



Client Service Manager
Operations Manual

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Table of Contents

Glossary of Terms I

Introduction IV

Chapter I: Client Service Manager Activities 1-1

Daily Activities 1-1

Weekly Activities 1-1

Monthly Activities 1-1

Quarterly Activities 1-2

Semi-Annual Activities 1-2

Annual Activities 1-2

As-Needed Activities 1-2

Training Sources 1-3

Chapter II: Phone System 2-1

Phone System Information 2-1

Medicus Wealth Planning Phone Numbers 2-1

Draper, Utah Office Extensions 2-1

Office Address 2-1

Phone System Features 2-2

Voicemail 2-2

Hold 2-2

Transfer Calls 2-2

Warm (Attended) Transfer 2-2

Blind Transfer 2-2

3-Way Call and Conference Calls 2-3

Call Forwarding 2-3

Do Not Disturb (DND) 2-3

Phone System Maintenance 2-4

Holiday Schedule 2-4

Phone Messages 2-4

Record of Upload a New Sound Clip 2-4

Editing the Dial Plan 2-5

Additional Help 2-5

Chapter III: Prospects 3-1

Initial Contact 3-1

Consultation Preparation 3-2

Post-Consultation 3-2

Chapter IV: New Clients 4-1

Initial Surveys 4-1

Pre-Questionnaire 4-1

Post-Questionnaire 4-2

Fidelity Wealthscape Account 4-3

Opening Accounts and Transferring Assets 4-3

Gather Information about the Client 4-3

Determine the Process and Information 4-3

Call the Client 4-3

Prepare the Investment Advisory Contract 4-3

Prepare Any Fidelity Application and Transfer Forms 4-3

Send an Email to the Client 4-3

Mail the Team 4-4

Information about Opening New Accounts at Fidelity 4-4

For Fidelity Training 4-4

Fidelity Application Account Characteristics 4-4

Trust Accounts 4-5

Individual Brokerage Account 4-5

IRA Accounts 4-5

Administrative Setup 4-7

Money Movement Instructions 4-7

Investment Model 4-7

Billing Setup 4-7

Redtail AUM 4-9

Redtail Imaging 4-10

Financial Plan Review Schedule 4-10

Chapter V: Active Clients 5-1

Financial Plan Review 5-1

Preparing to Schedule Arizona Clients 5-1

Calling to Schedule Arizona Clients 5-2

Preparing Materials for Arizona Client Reviews 5-3

Investment Policy Statement 5-4

Create a New IPS 5-4

Ongoing Compliance Activities 5-6

Redtail Imaging Compliance Documents 5-6

Compliance Pre-Approved Letters 5-6

Withdrawal Requests 5-6

Compliance Reviews 5-7

Annual Compliance ADV Notice 5-8

Chapter VI: Corporate Accounts 6-1

Annual Meeting 6-1

Corporate Account List 6-1

Annual SIMPLE-IRA Notice 6-2

Forms 6-2

Disclosures and Additional Information from Fidelity Wealthscape 6-2

Enrollment 6-3

SIMPLE-IRA Plans 6-3

401(k) Plans with Fidelity 6-3

Other 401(k) Plans 6-3

Distributions 6-4

SIMPLE-IRA Distributions 6-4

401(k) Distributions 6-4

Chapter VII: Former Clients 7-1

Chapter VIII: Billing 8-1

Billing for Financial Planning 8-1

Billing for Asset Management 8-1

Billing Preparation 8-1

Billing Process 8-2

New Billing Setup with Advyzon 8-6

Information for a new Advyzon Billing Spec. 8-6

Information for the Fee Calculation Method 8-7

Information for the Fee Allocation Method 8-8

Chapter IX: Reporting 9-1

New Assets 9-1

Automatic Withdrawals 9-2

Perform the Cash-Available-to-Withdraw Audit 9-2

Compare the Available-to-Withdraw Cash Balance 9-3

Percent Invested 9-4

Compliance Trade Blotter Activity and Errors 9-5

Prepare the Trade Blotter Activity and Errors Report 9-5

Update the Compliance Activity Information 9-6

Compliance Email History 9-8

Prepare the Email History Review Report 9-8

Update the Compliance Activity Information 9-8

Compliance Advertising 9-10

Prepare the Advertising Review Report 9-10

Update the Compliance Activity Information 9-10

Compliance Billing 9-12

Prepare the Billing Review Report 9-12

Update the Compliance Activity Information 9-12

Compliance State Registration 9-14

 Prepare the Clients-by-State Report 9-14

 Update the Compliance Activity Information 9-15

Compliance Securities Records 9-16

 Prepare the Securities Records Review 9-16

 Update the Compliance Activity Information 9-17

Redtail Contact Status 9-18

Chapter X: Required Minimum Distributions 10-1

 Fidelity Report 10-1

 Automatic Distributions 10-1

 Calculating for Clients 10-2

Chapter XI: Portfolio Models 11-1

 Definitions 11-1

 Tactical Equity/Exchange Traded Fund (ETF) Portfolios 11-1

 Long-Term Growth Managed Stock/ ETF Portfolio (LTGRO) 11-1

 Moderate Growth Managed Stock/ ETF Portfolio (MDGRO) 11-2

 Conservative Growth Managed Stock/ ETF Portfolio (CNGRO) 11-2

 Conservative Income Managed Stock/ ETF Portfolio (CNINC) 11-3

 Mutual Fund Portfolios 11-3

 Aggressive Long-Term Growth Managed Mutual Fund Portfolio (ALTGROP) 11-3

 Long-Term Growth Managed Mutual Fund Portfolio (LTGROP) 11-3

 Moderate Growth Mutual Fund Portfolio (MDGROP) 11-4

 Conservative Growth Mutual Fund Portfolio (CNGROP) 11-4

 Conservative Income Mutual Fund Portfolio (CNINCP) 11-4

 Income Managed Mutual Fund Portfolio (INCOMP) 11-5

 Exchange Traded Funds Portfolios 11-5

 Aggressive Long-Term Growth ETF Portfolio (ALTGROE) 11-5

 Long-Term Growth ETF Portfolio (LTGROE) 11-5

 Moderate Growth ETF Portfolio (MDGROE) 11-5

Conservative Growth ETF Portfolio (CNGROE) 11-6

Conservative Income ETF Portfolio (CNINCE) 11-6

Municipal Bond Portfolios 11-6

Fees 11-6

Transaction Fees 11-7

Expense Fees 11-7

Exclusions 11-7

Fiduciary Oath 11-7

Discretionary Models Spreadsheet 11-9

Daily Pricing Updates 11-9

Tactical Change Updates 11-9

Yahoo! Finance Portfolios 11-11

Morningstar Portfolios 11-12

Wealthscape Portfolios 11-13

IPS Asset Allocation Models 11-14

Backtest for Risk Assessment 11-15

Chapter XII: Client Birthday Cards 12-1

Identifying Eligible Clients 12-1

Creating the Client Birthday Cards 12-1

Preparing the Client Birthday Cards for Distribution 12-2

Purchasing Gift Cards 12-2

Glossary of Terms

Access Person	Any Medicus employee with authorized access to client account information.
ADV Form	2-part standard form used by investment advisers to register with both the Securities and Exchange Commission and state securities authorities.
Advyzon	A cloud-based platform Medicus uses to assist clients with financial planning services.
Backtest	A document detailing the risk associated with a client's portfolio.
Code of Ethics Document	
Compliance Documents	
Client Service Manager (CSM)	The Medicus employee responsible for assisting Advisors by handling many administrative duties involved with a client's financial plan.
Dial Plan	A feature of the phone system that routes incoming calls to specified locations/features such as a designated phone or auto attendant messages.
Exchange Traded Fund (ETF)	A type of investment fund that is traded on a stock exchange.
Electronic Funds Transfer (EFT)	The digital transfer of funds between Medicus and a client, or a client's bank account directly to their investment account.
Fidelity Wealthscape	An online advisor platform Medicus uses to interact with Fidelity Investments when assisting clients with financial planning services.
Investment Advisory Contract	A document that officially establishes Medicus Wealth Planning as a client's Investment Advisor. This contract defines the terms between Medicus and the client, such as services, prices/fees, and confidentiality agreements.
Investment Policy Statement (IPS)	A document outlining the agreement between the advisor and the client concerning the management of their investment accounts.
Letter of Instruction (LOI)	A document that includes basic account information for a client and is part of

	the mandatory documentation needed to set up a beneficiary of the account.
Morningstar	An investment research and management firm that provides independent investment research around the world.
Onboarding	The process of bringing on a new client, which entails a welcome letter, welcome call, introductory paperwork, and so forth.
Periodic Distribution Plan	An automated function that Fidelity provides which automatically calculates and distributes Required Minimum Distributions (RMDs) for a client each year.
Phone Extension	An additional internal telephone line wired to a private branch exchange.
Redtail	Software that manages client information and also offers interaction features between Medicus employees.
RIA in a Box	The outsourcing company Medicus uses to assist the “Chief Compliance Officer” (CCO) with managing the compliance of each account with federal regulations.
Required Minimum Distributions (RMD)	A minimum amount that a client over 70.5 years of age must withdraw from their account each year.
Series 7 License	General securities registered representative license administered by FINRA that entitles the holder to sell all types of securities products with the exception of commodities and futures.
Series 63 License	Entitles the holder to solicit orders for any type of security in a particular state.
Series 65 License	License held for individuals who want to act as investment advisor.
Social Security Number (SSN)	A unique number given to legal persons within the United States of America used to track social security benefits and for other identification purposes.
Softkey	Buttons located around the phone display with many different functions depending on the context. The system administrator manages these keys.
Soundclip	A customizable audio recording played for callers when calling into the phone

	system. Soundclips are typically used in dial plans as auto-attendant messages, as standalone sound clips, custom notifications for filtered calls, or in call queues as periodic messages and pre-call announcements.
Summary Report	An Excel spreadsheet which shows each state with a Medicus office and how many clients exist in the corresponding state.
Tactical Equity	A tactical investment approach that invests in companies whose revenue and earnings derive from tangible assets.
Tax ID Number (TIN)	An identifying number used for tax purposes within the United States of America.
Third Party Administrator (TPA)	Any person or organization in addition to Medicus staff and the client that are involved with investment processes such as federal compliance or tax reporting.
Transfer on Death (TOD)	A form that specifies a beneficiary of the client's assets upon death.
Yahoo! Finance	A component of the Yahoo! Media company that provides financial news, data and commentary including stock quotes, press releases, financial reports, and original content.

