



New Account/Client Onboarding Checklist

Before Sending Paperwork

- Create Office Group/SharePoint prospect/planning folder where all data lands before prospect becomes client
- Collect all information/survey/questionnaires for planning work
- WealthView entry ideally is done or in process, data populated, outside accounts linked
- Information for account “count” and path of transfers to come from Advisor, sketched out on spreadsheet
 - Use transfer spreadsheet to sketch out registration changes/needs, liquidity concerns, how you will bill on all assets, centralized place to house the “game plan” of what will happen during and after the transfers
- Send any questions regarding transfers (statements, holdings, ACAT vs. non-ACAT) to New Accts (NewAccountsGroup@captrust.com)

New Account Paperwork Prepared

- Standard applications (including margin/joint owners/etc. if needed)
- IAA (contract) including Fee Authorization Letter (if needed)
- SMA (contract for separately managed accounts)
- Statement bundling (SelectLink, etc.)
- NetxInvestor (or e-delivery form)
- Investment Goals and Objectives (IGO) form
- ACH Authorization (Pershing), MoneyLink (Schwab), standing instructions (Fidelity), Electronic Funds Transfer (TDA)
- ADVs in packet to client
- Black Diamond Client Portal letter to client
- Trusted Contact Form (if client > 65 years old or special needs)
- Other misc./best practices:
 - LOAs for standing instructions or one-time money movement
 - Prep paperwork for “cash flow” no-fee ITL accounts at Pershing if holding cash or sacred/legacy securities – best practice for Fidelity or Schwab or TD as well. Be sure to nickname and mark as “cashflow” account in CC
 - Third Party Release of Information form
 - Powers of Attorney
 - Custom beneficiary designation forms
 - New Client Survey/Risk questionnaire
 - RMD form needed, completed at delivering firm? Remaining to be done for calendar year?
 - Request for driver’s license copy and voided check for ACH set-up

Paperwork Delivery to Client

- DocuSign
- In person
- Mail
- FedEx



Paperwork Returned – Adding Clients to CAPConnect

- FA creates Opportunity (be sure to notate as individual, not inst'l), enters verbal date, CMC closes as won, which triggers the client record to begin populating
- Client record built by CMC
- Underlying Contact records entered for all family members
- Double check Advisor is Lead Consultant on all levels
- Update team members/access teams (manually add access team members if needed)

- Add professional contacts/attorneys/CPAs as Contacts
- Note: birthdate in Contact record will trigger birthday card: make sure both Contacts (if married) are entered here
- Marketing Lists: Confirm there is an email address for primary Contact record and add desired lists:
 - Market Thoughts
 - Financial Planning Content
 - Holiday Mailer
 - VESTED magazine
 - VESTED email
 - Client Anniversary Gift/Card (Advisor pays half of gift)

Adding New Account to CAPConnect

- New account workflow begins, CMC gets new account task and completes it
- Enters fee schedule under “Special Fee Information”
- Enters funding method (if more than two weeks, seek exception from New Accounts
(NewAccountsGroup@captrust.com))

Account Transfers: Best Practices

Review holdings of assets transferring to ensure:

- No liquidity issues (bonds/munis)
- Check transferability of assets; can we hold all securities? Ask New Accounts if unsure
 - No C-shares in “RGD” accounts at Pershing
 - Any securities with no tickers/cusips, LPs, annuities, etc.
 - Proprietary funds (especially from non-ACAT firms)

Paperwork Sent to New Accounts Team

- If wet signature, CMC scans and DocuSigns paperwork to New Accounts and IAAs to Compliance
 - Note: customized needs for separate DocuSign envelopes, ACATs, DLs/Trust docs, etc.
 - File original new account form and contract in the physical client file



- Submits paperwork through Client Onboarding (Pershing)
- New Accounts Team sends confirmation email once account is opened for Schwab/TDA/Fidelity
- CMC to reply for Schwab/TDA/Fidelity accounts to New Accounts that account is funded

Trading New Accounts

- Confirm cost basis carried over from prior custodian or manually update before trading, if taxable
- CMC submits TFR at direction of the Advisor in writing (preferably email) as to the “game plan”
- Sync email to CC for tracking
- CMC then updates model and Investment field at Account level in CC
- If DCP, mark “yes” for DCP and mark “discretionary”
- If DCP model, CMC to code correct rep code at account level as well as NetX360 for Pershing accounts (if Advisor wants to identify DCP accounts separate from non-DCP)
- Best Practices:
 - Pershing:
 - CMC to update comments field in NetX360 with new model information
 - CMC adds account to viewing household
 - Update “nickname” on client’s online access if applicable
 - Update “shortname” with model abbreviation after client name
 - Add notes to Account level as to date model inception (and do so in future if any changes)
 - Add generic model name in CC after the account name, so it flows through to BD correctly—e.g. if DCP
Cons Growth with Munis, add “(Cons Growth)” to account name in CC

Further Operational Items

- CMC processes SelectLink or statement bundling at custodian
- Process NetXInvestor online access form for Pershing or Advisorclient.com access form for TD clients or suggest applicable call for Schwab/Fidelity to coordinate online access
 - E-delivery at Schwab, Fidelity and TDA qualifies for lower trading costs
- Client receiving copies of all executed documents
 - DocuSign completed documents serves as this being accomplished (if client has electronically executed)
 - If wet signature by the client, CMC confirms New Accounts Team has created virtual binder in client file which CMC can then send to client electronically or via mail
- CMC replies to new account email to request new client gift (if Brick client), can request for non-brick at the cost of the Advisor

Post-Account Opening

- Follow up with Performance Reporting Wealth Team to confirm set up of all BD groups and IGO targets
- Confirm all team members have access to all clients and groups needed in BD
- Make sure Cost Basis is complete for ACAT transfers; for non-ACATs manually enter if



needed. Set reminder to review missing cost basis, post-residuals. Cost basis can lag normal ACATs for up to two weeks.

- Once account confirmed in BD, link to WealthView portal, be sure not double-counting
- For held-away accounts, make sure first quarter's asset value is updated in BD and CC, and make sure finance starts billing, prorate if needed
- Confirm first quarter's fee is deducted from "held-here" accounts