



## Please refer to the Training & Competency Plan on how to compete this form.

Name of Adviser:			Na	me of Supervi	sor:					
Adviser's PS Code:			Branch:							
Client's Name:			Joint-Fieldwork No.:		No.:					
Client Source:			Sales Interview No.:		No.:					
Da	ite c	of Appointment:	Time Duration:							
Pl	ease	e tick one:	□ BSC F	Requirement						
Sales Advisory Process Observations										
1				Needs						
			Competent	Improvement	Action Plan(s)					
	a.	Able to do rapport building with client								
	b.	Outlines agenda & explains purpose		Б						
		of the meeting								
	c.	Discloses relevant information about		П						
		his/her role as a Representative	<u>'</u>							
	d.	Understands client's expectation.								
2	Ga	Gather Information		Needs						
			Competent	Improvement	Action Plan(s)					
	a.	Uses needs based approach								
		questioning skills	-	-						
	b.	Collects accurate & relevant								
		information								
	C.	Completes the Financial Planner								
3	۸۵	effectively alyse & Evaluate								
3	An	alyse & Evaluate	Commotont	Needs	Action Blow/o)					
	а	Performs the financial & needs	Competent	Improvement	Action Plan(s)					
	u.	analysis based on client's financial								
		situation		_						
	b.	Correctly identifies & qualifies client's	_							
		needs.								
4	Develop & Propose Recommendations			Needs						
			Competent	Improvement	Action Plan(s)					
	a.	Explores relevant alternatives to meet								
		client's financial objectives								
	b.	Provides solution(s) & offer options	_	_						
		that can reasonably meet client's								
		financial objectives								
	C.	Recommends suitable products & explain clearly to customer								
	Ч	Explains clearly to client the basis of								
	u.	Representative's recommendation								
			I							
	e.	explains the features & benefits of								
	e.	Explains the features & benefits of solutions recommended together with								
	e.	solutions recommended together with relevant costs & charges								



## **Joint-Fieldwork Report**

5	Implement Recommendation			Needs					
			Competent	Improvement	Action Plan(s)				
	a.	Understands the submission workflow							
	b.	Clear documentation in PIAS document e.g. Financial Planner							
	c.	Submit clear & correct required documents							
6	Mo	onitor & Adjust	Competent	Needs Improvement	Action Plan(s)				
	a.	Informs client on the importance of regular financial review							
•	b.	Planned follow-up financial review with client's shortfalls (if any)							
Ge	ener	al Observation							
7				Needs					
			Competent	Improvement	Action Plan(s)				
	a.	All materials were prepared & organised prior meeting							
	b.	Asked questions to clarify throughout the interview							
	c.	Conducted interview in a confident & professional manner							
	d.	Overall effectiveness of presentation							
· · · · · ·									
Adviser's Signature:				Supervisor's	s Signature:				
Date:			Date:						

**Important**: By signing off the above, Supervisor has declared that he/she has personally met and observed the Adviser, all information is final as discussed and agreed by both parties.