Introduction

The purpose of this manual is to assist the Client Service Manager (CSM) of the Medicus Wealth Planning firm (or as reference material) by describing duties, procedures, terms, and tips, to sufficiently perform duties of the position. This manual is not a complete and comprehensive guide for every action of the CSM, as the CSM must interact with many programs or pieces of software from various companies that provide their own training materials. The CSM will be most successful at performing these tasks and being an efficient component of the firm by keeping consistent communication with the Medicus advisors on specific details of various clients, accounts, or procedures.

Client Service Manager Activities

The Client Service Manager (CSM) position encompasses a variety of different duties, responsibilities, and activities. This section lists these activities by the following categories: daily, weekly, monthly, quarterly, semi-annual, annual, and as-needed. The last section of this chapter provides training information for the different programs and company websites that the CSM must use.

Daily Activities

- Answer phones.
- Update “Discretionary Models” spreadsheet.

Weekly Activities

- Update Morningstar Portfolios.
- Run report ‘Cash Available to Withdraw’ on accounts with automatic withdrawals.
- Run report ‘Percent Invested’ to check accounts with high/low cash balances.
- Update “New Assets” spreadsheet.

Monthly Activities

- Prepare for review appointments.
 - Prepare to schedule appointments.
 - Schedule appointments.
 - Appointment reminders.
 - Prepare materials for review.
 - Review follow-up.
- Run Birthday report and prepare Birthday cards.
- Prepare compliance reports.
 - Trade Blotter Activity and Errors Report.
 - Email History Review Report.
- Post article to blog.

- Send article to all clients on mailing list.
- Update “Monthly Account Balances” spreadsheet.

Quarterly Activities

- Send portfolio update email to PAI Cash Balance Pension Plan.
- Prepare for quarterly billing.
- Prepare compliance reports.
 - Securities Records Reports.
 - State Registration Review.
 - Billing Review Report.
 - Advertising Review Report.
- Update Holiday list in phone system.

Semi-Annual Activities

- Update passwords.
- Purchase birthday materials.

Annual Activities

- Print and send tax documents to clients (1st Quarter)
- Distribute to clients the updated annual ADV (1st Quarter)
- Run report to calculate required minimum distributions and send (4th Quarter)
- Schedule annual meetings with Corporate accounts (4th Quarter)
- Prepare and send SIMPLE IRA annual notices (4th Quarter)
- Client Status Calculation (4th Quarter)

As-Needed Activities

- Open accounts, transfer assets, withdrawals, deposits and general account maintenance.
- Communicate with and facilitate the relationship with the marketing company.

- Update portfolio models in “Discretionary Models” spreadsheet, Yahoo Finance, Morningstar online, Wealthscape Portfolio Modeling, and IPS models as needed after model changes have been made by the Advisor.
- Run mail merges in Redtail as needed.
- Update phone messages.
- Special projects such as:
 - Redtail audits.
 - Advyzon billing audits.
 - Fidelity Wealthscape audits.
 - Client folder audits.
 - Update IPS.
 - Fee agreement and ADV audit.
 - Complete Compliance Review Worksheets.
 - Marketing campaigns.

Training Sources

The Client Service Manager must use several online applications to adequately perform necessary duties. These interfaces are simple to use, but also provide online training and help materials if any misunderstandings or issues arise. The following provides information for accessing the online materials.

- Redtail – Medicus uses this application to manage client information and interact with other employees within the company. Click on the question mark at the top right of the main page at corporate.redtailtechnology.com to access the help section options. Click the “Redtail Help Desk”, then “Training Sessions” for a tutorial.
- Fidelity Wealthscape – an online advisor platform Medicus uses to interact with Fidelity Investments when assisting clients with financial planning services. Log in at wealthscape.com and click on the “Resources” drop-down menu at the far right, then click “Learning Center” for a tutorial.
- Advyzon – a cloud-based platform Medicus uses to assist clients with financial planning services. Access main.yhlsoft.com and click “Support” at the far right of the top of the main page (or “Help” at the far right on the bottom of the page) then click “Tutorials.”

tion is
in the main web
ach company

- RIA in a Box – the outsourcing company Medicus uses to assist the “Chief Compliance Officer” (CCO) with managing the compliance of each account with federal regulations. Access myriacompliance.com for tutorial and help information.

Chapter II Phone System

Chapter II provides information related to the phone system such as personnel extensions, different usage features, and maintaining the system. Medicus utilizes the Jive Communications system, which provides several further support references through their website.

Phone System Information

This section provides relevant information related to using the phone system such as various phone numbers and extensions.

Medicus Wealth Planning Phone Numbers:

[Redacted phone numbers]

Draper, Utah Office Extensions:

[Redacted extensions]

Office Address:

[Redacted address]


g phrase when
none: "Medicus
, this is (your name)."

eed to dial any
efix before
tension or
ber. Simply dial
n or 10-digit

Phone System Features

The following section explains the many different features of the phone system such as accessing voicemail or transferring calls.



Voicemail. Follow these steps to access the company voicemail:

1. Press .
2. Press the “Connect” softkey.
3. Dial your password (default is 0000).

Hold. To place a call on hold press . To retrieve the call, press the “Line” key corresponding with whichever line is active.


Transfer Calls. The system offers two possible methods of transferring calls, a warm transfer or a blind transfer, explained in the following sections:

Warm (Attended) Transfer places the current call on hold and initiates a call with the transfer destination to confirm whether the call is wanted or not. The two calls are then merged together.

1. Press  while on an active call.
2. Dial the internal extension or external number.
3. Speak with the destination party to confirm the party will accept the call.
4. Press  to transfer the call.

Note: If any party hangs-up before the call rings, the transfer will fail and the call will disconnect.

Blind Transfer routes the call to a third party, the original call is ended, and no confirmation is made to determine whether the transferred call is answered or if the number is busy.

1. Press  while on an active call.
2. Press the “Blind” softkey.
3. Dial the internal extension or external number.

consult with the
third, or fourth,
before adding them
all.

Note: To transfer a call directly to voicemail, dial 0 + extension.

3-Way Call and Conference Calls. Set up either of these two functions in the same manner. A conference call is simply a call for more than three parties active on the same line. Follow the same basic steps to add callers to a call:

1. Press “More” > “Confnc” softkeys while on an active call.
2. Dial either the internal extension or external number of the second party to add to the conference.
3. Wait for the second party to answer.
4. Press the “More” > “Confnc” softkeys again to add the third party.

Continue this process to create a conference call with the desired number of callers.

Call Forwarding. The following explains how to forward calls to another number, such as a cell phone or different employee.

1. Press the “Forward” softkey while the phone rings.
2. Select the desired forwarding type.
 - a. “Always” – Forwards all incoming calls.
 - b. “No Answer” – Forwards all unanswered incoming calls.
 - c. “Busy” – Forwards calls that arrive when the phone is busy with a call.
3. Enter the internal extension or external number to which calls will forward.
4. Press the “Enable” softkey.

To disable call forwarding, press the “Disable” softkey.

Do Not Disturb (DND). Enabling DND stops your phone from ringing and sends all incoming calls directly to voicemail. Calls are logged in your Missed Calls. Press the “DND” softkey to enable/disable.

For more information on how to use the phone system, please refer to the Jive Communications Support page at

https://jive.com/resources/support_page/end-user-manual-2/using-your-phone/polycom/polycom-vvx-300/

ing “No Answer”,
to enter how many
t before

Phone System Maintenance

Maintenance of the phone system entails verifying the correct holiday schedule (it is important to have a correct phone message in correlation with the company's observation of Federal and State holidays) and updating phone messages when necessary. The following sections explain these topics further.

Holiday Schedule. Each quarter, verify that the Holiday schedule is up to date in the Jive Communications online application.

1. Login to Jive Communications at <https://www.onjive.com> and navigate to the Administration Portal by entering the account name and password.
2. Click "Schedules" on the left sidebar of the Jive Administration portal and select the "Holiday" schedule.
3. Click on the "Holidays" tab.
4. Edit the dates for the list of upcoming holidays.

Confirm which holidays belong on the list with David each quarter. For more information, please refer to the following Jive Communications support pages:

https://jive.com/resources/support_page/admin-manual-2/schedules/

https://jive.com/resources/support_page/admin-manual-2/schedules/add-holiday-message-schedule/

Phone Messages. Sometimes phone messages need updating depending on changing employee schedules, holidays, or other extenuating circumstances. The following sections explain how to record a new sound clip or editing the Dial Plan.

Record or Upload a New Sound Clip with the Phone System by dialing *14, or through the same Jive Communications online application as editing the Holiday schedule. Follow these steps to use the online application:

1. Login to Jive Communications at <https://www.onjive.com> and navigate to the Administration Portal by entering the account name and password.
2. Click "Sound Clip" on the left sidebar of the Jive Administration portal and select the "Holiday" schedule.

a custom message
at the beginning of
a Dial Plan or
page.

routes incoming
fic locations or
as a designated
o attendant

3. Select the “Record” or “Upload” button towards the top of the page. Choose a sound file from the computer to upload, or connect a microphone to record a new clip.

Dialing *14 and using the phone to record new sound clips is most convenient.

Editing the Dial Plan. New sound clips may be added to the dial plan and are easily organized and handled through the Jive Communications online application administration panel. Access the Dial Plan by:

1. Login to Jive Communications at <https://www.onjive.com> and navigate to the Administration Portal by entering the account name and password.

