner

- Check for high/low, not in savings account
- 2. Notify Diamond Team advisor of findings - Paraplanner
- 3. Communicate recommendations to client - DT Advisor

Investments - Reach out if no IRA contributions - Advisor team

- Reach out to clients that have not made an IRA contribution yet for the prior year

March

April

Investments/BRP/FP - Reach out about RMDs

- Coordinate Required Minimum Distributions from 401(k), IRAs, and pensions for clients above age 73 or with Inherited accounts and ensure they are completed on time. If age 72+, incorporate something about QCDs.
 - 1. Review report for clients who meet RMD criteria - Paraplanner
 - 2. Add client RMD amounts to SF profiles - Paraplanner
 - 3. BRP - Reach out to TPA to ensure RMD complete
 - 4. Reach out for client approval and destination - DTA
 - 5. Liquidate cash (if needed) - Investment Analyst
 - 6. Execute RMD withdrawal - Investment Analyst
 - If QCD, have CSA process Schwab form

Tax - PTE Payments Facilitation

Tax - Provide up-to-date tax estimates

Tax - Provide extension payment amounts

May

FP - Review estate documents & beneficiaries (only year 4). Trigger: May of 4th year after last estate review date

- Reviewing estate documents & beneficiary designations allows us to help clients ensure their assets would be distributed to the right places if something happened to them. If their estate documents have not been updated since the last review, we need to evaluate for life changes or updates that may need to be made. We can personally review their beneficiary designations on investment accounts that we manage and life insurance policies we have access to, but they may need to update them in other places.
 - 1. Review beneficiaries on Pandowealth-managed accounts & life insurance policies on file - Paraplanner
 - 2. Summarize key points of estate plan documents on file - Paraplanner
 - 3. Communicate summary to client for desired changes - DT Advisor

June

Tax - Facilitate PTE payments

Tax - Provide up-to-date tax estimates

Tax - Provide extension payment amounts

July

Tax - Request Mid-Year FCR (add steps to pass to FP team for review of maximizing)

FP - Reach out about maximizing your AFE (utilize FCRs from Tax when possible)

- Reviewing a client's Additional FCR Expense usage can help them maximize the annual allowance given to them by CFA. We can use an FCR from their restaurant(s) to make sure they are on track to maximize this \$40-50k without leaving any money on the table.
 - 1. If Tax client, review the Additional FCR Expense line of their recent FCR to ensure they are on track for the year - Paraplanner
 - 2. If not a tax client, reach out to get a recent FCR from the client - one-to-many filtered by non-tax clients and not started FP within the calendar year
 - If no response, send a reminder with instructions for how to maximize this FCR line item - DT Advisor
 - If response, review the Additional FCR Expense line of their recent FCR to ensure they are on track for the year - Paraplanner
 - 3. Communicate recommendation to the client - DT Advisor

August

Investments - Send Nitrogen questionnaire (only in year 4)

Summary: In order to ensure our client's risk tolerance and objectives are reflected appropriately in their investments, we will collect an updated risk tolerance questionnaire from them every 3-4 years.

- Create a list of clients who have risk questionnaires over 3 years old - Investment Analyst or paraplanner?
- Send Risk Questionnaire out via Nitrogen - Investment Analyst
- Create and send email template letting client know they should complete risk questionnaire from Nitrogen in their email - Investment Analyst

BRP - Revisit Nitrogen portfolio (only in year 4) (REVIEWED)

September

Investments - reach out about DAF transfers before EOY

- Summary: Review list of YTD DAF contributions (currently being moved to Salesforce) by client, compare to prior calendar year, and determine if additional outreach is needed to see if client wants to or should make additional contributions.
 - 1. Ensure DAF Current and Prior Year contribution amounts are updated in Salesforce for NCF, Schwab, CharityVest accounts - CSA
 - 2. Update LTG amounts to give by client - Investment Analyst
 - 3. Review Current vs Prior Year contributions and/or client context and outreach as needed to client to make additional contributions - DT Advisor

Tax - Facilitate PTE payments
Tax - Provide up-to-date tax estimates
Tax - Provide extension payment amounts

BRP - Profit Share review - accrual to ensure on track (start after 9/16)