2. Click “Dial Plan” on the left sidebar of the Jive Administration portal.

For example, a dial plan allows calls to go directly to the Client Service Manager’s phone or could play an auto attendant message which provides information such as extension numbers.

Additional Help. The Jive Communications Support Team provides further help with any of phone system’s features. To contact the support team, call (801) 717-1556 and select option 1 or you can use the chat feature in the Administration Portal. The following links lead to Jive’s online manual for further information.

https://jive.com/resources/support_page/admin-manual-2/

https://jive.com/resources/support_page/admin-manual-2/dial-plans/

Chapter III Prospects

Chapter III provides information regarding how a client service manager (CSM) must handle interaction with a prospective client. The following sections follow the chronological order of this interaction, from initial contact through finalizing an appointment with an advisor.

Initial Contact

Generally, be as helpful as possible with answering any questions that do not require an advisor to answer. If necessary, transfer the prospect to an available advisor. The goal is to set up a consultation for a financial advisor to meet with the prospective client. If the prospect is open to talking, gather the following information:

- Name
- Contact Information:
 - Phone Number
 - Address
 - Email
- Reason for contacting Medicus, their concerns and goals
- Age
- Employed/Retired
- Married and if spouse will attend the consultation
- How the prospect heard about us

Document the preceding information in Redtail, along with any other pertinent information the prospect provides. After acquiring the aforementioned information, schedule a consultation appointment.

mentary consultation if
ms uncertain or
ne in to meet with an

he prospect bring
ltation their
d any financial
which they need
o review.

Consultation Preparation

Complete the following items after initial contact with the prospective client to adequately and properly prepare for the consultation appointment:

- Add the prospect in Redtail and document the details of the call (unless already completed).
- Schedule the appointment in Redtail with the advisor and in the CSM's calendar .
- Schedule a task in Redtail to make a reminder call.
- Send the prospect an appointment confirmation email with details such as date, time, advisor name, and appreciation for contacting Medicus.
- Mail an appointment confirmation letter and include the biographical information of the advisors and the Code of Ethics document.
- Create a new folder for the prospect under: [REDACTED] using the last name as the name of the new folder.

In addition to these preparations, on the day of the consultation appointment print a copy of the consultation questionnaire and ask the advisor for any other last-minute arrangements.

Post-Consultation

After the appointment, request the notes from the advisor and save them in Retail and the prospect's folder [REDACTED]. Do not forget to review the notes and schedule any tasks for completion in Retail for the CSM and the advisor.

the location, ask
for the Code of
ment.

Chapter IV New Clients

After a prospect meets with an advisor and chooses to accept any service Medicus provides, the Client Service Manager must compile and document all information introduced during the consultation and prepare the new client's account within the company system. This chapter is split into three main sections: financial planning, asset management, and administrative setup.

Initial Surveys

The following section explains the necessary steps for handling information from a new client interested in attaining a financial plan from an advisor. For an advisor to accurately put together a plan, the new client must answer a questionnaire and provide specific documents such as last year's tax return and a summary of employee benefits. The following sections explain necessary procedures that a Client Service Manager must perform before and after receiving the client questionnaire.

Pre-Questionnaire. Perform the following tasks to prepare new client information and send the financial planning questionnaire:

1. Gather all client information received by the advisor during the consultation, document any notes and contact updates in Redtail, and save any files received to the client's folder.
2. Move the client's folder from M:\Prospects to M:\Clients.
3. Create the following folders in the client's file:
 - Agreements
 - Compliance
 - Correspondence
 - Financial Plan
 - Forms
 - IPS
 - Reviews
 - Statements
4. Call the client to welcome them and explain that they will receive a financial planning questionnaire which will provide Medicus

with the information needed to prepare their financial plan. Ask the client to answer each question and return it attaching any associated investment statements, last year's tax return, details of expenses, life insurance policy information and a summary of employment benefits.

5. Email the client the financial planning questionnaire and explain the process and required documents.
6. Prepare and send a thank you card for the advisor to the client.

Post-Questionnaire. After receiving the financial planning questionnaire from the client, perform the following steps:

1. Save a copy of the questionnaire and all associated documents to the client's folder and give the hard copies to the advisor.
2. Check with the advisor regarding when the financial plan will be ready and call the client to schedule an appointment for the advisor to present the financial plan.
3. Create appointments in Redtail for both you and the advisor including any follow-up tasks such as making a reminder call.
4. Email and mail an appointment confirmation letter to the client.

After the presentation to the client, document any information received in Redtail and the client's folder.

Fidelity Wealthscape Account

An important step for setting up a new client's financial plan is to open an account with Fidelity through their online program Wealthscape and to manage the client's assets. The following sections provide necessary information for setting up the client's Fidelity Wealthscape account.

Opening Accounts and Transferring Assets. The Client Service Manager must perform the following duties to open a Fidelity Wealthscape account and establish how the client's assets are handled.

Gather Information about the Client from the Advisor and document any notes in Redtail. Necessary information includes:

- Accounts to be managed
- Billing fee percentage agreed upon
- Any documents or statements received
- Consultation notes from the advisor

Determine the Process and Information Needed to open accounts and transfer assets so you can explain the process and gather the necessary information when you call the client.

Call the Client to explain the onboarding process and gather the information needed for opening accounts and transferring assets. Ask the client to send a copy of their driver's license. This is required for compliance purposes and to verify identity. Also explain that they will receive an email with the Investment Advisory Contract, ADV, and any Fidelity application and transfer forms. Update all information received about the client in Redtail.

Prepare the Investment Advisory Contract. The Investment Advisory Contract (IAC) is a contract that appoints Medicus Wealth Planning as the Investment Advisor for specified client accounts. The IAC defines the terms (such as services, price, confidentiality requirements) of the relationship between Medicus Wealth Planning and the client.

Prepare Any Fidelity Application and Transfer Forms. Contact the Fidelity services team with questions on which forms are needed and how to fill them out. See below for information on applications.

The process of
a new client,
s a welcome
me call,
paperwork, and

Send an Email to the Client attaching the documents to be reviewed and signed. These may include the Investment Advisory Contract, ADV and any Fidelity application and transfer forms. Some Fidelity forms may be sent to the client directly from Fidelity for electronic signature. If this is the case, please let the client know in your email that they will receive an email from Fidelity.

Mail the Team the All Seasons letter from the advisor.

After receiving the signed documents, scan a copy for the client's folder, document a note in Redtail, and submit any forms to Fidelity. If any of the Fidelity forms were sent via electronic signature, Fidelity will send a notification to review and approve. View the notification in Wealthscape under Serve > Service & Workflow > Service Center – Status Items. Open up the service request and download the signed application to the client's file and click "Approve".

Information about Opening New Accounts at Fidelity.

All account applications need to be created through the End-to-End Opening tool via Fidelity Wealthscape, which is found under Service > Account Servicing > Set Up New Account of the Wealthscape interface. Fill out the information needed and click the "Validate" button to ensure no errors exist.

For Fidelity Training on how to open accounts, please refer to their resources at:

- <https://clearingcustody.fidelity.com>
- https://cetraining.fidelity.com/Calendar/ILT/monthly/monthly_sell.html

The Fidelity service team is available for assistance, contact them with any questions.

Fidelity Application Account Characteristics. When filling out the applications, select the following:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

will need to sign application form.

ay include
ficiary
These may be
a Service Center
pe.

Trust Accounts. Request a copy of the Trust document and any accompanying documents such as transfer of trustee powers, etc. At a minimum, Fidelity needs a copy of the first and last pages of the Trust document which includes the Trust name, date created, social security number (SSN) or tax identification number (TIN), list of trustees, grantors and beneficiaries, and a copy of the trustees' signatures in the Trust document.

Individual Brokerage Account. Let the client know that they can complete a Transfer on Death (TOD) form to set up a beneficiary on their account.

IRA Accounts. If the client is over 70 ½, ask if they would like to set up automatic required minimum distributions (RMD). *See the RMD section for more information.* Make sure to gather a complete list of primary and contingent beneficiaries for the application process.

Please have the client complete the Fidelity Beneficiary Designation form as well as a letter of instruction (LOI) signed and dated by the account owner detailing the custom succession rules.

The LOI should include the following:

- Name of account owner
- Social Security Number (SSN) or date of birth (optional)
- Account number
- Account registration (optional)
- Account owner signature and date

The beneficiary information must include:

- Legal name of person or entity and at least one of the following:
- SSN or TIN
- Date of birth, if applicable
- The relationship of the beneficiary to the account owner

The succession rules must include:

- The percentage (or amount) of assets the beneficiary is entitled to receive upon the death of the account owner
- The order in which beneficiaries receive distributions from the account (primary, secondary, tertiary)
- Customized succession rules, if applicable

If the beneficiary designation is not specific as to the identity of any beneficiary or the percentage each beneficiary is entitled to receive or if any questions arise, the designation must clearly state who or what entity provides Fidelity with written directions as to the identity of and the percentage (or amounts) of the assets the beneficiary is entitled to upon the death of the account owner.

Administrative Setup

Once the client's assets have been transferred over into Fidelity accounts, the next step is to set up the following systems to assist in the management of these assets.

Money Movement Instructions. Setting up money movement instructions in Fidelity Wealthscape makes it easy to transfer money according to the client's instructions. This may include EFT instructions between the Fidelity account and a bank account, journal instructions to move money between Fidelity accounts, or if needed third party instructions. Having these instructions set up will save time and allow Medicus to quickly move the money after verifying the request with the client.

- Contact the client to find out their needs and ask them if they would like to set this up.
- Use the "Standing Payment Instructions" form to set up money movement instructions.

If the client would like to make regular contributions to an account or would like to take regular withdrawals from an account, please contact the Fidelity service team to identify the appropriate form based on the account type.

Investment Model. In Fidelity Wealthscape, Medicus manages the accounts through Groups. These groups associate with the client's account under Associations > See all Client/Group/G# Associations, then clicking the "Associated Groups" section on the page.

If the managed group and the investment model group have not been added under the account, please send a Redtail task to the Advisor to add these in Wealthscape.

Billing Setup. Follow these instructions to establish how Fidelity will bill the client:

1. Log into Advyzon and search for the client.
 2. Verify that the accounts have all been downloaded from Fidelity into Advyzon. If they have not downloaded, contact Advyzon customer service at (844) 265-6148 to help troubleshoot the issue.
- If the client's accounts are showing up under separate client names, merge the clients so that there is only one client holding multiple accounts. To merge clients, select the Clients section and click on the

“Details” view. Select the clients you would like to merge and click the “More” button, then “Merge”.

3. Under the members section, click the “Edit Client Profile” icon.

a. Edit the “Name” field to show as “Last name, First name”.

b. Add the client’s family name to the “Display name” field which is used when generating reports.

c. Click Save.

4. In the Accounts section for the client, click the “Edit Account Profile” icon. Update the profile for each of the client’s accounts.

a. Verify the Fidelity account number.

b. Edit the “Account Name” field to show “Full Name – Account Type – Investment Model”.

c. Verify and if necessary enter the Account Type, Account Sub-type, Account Category, Custodian/Data Provider as Fidelity, Account Holder, and Advisor fields.

d. Most of the client’s accounts are managed and discretionary so at the bottom please make sure that these boxes are not checked. If Medicus is not managing the assets, then please check both the “Unmanaged Assets” box and the “Non-Discretionary” box.

e. Click Save.

5. In the Billing and Allocation section for the client, set up the following.

a. Enter the Fee Calculation Method and Client Level Fee Setting.

b. If the client has accounts that will pay the fee for other accounts, set those up under the “Fee Allocation Method” section.

c. If there are accounts that are billed at different rates, set up those rates under the “Account Fee Setting & Split” tab.

d. If there are accounts that Medicus is not managing and will therefore not bill, click the “Exclude from Fee Calculation” box in the “Account Fee Setting & Split” tab.

In addition, use the “Fee Audit” file under M:\Fee Agreements to help manage and track fee setup and that the agreement has been signed. Also add new clients to this spreadsheet.

QuickTip:

For example, “David Luke – Traditional IRA – MDGROE”. If Medicus is not managing the assets in the account, please add to the end of this description.

Redtail AUM. We have a link set up between Fidelity and Redtail to update account balances and show the total amount of the assets managed in the AUM section of Redtail.

When a new Fidelity account is created, check to make sure that it is linked to the client in Redtail. You'll see this in the Accounts section of the Client's profile in Redtail.

If the new account does not show here, first make sure that the client's tax ID number has been stored in Redtail as this is the key link field between Fidelity and Redtail. Next, click on the AUM section on the homepage of Redtail. Click on Unlinked Accounts. Click the "Run Autolink" button.

Once the account has been linked to a contact, update the information on the account for reporting purposes. To do so, please follow these steps:

1. Search for the client and select Accounts.
2. Click on the account that you want to update.
3. Click on the highlighted account number to bring up the editor dialog box, then enter in the following:
 - Company: name of the custodian (ex. Fidelity Investments).
 - Product: account's registration name (ex. Rollover IRA (IRRL)). This information can be found in Wealhscape under Profile/Features > Account Profile if this is a Fidelity account.
 - Type: select the appropriate type (the default is "Other").
 - Manager: primary Advisor on the account.
 - Model/Strategy: investment portfolio model for the account. This is found in Wealhscape under Associations > See all Client/Group/G# Associations and clicking the "Associated Groups" section on the page if this is a Fidelity account.
 - Status: "Open".
4. In the "Ownership" box, click the edit button, then enter the following:
 - Registration: enter the account's registration name (ex. Rollover IRA (IRRL)). If this is a Fidelity account, this information can be found in Wealhscape under Profile/Features > Account Profile.
 - Type of Ownership: select the appropriate value from the drop-down menu.

QuickTip:

If the tax ID numbers match, the system will automatically link the accounts to the client. Manually link a tax ID number with an account if these numbers do not match.

QuickTip:

If the account registration is tax qualified, check the "Tax Qualified?" box and select the type from the drop-down menu.

If the account is an actively managed and discretionary account, check those boxes. Please check with the Advisor for information on how this account is managed.

- Owner: type the name of the person who owns this account into the box, which will search the Redtail's contact list to link this account to that contact.

If there is an additional owner, type in the name of the person into the box and this will search the Redtail's contact list to link this account to that contact. This may be for accounts registered as Joint, Trust, or Custodian.

Redtail Imaging. Medicus stores a copy of all client's files in Redtail Imaging. This allows the advisors to have access to client documents while traveling and also provides a backup system.

To set up the Imaging folder for the new client, first go to the Integrations menu and select Redtail Imaging, then click "Launch Imaging". Either make changes directly online through the program or download and use the "Retriever for Imaging" tool found under the Tools menu.

Client's imaging folders are located in the "Client Library" of Redtail Imaging. Create a file for the new client and download all of the client's folders and files into Imaging. Make sure to link the client's imaging folder to their Redtail client profile by selecting "Link CRM contact".

Financial Plan Review Schedule. The "Reviews Schedule" file under M:\Reviews is used to assist in the scheduling and tracking process. Add new clients to this spreadsheet.

Chapter V

Active Clients

This chapter describes different processes the Client Service Manager must perform or assist with in relation to active clients. The following sections of Chapter V explain these processes and the responsibilities involved under the titles: financial plan review, investment policy statement, ongoing compliance activities, and annual compliance ADV notice.

Financial Plan Review

One of the most important duties of a Financial Planner is to meet with each client every six months, or at a minimum once a year depending on the client's request. The review entails the following topics and tasks:

- Any aspects of the client's financial situation that may be different.
- Review plan to ensure client is still on track.
- Client's investment performance and risk tolerance.
- Ensure all appropriate compliance documents are on file and up to date.
- Answer any questions or concerns.

QuickTip:

On occasion, an Advisor will travel to meet with clients outside of Utah and Arizona.

Reviews typically occur in person, depending on the client's location and availability of both the Advisor and client. To meet with clients out of state, during the months of January – April and September – November an Advisor generally travels to Arizona once each of these months and will stay for one week each time. For clients outside of Utah and Arizona, the Client Service Manager will schedule their reviews to be held via phone or video conference. The following sections explain the processes for the Client Service Manager to set up a client review.

Preparing to Schedule Arizona Clients. The goal is to fit 10-20 appointments in a 2-4 day time-span. Check with the advisor to identify the dates and times available for appointments. It is best to check several months in advance. Follow the steps below to prepare a preliminary schedule before making calls.

1. Mail a letter to each client regarding the dates the advisor will be available approximately 6 weeks before the trip. Use the appropriate "Heads Up Letter for Review" letter template in Redtail. The letter templates are also saved under [REDACTED].

2. Make an activity in Redtail to call each client the day before their review to confirm their appointment. Advisors are usually in Arizona Monday-Thursday, therefore the Client Service Manager must call all clients Friday-Wednesday to confirm their review appointment. Call each client the day before their scheduled review.

3. Open the “Reviews Schedule” spreadsheet by accessing [REDACTED] and clicking on the “Arizona” tab at the bottom to pull up a schedule of reviews for Arizona clients.

4. Make a list of clients who have not met with an Advisor in the past 6 months. The clients at the top of the list have gone the longest time without meeting with an Advisor.

5. Make a preliminary schedule based on the preferred location and time of client meetings. Some clients prefer to meet at one of the Regus offices, some prefer their home, and others prefer a restaurant. Find the location and time of all client’s appointments in their Redtail notes. Try and be efficient with this schedule to minimize travel time for the Advisor.

Once the preliminary schedule is complete, begin calling and scheduling with clients.

Calling to Schedule Arizona Clients. When calling clients to schedule an appointment, offer the time and location from the preliminary schedule. However, be flexible and always be polite and accommodating. The following items explain important details or tasks involved in scheduling reviews with Arizona clients:

- Print the “Financial Plan Review Checklist” for each scheduled client and complete the previously made list of clients needing to meet with an Advisor. Find the checklist under M:\Reviews.
- While scheduling the appointment with the client, be sure to tell them they will receive an email with a few items to update on their financial plan. If the client is elderly and does not use email, update the financial plan over the phone.
- Perform the following tasks immediately after speaking with the client:
 - Update the “Reviews Schedule” spreadsheet under M:\Reviews.
 - Make appointments and task reminders in Redtail for the advisor and Client Service Manager.
 - Email the client with the appointment confirmation and information to update the financial plan.

QuickTip:

If less than 20 clients have gone 6 months without meeting with an Advisor, extend the list to clients who have not met with an advisor for 5 and 4 months.

QuickTip:

To save time, send all “Review Appointment Reminder” letters as a bulk-mail-merge in Redtail after scheduling all appointments.

- Mail the appropriate “Review Appointment Reminder” letter from Redtail. The letter templates are also saved under [REDACTED].

- Make an activity to follow up with the client within a week concerning updates to the financial plan. Continue to follow up with a phone call or email to the client every 2 days if they don’t respond.

QuickTip:

If unable to contact the client, or for any special situations for calling-back a client, use “Last Contact Notes” field. For any other special circumstances, such as a

- Move the client to the bottom of the list on the “Reviews Schedule” spreadsheet and update the “Location” and “Next Appointment” fields (update the “Financial Plan” field after the client responds via email). ‘Last Contact Notes’ are to document calls where the client didn’t pick up or special situations where you may need to call the client back. ‘General Notes’ is used for special circumstances like the client only likes to schedule in certain months, or wants to schedule more or less than twice a year.

- If a client does not answer after 3 calls, remove the client from the previously made list of clients, remove the client and try again the following month.

After calling each client on the list at least 3 times and a minimum of 10 to 15 appointments are not set up, talk with the advisor. If necessary, work on scheduling appointments with prospects or business retirement plan clients to fill space.