- Internal analysis to review eligible/projected eligible's compensation and required profit-sharing percentage to pass testing and compare against current FCR accrual to ensure no surprises during YE Testing
 - PS
 - 1. Email client and invite them to share census for Projection - DTA
 - 2. Follow up twice to receive census file - CSA
 - 3. Manipulate/Format Census - CSA
 - 4. Complete PS Projection - PP
 - 5. Compare results with Accrual Fields in SF and escalate analysis to DTA - PP
 - 6. Review analysis and send results to client (schedule call if dramatic differences) - DTA

October

FP - Reminder about open enrollment & maximizing options, incl. HSA (OTM but more personalized)

- Each year in November, our clients must enroll in their employee benefits for the next year (both Support Center and Operators). We can reach out to help them make the right decisions each year with their health insurance, retirement benefits, and more.
 - 1. Create email templates for Support Center & Operators - Dir of Planning
 - Operator: HSA, non-HSA, Support Center: HSA, non-HSA, EDC, non-EDC
 - Schedule Pardot emails - Dir of Planning

BRP - CBP review accrual - ensure on track (start after 10/16)

- Internal analysis to review eligible/projected eligible's compensation and required profit-sharing percentage to pass testing and compare against current FCR accrual to ensure no surprises during YE Testing
 - CBP
 - 1. Email client and invite them to share census for Projection - DTA
 - 2. Follow up twice to receive census file - CSA
 - 3. Submit census to Actuary with projection request - CSA
 - 4. Receive results from Actuary and escalate to PP - CSA
 - 5. Compare results with Accrual Fields in SF and escalate analysis to DTA - PP
 - 6. Review analysis and send results to client (schedule call if dramatic differences) - DTA

November

Investments - Tax-loss harvesting

- Summary: Review Taxable accounts and harvest losses if available.
 - Run appropriate rebalances and/or conduct manual reviews in Schwab - Investment Analyst with CIO review
 - Document and communicate loss amounts harvested to DT Advisor, Client and Tax Team if a Pandowealth Tax client - Investment Analyst or DT Advisor?

FP - BDR reminder (FP clients without IM)

- For clients who manage their own investments, we may need to remind them ensure their own Back Door Roth conversion is complete. There is not technically a year-end deadline, but it would be ideal to make this conversion at least once a year.
 - 1. Check for confirmation that Back Door Roth already happened this year - AA
 - If yes, complete task
 - If no, see below
 - 2. Reach out to client to remind them to complete their Back Door Roth conversion(s) - DT Advisor

December

Internal Items

Non-Time-Specific

Tax - Research new legislation for clients to consider

FP - Stay up to date with current FP legislation and strategies (once a quarter?)

- To ensure Pandowealth is offering up-to-date financial planning strategies, we need to ensure we stay on top of current events and new strategies that may exist.
 - 1. Spend time researching financial planning strategies and news - Dir of Planning

January

Investments - Update menu of options for short-term cash and approved investment options

- Summary: Investments team will ensure our menu of approved cash and investment options is up to date for Advisors and Clients.
 - 1. Review and make updates as needed - Investment Analyst
 - 2. Link relevant updated fact sheets / information as needed - Investment Analyst
 - 3. Post in Slack for Advisors to review - Investment Analyst

Tax - Rough draft returns

February

Tax - Rough draft returns

Tax - Pandowearth internal CPA care package

March

Tax - Rough draft returns

Tax - Business Filings

Tax - Pandowearth internal CPA care package

April

Investments - Update menu of options for short-term cash and approved investment options

- Summary: Investments team will ensure our menu of approved cash and investment options is up to date for Advisors and Clients.
 - 1. Review and make updates as needed - Investment Analyst
 - 2. Link relevant updated fact sheets / information as needed - Investment Analyst
 - 3. Post in Slack for Advisors to review - Investment Analyst

Tax - Rough draft returns

Tax - Personal & Property Filings

May

June

Investments - rebalance investment accounts

Summary: Investment team will run portfolio rebalances to realign portfolios to their model allocation.