Preparing Materials for Arizona Client Reviews. Follow the steps in the Financial Plan Review Checklist to prepare for client reviews. This is found in the operation manual folder or under M:\Reviews\Financial Plan Review Checklist.doc.

Investment Policy Statement

The Investment Policy Statement (IPS) outlines the agreement between the advisor and the client concerning the management of their investment accounts. Clients review this document every 2 years, or more frequently if there are changes to the client's account, risk tolerance, or changes in life.

IPS Advisor Pro is the program used to create and manage the IPS. This program shows a list of all clients that have an IPS created under "Work with an Existing IPS".

Create a New IPS by following these instructions:

- Select "Create New IPS" in IPS Advisor Pro.
- Enter the client's full family name under "IPS Name".
- Enter the current day's date for the "IPS Date".
- Use the Medicus Wealth Planning template under "IPS Template".
- Pre-fill the questionnaire information with data from Redtail. Click the link to select a client and search for the client's name. Check the boxes to connect the "Investor Contact Information" and the "Investor Account Information".
- Fill in or update any additional information. Ensure the following items
 - Update the contact information (I1), investment account information (I2), and Advisor Information (A1) fields as needed.
 - Enter the name of the client authorized to make decisions for the portfolio (I5).
 - Copy and paste the descriptions for all investment models in the investment goals/objectives field (I10). Find these descriptions in the operations manual or under [REDACTED].
 - Specify the following items:
 - Primary objective for the portfolio (I11).
 - Client income tax rates (I15) and any other tax considerations.
 - The advisor will review the IPS with the client every 2 years (I23).

QuickTip:

As always, don't forget to frequently save completed work while creating a new IPS!

- The advisor will review the investments with the client semi-annually (I24).
 - Add the investment return goal percentages (I13).
 - Note any required withdrawals (I14), any cash needs (I19), or portfolio constraints (I20, I21).
 - Enter the information from the client's Risk Tolerance Questionnaire (R1 – R10). Find this questionnaire to give to the client under M:\IPS\Risk Tolerance Questionnaire.pdf.
 - Select the investment models to include - and if needed - assign them at the account level.

Download and print the IPS. Send a Redtail task to the advisor to review and make any changes. (I will revise these two items into a "concluding paragraph" to sandwich the list).

Ongoing Compliance Activities

The Chief Compliance Officer (CCO) is responsible for ensuring the company meets regulatory requirements and internal policies and procedures. Assist the CCO with daily tasks to track and document all activities. For compliance purposes, document all interactions with the clients. Make a note in Redtail for every interaction including the following:

- Speaking with a client.
- Sending correspondence through email or mail.
- Any calls made or received.
- Any time a client requests a withdrawal from their account.
- Any complaints from a client.
- Any documents, correspondence or checks received from the client.

QuickTip:

Another possible method for managing compliance documents is through the desktop application called “Retriever for Imaging”. (Download via Imaging Tools menu if necessary.)

Redtail Imaging Compliance Documents. Scan all documents or checks received from the client and save them to the client’s folder on the M drive (located at M:\Clients) and also the client’s Redtail Imaging folder. Access Redtail Imaging through the online application by selecting Integrations from the menu and clicking Retail Imaging, then Launch Imaging. Client’s folders are located in the “Client Library”. All forms, statements, financial plans, correspondence, agreements, IPS, and review notes must also be saved in the clients’ folders in both the M drive and Redtail Imaging.

Compliance Pre-Approved Letters are available for use through the mail merge function in Redtail. Letter templates are saved under M:\Redtail Templates. The Compliance officer must approve any new letters before sending to the client. After approval, save a copy to the folder M:\Compliance Approved Documents.

Withdrawal Requests, or any type of money movement requests from clients, we need to have verbal confirmation from the client before processing the request. Medicus does not process any requests based on only email communications. If a client requests a withdrawal via email, call the client to verify the request.

Compliance Reviews. Complete a compliance review for each financial plan review. The form is found under M:\Compliance Checklist. Complete the following steps for each compliance review:

- Fill-out the form.
- Bring the form to the Advisor and the Compliance Officer to sign.
- Scan and save the review to the client's compliance folder and in Redtail Imaging.

The compliance folder is located on the M drive (located at M:\Clients).

Annual Compliance ADV Notice

QuickTip:

The Annual ADV Distribution deadline to RIA in a Box is April 30th.

The Chief Compliance Officer (CCO) is responsible for ensuring that the company meets regulatory requirements and internal policies and procedures, which the Client Service Manager must help with. The CCO uses “RIA in a Box” as an outsourcing company to handle ADV compliance. The following information is from RIA in a Box concerning the Annual ADV Distribution:

RIA firms are required to deliver their updated documents to clients annually within 120 days of their fiscal year end. Once you have submitted all renewal requirements to us and we have submitted your updated ADV to the regulator, distribution instructions will become available on the Renewal Progress page.

To assist the CCO, prepare compliance reports and work with RIA in a Box to track compliance activities and archive documents (the previous section describes compliance reports and activities).

Chapter VI

Corporate Accounts

The Client Service Manager must organize annual meetings with corporate clients, assist corporate clients with Annual SIMPLE-IRA notice, assist employees of corporate clients with plan enrollment, and fund distribution. These 4 sections comprise Chapter VI.

Annual Meeting

The advisors meet with the employees of corporate accounts once each year, preferably in November or December. The meetings typically include a presentation to the staff and time for the advisors to meet individually with employees. Schedule the annual meeting with each organization's point of contact. Redtail details corporate client's contact information in the Misc Client Info > Primary Contact. Be sure to coordinate with the Advisors.

QuickTip:

"Reviews Schedule" spreadsheet under M:\Reviews also have annual corporate meeting information.

Corporate Account List. Find a list of the corporate accounts and their members through Redtail using QuickLists. To do so, select "Contacts" located on the left side of the Redtail menu, then click the "Lists" dropdown button in the top menu to find "Plan Participants" list. If the QuickList is unavailable, search for corporate clients by selecting "contacts" from the left side of the Redtail menu, then enter the following in the search box:

- Type: Contact
- Field: Status
- Operand: Equal To
- Value: Plan Participant

Check with the advisor concerning any audio/visual resources needed for the meeting and coordinate those needs with the corporate account representative. Also check with the advisor concerning the preparation of performance reports and any additional documentation needed for the meetings.

QuickTip:

The Simple IRA plan manager for the corporation can also find this information at <https://planmanager.fidelity.com>.

Annual SIMPLE-IRA Notice

For our corporate accounts that use the SIMPLE IRA plan, Medicus assists them each year in preparing the required annual notices which the corporation must distribute to their employees. Find these forms and disclosures in Fidelity Wealthscape forms library section under “SIMPLE-IRA Employer Kit”. The following lists the documents to send to each corporate client.

Forms:

- Summary Description.
- Sample Participant Notice.
- Salary Reduction Agreement.

Disclosures and Additional Information from Fidelity Wealthscape:

- Custodial Agreement-Disclosure Statement.
- Customer Agreement and Brokerage Commission Schedule and Schedule of Fees.
- Fidelity SIMPLE-IRA Employee Employment Brochure.
- Privacy Statement and Notice of Business Continuity Plans.

Before sending the preceding documents to each corporate client, speak with an Advisor to verify if the clients require any other documents.

Enrollment

Depending on the agreement with the corporate account, Medicus may set up the enrollment of their retirement accounts or simply assist the client as needed with the process. This corporate account enrollment section is broken up under the sections: SIMPLE-IRA Plans, 401(k) Plans with Fidelity, and Other 401(k) Plans.

QuickTip:

Only the employee must sign the SIMPLE-IRA application form.

SIMPLE-IRA Plans. To open an account, use the Fidelity forms under “SIMPLE-IRA Employee Kit” at www.wealthscape.com. This includes the account application and salary reduction agreement along with the Fidelity disclosure documents. The application requires the employer’s name and tax identification number in addition to the employee’s information. Submit the form to Fidelity to open the account. Request that the employee return the Salary Reduction Agreement to their employer.

QuickTip:

401(k) plans require many regulations depending on how the account is set up. Fidelity offers a program to manage these regulations, but sometimes Third Parties

401(k) Plans with Fidelity. For accounts managed through Fidelity, use the Fidelity form “Non-Fidelity Prototype Retirement Account Application” to set up their account, found in Redtail. Request from the company the information needed from the 401(k) plan documents for the application along with information needed on the Trustee, Third Party Administrator (TPA), and the employee.

Be sure to include a note on the application to send copies of statements to the Third-Party Administrator. The Trustee only must sign this application. Submit the form to Fidelity to open the account.

For accounts where the employee is not the Trustee, we use the Fidelity form “Account Access Rights for Advisor Managed Accounts” to grant the employee access to information on their account. Check with the advisor on the level of access, but typically select “Limited Trading Authority”. The Trustee and the employee must sign this form. Submit the form to Fidelity.

Other 401(k) Plans. The enrollment process will typically take place through the employer. Medicus may assist as needed.

Distributions

For retirement accounts held at Fidelity, Medicus assists in the distribution process. For retirement accounts that are held elsewhere, Medicus simply directs clients to contact their employer. Distributions are divided into two sections: SIMPLE-IRA distributions and 401(k) distributions.

SIMPLE-IRA Distributions. Distributions from SIMPLE IRAs can be requested by the client. Please check with the advisor on distribution laws and if needed have the client talk with the advisor to discuss the implications of withdrawing funds. To distribute funds from Fidelity, use the form “IRA One-Time Distribution Request”.

401(k) Distributions. Distributions from 401(k) accounts must go through the Third-Party Administrator and require the Trustee’s authorization. If the client contacts Medicus requesting to take a distribution, direct them to the appropriate party which may be their employer or the Third-Party Administrator. Once the Third-Party Administrator processes the client’s distribution paperwork and authorized by the Trustee, the Administrator will send instructions on how to distribute funds from the account.

The following explains the typical order in which to distribute funds:

1. For a full distribution of funds from the account, calculate the fee due to Medicus and bill the account. For a partial distribution, Medicus’ quarterly billing process will account for the adjustments to the billing fees and can be done at the end of the quarter.
2. The fee to the Third-Party Administrator must be paid prior to the distribution of funds. Please account for these fees before calculating the tax withholding and distribution amounts.
3. Follow the instructions provided by the Third-Party Administrator for how to distribute the funds to the participant. Medicus may need to send a check to the corporate client for tax withholdings.

To distribute the funds from Fidelity, the Trustee must sign Third-Party check request forms. Use the Fidelity form, “Check/EFT/Bank Wire Request Nonretirement”. Prepare separate forms for each party receiving funds. After the Trustee returns the signed copies, submit them to Fidelity. The participant should discuss the type of withdrawal request with their tax advisor based on their own financial situation.

QuickTip:

For information on calculating fees due to medicus, see Chapter VIII – Billing.

QuickTip:

For participants who have terminated employment, they will continue to be a part of the plan until the distribution is requested.

Chapter VII

Former Clients

If a client calls to cancel services with Medicus, the best course of action is to transfer the client to an Advisor. If the client is unwilling to speak with an Advisor and requests immediate cancellation of services, gather as much information as possible and complete the following tasks:

QuickTip:

For more detailed information on calculating a final bill, see Chapter VIII – Billing.

- Document the details of the call in Redtail.
- Change the client's status in Redtail to "Ex Client".
- Move the client's folder into M:\Clients\1 Old Clients.
- Calculate the final billing amount owed and bill Fidelity.
- Document that the client has left in the Compliance list under [REDACTED].

If the situation involves a Corporate 401k account, follow the instructions given by the TPA (Third Party Administrator).

Chapter VIII

Billing

The Client Service Manager handles two areas of client billing: financial planning services and managing client assets. Billing runs through the Advyzon program, which assists in fee calculation and creates billing reports. This chapter explains three sections of billing: billing for financial planning, billing for asset management, and creating a new billing setup with Advyzon.

Billing for Financial Planning

QuickTip:

Accepted forms of payment include cash or check (made payable to Medicus Wealth Planning). Make a photocopy of all checks received as payment and save them to the client's folder.

Financial planning fees depend upon the complexity of the plan. Check with the advisor on the fee amount agreed upon with the client and the due dates. Half of the fee is typically due up-front and the other half is due when the Advisor presents the plan to the client. If the client would like to receive an invoice, the invoice file is located under M:\Invoice. Enter relevant information for services rendered on the invoice, send it to the client, and save a copy to the client's folder.

When you receive payment, please give it to the Advisor. Record the receipt for the fee in the New Assets spreadsheet under M:\New Assets. Document all correspondence, invoicing, and payments in Redtail.

Billing for Asset Management

Medicus bills clients quarterly for managing their assets, which occurs the 3rd day of the month following the beginning of a new quarter. Medicus uses Advyzon as the program to calculate fees (based on the agreement with the client). The fee calculation reports are scheduled to run automatically. Below is the process to prepare for and complete billing.

Billing Preparation

- Follow the process outlined in *Chapter VI – New Clients, Administrative Setup* as well as additional information about setting up fees in Advyzon in *Chapter VII -Billing, Using Advyzon Software* section. Add billing specifications in Advyzon for new accounts.
- Check that each client has enough cash available in their Fidelity account for the billing fee.

Billing Process. The billing process entails several steps, such as validating client fees or manually calculating bills. The following are steps to perform a bill cycle process.

1. Check to make sure that the automatic billing process ran successfully by accessing the Reporting Center of Advyzon.

- The status of the automated process which is labeled “Quarterly Billing” is in the Report Tasks section. The report is scheduled to run automatically and be available on the 3rd day of the month following the beginning of a new quarter. Download the Zip file and save it to [REDACTED].

*** Pay attention to the “Warnings” section and make adjustments as needed. ***

- Reports for each client detailing fees and adjustments are in the Saved Reports & Status section. The CSM saves these in a folder based on the date the process ran. These reports are a useful resource when validating fees.

2. Validate the client fees.

- Begin a new Fee Calculation Report by:

- a. Click the “New Report” section of Advyzon.
- b. Select “Fee Calculation Report” under the Billing Management section.
- c. Enter the dates of the current quarter.
- d. Run the report.
- e. Save the report under M:\Billing\<year>\<quarter>.

- Review the Excel report for any inconsistencies. Look to see if there are any fees or adjustments that are out of the ordinary (either too high or too low). Check to make sure all clients’ accounts that we manage are listed as well as look for any accounts that should not be on the list.

- If you need to correct a specific client’s billing specifics:

- a. Open the Client’s profile in Advyzon.
- b. Click on the “Billing & Allocation” section and make the necessary changes.
- c. Re-run the Billing Summary Report by clicking the “Reports” button and select “Billing Summary” under the Billing section.
- d. Enter the dates of the quarter and click OK.

QuickTip:

If the automated process did not run or was unsuccessful, run it manually by clicking the “Run Now” button.

For more information on working with Advyzon for the calculation of adjustments, contact (844) 265-6148 to get the issue.

e. Check the report to make sure the fees are now correct for the client and save the updated report under
M:\Billing\<year>\<quarter>\Advyzon Billing Reports by Client.

Back in the Billing section, re-run the Fee Calculation Report and see that the changes were updated. Save the updated report under
[REDACTED].

- After validating the fee information and making any corrections, send a task to the advisors through Redtail to review the Fee Calculation Report and let them know of any changes you've made or if there are any questions you have.

3. Generate the Custodian Fee File and Upload it to Fidelity.

- Generate the file to upload to Fidelity after validation and approval of all fees by:

a. Click "New" under Custodian Fee Files.

b. Enter "All Clients" in the Target field and enter the dates of the quarter.

c. Click "Save," which will generate the file.

d. Download the file to M:\Billing\<year>\<quarter>.

e. Open the file in Excel and check that the total amount is correct and that it matches the data in the Fee Calculation Report.

- Upload the Advisor Fee Deductions file to Fidelity by:

a. Open Wealthscape.

b. Click Service > Fees > Advisor Fee Deductions.

c. Select the "Upload from a File" if it is not already, in the "Fee Deductions" tab.

d. Select "Advisor Fee" as the Fee Type.

e. Click the "Choose File" button and select the previously generated file.

f. Click the "Verify" button.

- Check that all fees were successfully deducted by:

a. Click on the "Fee History" tab.

b. Identify unprocessed fees in the "Action" section, where Advyzon shows the status of the process. Work with the advisor to make any adjustments needed to fully process fees.

QuickTip:

The client's Redtail file holds login information for the management of outside accounts.

c. Re-process the fee deduction after any corrections by selecting "Edit Unprocessed Fee Deductions" in the Action section.

d. Finish by clicking the "Reprocess" then "Verify" boxes.

4. Calculate manual bills.

- Find the list of manual bills under M:\Billing\Manual Bills.xls. Create a new Excel file and calculate the fee due for the quarter and save under M:\Billing\<year>\<quarter>. Download a copy of the client's statement or make a copy of the account balance and save the information in the billing file.

*** Check with the advisors as it may be best for them to access the balance information on their computer based upon security setup. ***

- Process the fee deduction in Wealthscape by:

a. Select Service> Fees> Advisor Fee Deductions.

b. Click the "Enter Manually" link in the "Fee Deductions" tab.

c. Enter the account number and the fee deduction amount.

d. Click the "Verify" button.

- Check that all fees were successfully deducted by:

e. Click on the "Fee History" tab.

f. Identify unprocessed fees in the "Action" section, where Advyzon shows the status of the process. Work with the advisor to make any adjustments needed to fully process fees.

g. Re-process the fee deduction after any corrections by selecting "Edit Unprocessed Fee Deductions" in the Action section.

h. Finish by clicking the "Reprocess" then "Verify" boxes.

- For accounts that are billed through an invoice:

a. Open the invoice file under M:\Invoice and enter the information.

b. Save a copy to the client's folder and in Redtail Imaging.

c. Mail the invoice to the client.

d. Make a note in Redtail about mailing the invoice and the amount due.

e. Make a copy of the check for the client's file after receiving payment.

f. Document that Medicus received the payment in Redtail and give the check to the advisor.

If the situation ever arises where Medicus must rebate a billing fee, do so in Wealthscape under Service > Fees > Advisor Fee Rebates, and follow the prompts similar to “Fee Deductions”. The second tab in the “Advisor Fees” is titled “Fee Rebates.” Upload a file or manually enter the rebate information.

Note: In the Billing section of Advyzon, you do not need to click the Calculate Fee Data button as this process is already run through the automated process of creating billing reports.

New Billing Setup with Advyzon

Advyzon is the program Medicus uses to calculate billing fees. Go to Billing > Settings in the Advyzon program to see the various setup fee rates to charge a client. Client accounts may be assigned a billing spec in that section under “Setting Assignments” or under the Client account information by clicking “Billing & Allocation.” You can find more information about this in the operations manual under the *Chapter VI – New Clients, Administrative Setup* section.

Information for a New Advyzon billing spec. Here are the steps to set up a new billing spec in Advyzon. See below for additional information regarding fee calculation methods and fee allocation methods. Enter the information for the new billing fee as follows (information may be different for unique cases):

- Click Settings in the Billing section
- Click the New button
- Under the General tab:
 - Billing Setting Name: Give the new billing setting a name
 - Bill In: Arrears
 - Using: Ending Balance.
 - Bill Rate Methodology: Actual/Average.
 - Discount by: Percent.
 - Billing Cycle: Quarterly.
 - Check the box for Include Accrued Interest.
 - Check the box for Management Fee Deductible from Custodian Accounts.
- Under the Proration tab:
 - Check the box to Prorate New Accounts.
 - Check the box to Exclude prorate new account in the first full billing period for billing in advance.
 - Check the box to Prorate Cash Flow and select “All Flows” from the dropdown menu.
- Under the Rate tab:
 - Billing Method: Tiered Fee.