- 1. Run rebalance and accept appropriate trades that don't generate meaningful tax gains in taxable accounts - Investment Analyst
- 2. Review and approve rebalancing and trades - CIO

July

Investments - Update menu of options for short-term cash and approved investment options

- Summary: Investments team will ensure our menu of approved cash and investment options is up to date for Advisors and Clients.
 - 1. Review and make updates as needed - Investment Analyst
 - 2. Link relevant updated fact sheets / information as needed - Investment Analyst
 - 3. Post in Slack for Advisors to review - Investment Analyst

Tax - Get mid-year profit sharing and pension projections

August

September

October

Investments - Update menu of options for short-term cash and approved investment options

- Summary: Investments team will ensure our menu of approved cash and investment options is up to date for Advisors and Clients.
 - 1. Review and make updates as needed - Investment Analyst
 - 2. Link relevant updated fact sheets / information as needed - Investment Analyst
 - 3. Post in Slack for Advisors to review - Investment Analyst

November

BRP - Update resources and training materials with new information from recent laws or IRS COLA updates

- Not sure who exactly is the right person
 - 1. Review all client facing BRP videos
 - 2. Review all Email templates used in BRP
 - 3. Review all Resource Templates used during Onboarding
 - 4. Review FormTitan and website
 - 5. Review 401k Plan website & Operator Resource website

Investments - Check for incomplete Roth conversions

Summary: Review Traditional IRA balances and provide report to DT Advisors to determine if Roth conversion BP should be added.

- 1. In Schwab pull Traditional IRA balances with current and prior year IRA contributions and provide to DT Advisors - Investment Analyst
- 2. DT Advisors review and determine if Roth Conversion BP should be added - DT Advisors
- 3. Add Roth Conversion BPs where needed and execute - DT or CSA?

FP/BRP/IM - Check for RMDs that haven't been completed (401(k), IRA, Pension, Inherited IRA)

- We may have clients fail to take their RMD earlier in the year or become clients during the year. This final check of IRAs, pensions, Inherited IRAs, and 401(k)s serves as the safeguard to ensure that no clients miss their RMD.
 - 1. Review report for clients who meet RMD criteria - Paraplanner
 - 2. Add client RMD amounts to SF profiles - Paraplanner
 - 3. Reach out for client approval and destination - DTA
 - 4. Liquidate cash (if needed) - Investment Analyst
 - 5. Execute RMD withdrawal - Investment Analyst

December

Age-based

- Assist with Medicare decisions (65)
- Assist with Social Security decisions (62)
-

Pandowealth Roadmap

- Tax - Provide specific tax savings amounts and cash flow guidance
- IM - Create and send IPS
- FP/IM - Visual representing retirement income withdrawal strategy
 - To help Pandowealth and the client understand which accounts they will withdraw from in retirement and how those will be sequenced, we can provide them with a visual representation of that withdrawal strategy: which accounts they have, what order they will be accessed in, and how much from each account.
 - 1. Create summary of existing accounts (by tax-treatment?)
 - 2. Create draft withdrawal strategy - PP
 - 3. Review withdrawal strategy - IM person?
 - 4. Finalize visual for client meeting - PP
- FP - Make a decision about retirement (Client retirement decision)
 - As a client nears retirement, Pandowealth can help them make the decision about *if* they can retire, and if so, when is the optimal time, and how it can financially be made possible.
 - 1. Gather necessary information for Pandowealth to generate recommendations - DT Advisor
 - 2. Create/update retirement projections in Financial Planning software - Paraplanner
 - 3. Review retirement projections - Dir of Planning
 - 4. Make adjustments if needed - Paraplanner
 - 5. Review retirement projections and reach out to client to discuss - DT Advisor
- FP & IM - Let client know about relevant investment opportunities
 - Reference Menus of Approved Investment Options
- BRP - New proposal for PDC, PS, or CBP
- BRP - PBGC filing and premium
- BRP - After funding YE testing, send communication with:
 - Tax savings with 401(k)
 - HH investment performance in 401(k)
 - Summary of team engagement
 - Summary of generosity to team

- BRP - retirement readiness projection
- BRP - Determine & coordinate PS or CBP accruals with CFA accountant

As Needed

- IM - Facilitate DAF transfer
- Tax - Monitor Tax Status software for issues
- Tax - Act as representative to tax agencies
- Tax - Initiate payments to tax agencies
- Tax - Act as representative to tax agencies
- Financial Planning
- BRP - Support YE testing & Form 5500
- BRP - Provide coaching calls for Team Members
- BRP - Training of HR director
- BRP - Help purchase ERISA bond - conditional based on ERISA bond date field?
- BRP - Provide detailed instructions for relocation, multi-unit, remodel, etc

Q3 Implementation