- Click the radio button “by Percentage.”
- Click the radio button “Bill by Total Portfolio.”
- Enter the information for the billing fee in the table.
- Click Save.

Information for the Fee Calculation Method

- **User Setting:** This is the default setting at the firm level. It is found under Settings > Assignments > Billing Setting. The Medicus User Setting is currently set to System Default Setting which means there is no billing for a client. Therefore, if the CSM adds a new client to Advyzon and does not enter in specific billing under their account, the client will not be billed.
- **Client Setting / Aggregate Balance:** This setting is for clients whose every account is billed at the same fee rate. For example, this would include the following scenarios: 1) if all accounts under the client are billed at a flat rate percentage or 2) if all accounts were billed based on the fee schedule or a set discount from the fee schedule. To set this up, select the appropriate fee in the dropdown list under Client Level Fee Setting.
- **Individual Account Setting / Balance:** Select this option if the client has different fee rates for different accounts. In this option, each account’s fee will be based on the balance for that account only and will not be based on the aggregated balance of all accounts. When using this option, specify the fee rate for every account under the Account Fee Setting & Split tab.
- **Individual Account Setting / Blended Rate:** Select this option if the client has different fee rates for different accounts and some – or all – of the accounts have fees that must be calculated using the aggregate balance of all the client’s accounts. In this option, accounts with the fee rate are based on the schedule, these account fees will be calculated using the aggregated balance of all accounts and not just the balance of the individual account. Any other accounts that are based on a flat rate will be calculated based on the account’s balance. When using this option, specify the fee rate for every account under the Account Fee Setting & Split tab.

Information for the Fee Allocation Method

- **Specify Paying Accounts and Percentages:** Use this setting if one or more accounts pays for a percentage split of all the client’s management fees. For example, the client has a brokerage account that is paying for all of the fees of the client’s other accounts. You do not have

QuickTip:

The percentage of fees paid may be split among several accounts.

to dictate each account line by line using this option. Specify the Account Name/Number that will be paying for the other accounts and what percentage of the fee this account will pay for. The percentage paid may be split among several accounts.

- Specify Billed Accounts and Paying Accounts: Use this setting if one account is paying the fee for another account but not all accounts. Specify the accounts and payment percentage. Listing all of the clients' accounts here is unnecessary, list only the accounts where another account is paying the fee.

Chapter IX Reporting

The Client Service Manager must create and handle a variety of different reports using Excel, RIA in a Box, and so forth. This chapter explains the creation and purpose of these reports, which are organized in the following order: new assets, automatic withdrawals, percent invested, compliance trade blotter activity and errors, compliance email history, compliance advertising, compliance billing, compliance state registration, compliance securities records, and Redtail contact status.

New Assets

Fidelity sends an email notification every time new money gets deposited or transferred into an account which they handle. Immediately send the Advisor a task in Redtail to invest the cash and then update the New Assets spreadsheet by following the steps below:

- Open the spreadsheet under M:\New Assets\<current year>\New Assets <current year>.xls.
- Add a row at the very bottom before the “Total Row” and fill out the necessary information:
 - Date (Date assets came in)
 - Client (Name of client)
 - Source (If it is the initial meeting, type in the source)
 - Initial Meeting (If it is the initial meeting, enter “1”)
 - Financial Plan (If a new financial plan was presented, enter “1”)
 - New Client (If it is a new client, enter “1”)
 - Financial Plan Fee (If a financial plan fee was collected, type in the amount)
 - New Assets Under Management (Type in the amount of assets that transferred in)
- Save and exit.

Automatic Withdrawals

Some clients take monthly withdrawals from their accounts. Fidelity offers the capability to automate these withdrawals. After the automation is set up, Medicus must ensure that enough cash is in the account for a withdrawal to happen. This is part of the Client Service Manager's responsibilities, to make sure that the account has enough cash available to cover the withdrawal.

Perform the Cash-Available-to-Withdraw Audit by following the steps below:

QuickTip:

The Fidelity Wealthscape URL is:
www.wealthscape.com

- Open Fidelity Wealthscape in a web browser and select from the menu Reports > Reports. A new pop-up window will open.
- Select "Balances."
- Click on the "Weekly Auto Withdrawal Account Balance Cross Reference" report.
- Select "View". The web browser will automatically download the report.
- Find the file in the "Downloads" drop-down of the browser and double click the file to open it in Excel.

For easy reference, the Weekly Auto Withdrawal Account Balance Cross Reference report which Wealthscape runs is set up with the following criteria:

- Report Output: Excel
- Schedule: Weekly – Monday
- Manage Alert: Subscribe, Pop Up, Email
- Define Criteria:
 - Balance Date History: Previous Date Period > Previous business day (PBD)
 - Group Name: Equals > Automated Withdrawals
- Manage Display:
 - Sort By: Account # > Ascending (Group box checked)

Compare Available-to-Withdraw Cash Balance after auditing the account from the Wealthscape report to the list of accounts with automated withdrawals to ensure that there is enough cash available to meet the distribution needs of the clients. Follow these steps:

QuickTip:

If any client has less than two automated payments worth of cash in their account, send the Advisor a task in Redtail requesting liquidation funds to create cash.

1. Open up the “Automated Withdrawals” spreadsheet in Excel located under M:\Automated Withdrawals\Automated Withdrawals.xls.
2. The “Automated Withdrawals” spreadsheet shows the account, client, registration type, payment amount, process day, frequency and delivery of the automated withdrawal.
3. Check this spreadsheet against the Weekly Auto Withdrawal Account Balance Cross Reference report to ensure that each client has enough cash in their account for the next withdrawal.

Percent Invested

Hundreds of Medicus clients constantly deposit and withdraw cash from their accounts. Although Fidelity sends a notification each time this happens, Medicus runs a weekly “Percent Invested” report to make sure that each client’s account(s) have the correct amount of cash. To run a “Percent Invested” report follow the steps below:

- Open Fidelity Wealthscape in a web browser and select from the menu Reports > Reports. A new pop-up window will open.
- Select “Balances.”
- Click on the “Weekly Percent Invested” report.
- Select “View”. The web browser will automatically download the report.
- Find the file in the “Downloads” drop-down of the browser and double click the file to open it in Excel.
- Highlight any accounts with a % invested greater than 99% and less than 94% and email the report to the Advisor.

For quick reference, the Weekly Percent Invested report run in Wealthscape is set up with the following criteria:

- Report Output: Excel.
- Schedule: Weekly – Monday.
- Manage Alert: Subscribe, Pop Up, Email.
- Define Criteria:
 - Balance Date History: Previous Date Period > Previous business day (PBD).
 - Group Name: Equals ☹ Managed Accounts.
- Manage Display:
 1. Sort By: % Invested > Descending (Group box checked).
 2. Then Sort By: Total Account Value History > Descending.

Compliance Trade Blotter Activity and Errors

QuickTip:

RIA in a Box is the outsourcing company used to assist the CCO.

The Chief Compliance Officer (CCO) is responsible for ensuring that the company meets regulatory requirements and internal policies and procedures. To assist the CCO, the Client Service Manager (CSM) prepares reports and works with RIA in a Box to track compliance activities and archive documents, which the CCO must complete monthly. The following information is from RIA in a Box concerning both the Trade Blotter Activity Review and the Trade Errors Review:

Monitoring trading for errors and execution should be a daily activity, but CCO or designee should also periodically review all client trade activity for anomalies, including trade errors not previously identified, transactions not consistent with clients' IPS [Investment Policy Statement] or other suitability documents and transactions not consistent with firm's best execution requirements.

The Chief Compliance Officer (CCO) or delegate should review trade errors to confirm the errors were resolved in accordance with the firm's policies and procedures and the resolution was properly documented. In addition, confirm clients were fully reimbursed for any error caused by the firm.

Prepare the Trade Blotter Activity and Errors Report

for the CCO by following the steps below:

1. Open Fidelity Wealthscape in a web browser and select from the menu Reports > Reports. A new pop-up window will open.
2. Select Orders.
3. Click on the "Monthly Order Detail" report.
4. Select "View." The web browser will automatically download the report.
5. Save the report under M:\Compliance\Trade Order Reports\<Year>\<year><month> monthly order detail.xls.
6. Print out the worksheet under M:\Compliance\Trade Order Reports\ MWP Compliance Trade Order Worksheet.doc.
7. On the "Review Month" line, write the month and year that will be reviewed.
8. Give the worksheet to the CCO for review and signature.

QuickTip:

The Chief Compliance Officer (CCO) must sign every compliance report.

After receiving the signed report from the CCO, scan and save it under



For quick reference, the Monthly Order Detail report run in Wealthscape is set up with the following criteria:

- Report Output: Excel
- Schedule: Monthly – 01
- Manage Alert: Subscribe, Pop Up, Email
- Define Criteria:
 - Order Entry Date: Previous Date Period ☹ PCM-Previous calendar month
- Manage Display:
 - Sort By: Account # > Ascending
 - Then Sort By: Order ID > Ascending

Update the Compliance Activity Information with RIA in a Box after preparing the Trade Blotter Activity and Errors report. Log into the Compliance tracking section of RIA in a Box at <https://www.myriacompliance.com/login>.

First, email the signed compliance report for archival. Follow these steps:

QuickTip:

The Client Services Representative (CSR) is the contact person with RIA in a Box.

1. Identify the Client Services Representative (CSR) on the RIA in a Box home page under “My Team,” as the position may have changed.
2. Click on the CSR’s name and a pop-up box will appear with an email address.
3. Email the CSR a copy of the signed Trade Blotter Activity and Errors Report that you saved under M:\Compliance\Trade Order Reports\<Year>\<year> <month> Trade Order Compliance Review.pdf.
4. Ask the representative to upload the report to the archive area for Medicus Wealth Planning.

For quick reference, when the RIA in a Box client service representative uploads the documents for archival, find them on the site under Documents > My Documents > Firm Documents > Supplementary Paperwork.

Second, complete the compliance activity under the Compliance Calendar by following these steps:

1. From the RIA in a Box menu, select Compliance Tools > Compliance Calendar, which shows both the upcoming activities and those missed.
2. Click on the “Missed Events” box to show the past due items which are incomplete.
3. Under the CCO Activities section, select the box for the Trade Blotter Activity Review for the appropriate month. A pop up box will appear with the information on the activity.
4. Click the “Mark Complete” box.
5. Then select the box for the Trade Errors Review for the appropriate month following the same action.

Compliance Email History

The Chief Compliance Officer (CCO) is responsible for ensuring the company is meeting regulatory requirements and internal policies and procedures. To assist the CCO, the Client Service Manager prepares reports and works with RIA in a Box to track compliance activities and archive documents, which the CCO must complete monthly.

The following information is from RIA in a Box concerning the Email History Review.

CCO or designee should review emails sent on behalf of and received by the firm to identify potential problems, such as client complaints or unethical practices by employees. The use of email monitoring systems to search for keywords may help in this area. CCO or designee should also verify that all forms of electronic correspondence are archived.

Prepare the Email History Review Report for the CCO by following the steps below:

1. Print out the worksheet under M:\Compliance\Email History Reviews\MWP Compliance Email History Review Worksheet.doc.
2. Write the month and year up for reviewal on the “Review Month” line.
3. Give the worksheet to the CCO for review and signature.
4. Scan the signed report after receiving it from the CCO and save it under [REDACTED].

Update the Compliance Activity Information with RIA in a Box. Log into the Compliance tracking section of RIA in a Box at <https://www.myriacompliance.com/login>.

First, email the signed compliance report for archival by following these steps:

1. Identify the client services representative on the home page under the “My Team,” as the position may have changed.
2. Click on the name and a pop-up box will appear with an email address.
3. Email the client service representative a copy of the signed Email History Review Report that you saved under [REDACTED].

QuickTip:

RIA in a Box is the outsourcing company used to assist the Chief Compliance officer (CCO).

QuickTip:

The Client Services Representative (CSR) is the contact person with RIA in a Box.

4. Ask the representative to upload the report to the archive area for Medicus Wealth Planning.

For quick reference, when the RIA in a Box Client Service Representative (CSR) uploads the documents for archival, find them on the site under Documents > My Documents > Firm Documents > Supplementary Paperwork.

Second, complete the compliance activity under the Compliance Calendar by following these steps:

1. Select Compliance Tools > Compliance Calendar from the RIA in a Box menu. Which shows both the upcoming activities as well as those missed.
2. Click on the “Missed Events” box to show the past due items which are incomplete.
3. Select the box for the “Email History Review” for the appropriate month under the “CCO Activities” section. A pop up box will appear with the information on the activity.
4. Click the “Mark Complete” box.

QuickTip:

RIA in a Box is the outsourcing company used to assist the CCO.

Compliance Advertising

The Chief Compliance Officer (CCO) is responsible for ensuring the company is meeting regulatory requirements and internal policies and procedures. To assist the CCO, the Client Service Manager prepares reports and works with RIA in a Box to track compliance activities and archive documents. The CCO must complete this review monthly.

The following information is from RIA in a Box concerning the Advertising Review.

The Chief Compliance Officer (CCO) or delegate should constantly be reviewing new marketing pieces that will be used by the firm. This may be done pre or post-use depending on the firm's policies and procedures. Additionally, the CCO or delegate should review the firm's advertising file to make sure all pieces were reviewed and approved by the appropriate individual.

Prepare the Advertising Review Report for the CCO by following the steps below:

1. Print out the worksheet under [REDACTED].
2. Write the quarter and year for review on the "Review Quarter" line.
3. Give the worksheet to the CCO for review and signature.
4. Scan the signed report after receiving it from the CCO and save it under [REDACTED].

Update the Compliance Activity Information with RIA in a Box. Log into the Compliance tracking section of RIA in a Box at <https://www.myriacompliance.com/login>.

First, email the signed compliance report for archival by following these steps:

1. Identify the client service representative on the homepage under "My Team," as the position may have changed.
2. Click on the name and a pop-up box will appear with an email address.
3. Email the client service representative a copy of the signed Advertising Report previously saved under [REDACTED].

QuickTip:

The Client Services Representative (CSR) is the contact person with RIA in a Box.

4. Ask the representative to upload the report to the archive area for Medicus Wealth Planning.

For quick reference, when the RIA in a Box client service representative uploads the documents for archival, find them on the site under Documents > My Documents > Firm Documents > Supplementary Paperwork.

Second, complete the compliance activity under the Compliance Calendar by following these steps:

1. Select Compliance Tools > Compliance Calendar from the RIA in a Box menu, which shows both the upcoming activities and those missed.
2. Click on the “Missed Events” box to show the past due items which are incomplete.
3. Select the box for the “Advertising Review” under the “CCO Activities” section for the appropriate quarter. A pop up box will appear with the information on the activity.
4. Click the “Mark Complete” box.

QuickTip:

RIA in a Box is the outsourcing company used to assist the CCO.

Compliance Billing

The Chief Compliance Officer (CCO) is responsible for ensuring the company is meeting regulatory requirements and internal policies and procedures. To assist the CCO, you'll prepare reports and work with RIA in a Box to track compliance activities and archive documents. The CCO must complete this review monthly.

The following information is from RIA in a Box concerning the Billing Review.

Firms should periodically review client billing activity, make corrections or reimbursements if necessary and document this review. This review should ensure that advisory fees are calculated and charged in accordance with client contracts and ADV disclosures, clients who pay performance fees meet the requirements under state or federal law, and clients who terminate the advisory relationship are reimbursed fees paid in advance in accordance with their contract and ADV disclosures.

Prepare the Billing Review Report for the CCO after the billing process by following the steps below:

1. Print out the worksheet under [REDACTED].
2. Write the quarter and year for review on the "Review Quarter" line.
3. Give the worksheet to the CCO for review and signature.
4. Scan the report after receiving it from the CCO and save it under [REDACTED].

Update the Compliance Activity Information with RIA in a Box. Log into the Compliance tracking section of RIA in a Box at <https://www.myriacompliance.com/login>.

First, email the signed compliance report for archival by following these steps:

1. Identify the client service representative on the homepage under "My Team," as the position may have changed.
2. Click on the name and a pop up box will appear with an email address.
3. Email the client service representative a copy of the signed Billing Report previously saved under [REDACTED].

QuickTip:

The Client Services Representative (CSR) is the contact person with RIA in a Box.

4. Ask the representative to upload the report to the archive area for Medicus Wealth Planning.

For quick reference, when the RIA in a Box client service representative uploads the documents to be archived, you'll find them on the site under Documents > My Documents > Firm Documents > Supplementary Paperwork.

Second, complete the compliance activity under the Compliance Calendar by following these steps:

1. Select Compliance Tools > Compliance Calendar from the RIA in a Box menu, which shows both the upcoming activities and those missed.
2. Click on the "Missed Events" box to show the past due items which are incomplete.
3. Under the "CCO Activities" section, select the box for the "Client Billing Activity Review" for the appropriate quarter. A pop up box will appear with the information on the activity.
4. Click the "Mark Complete" box.

QuickTip:

RIA in a Box is the outsourcing company used to assist the CCO.

Compliance State Registration

The Chief Compliance Officer (CCO) is responsible for ensuring the company is meeting regulatory requirements and internal policies and procedures. To assist the CCO, the Client Service Manager prepares reports and works with RIA in a Box to track compliance activities and archive documents. The CCO must complete this review quarterly.

The following information is from RIA in a Box concerning the Client List Registration Review.

The CCO or delegate needs to calculate the number of client households located in each state or U.S. territory to ensure that the firm and the firm's individual investment adviser representatives are properly registered or notice-filed in the applicable states. Some jurisdictions require registration or notice-filing before providing advice to any clients. To help complete this task, utilize the MyRIAREgistration tool.

Prepare the Clients-by-State Report for the CCO by following the steps below:

1. Populate the "Primary Addresses" report in Redtail by:
 - a. Select "Contacts".
 - b. Select "QuickLists" from the "Lists" menu.
 - c. Select the "Clients – All" list.
 - d. Select all accounts in the query.
 - e. Select "Exports" under the "contact options" dropdown menu
 - f. Select Primary Addresses. The browser downloads the report.
2. Click on the report from the "Downloads" drop-down menu of the browser to open it in Excel.
3. Count the number of clients in each state and prepare a summary report. Be prepared to provide details upon request of the CCO.
4. Save the report under [REDACTED].
5. Print out the summary report and give it to the CCO for review and signature.
6. Scan the signed report after receiving it from the CCO and save it under [REDACTED].

QuickTip:

A summary report is an Excel spreadsheet which shows each state with a Medicus office and how many clients exist in each state.

For quick reference, the “Clients – All” QuickList in Redtail is set up with the following criteria:

- Type: Contact
- Field: Status
- Operand: Equal To
- Value: Client

Update the Compliance Activity Information with RIA in a Box. Log into the Compliance tracking section of RIA in a Box at <https://www.myriacompliance.com/login>.

First, email the signed compliance report for archival by following these steps:

1. Identify the client service representative on the homepage under “My Team,” as the position may have changed.
2. Click on the name and a pop-up box will appear with an email address.
3. Email the client service representative a copy of the signed Clients by State Report previously saved under [REDACTED].
4. Ask the representative to upload the report to the archive area for Medicus Wealth Planning.

For quick reference, when the RIA in a Box client service representative uploads the documents to be archived, you’ll find them on the site under Documents > My Documents > Firm Documents > Supplementary Paperwork.

Second, complete the compliance activity under the Compliance Calendar by following these steps:

1. Select Compliance Tools > Compliance Calendar from the RIA in a Box menu, which shows both the upcoming activities as well as those missed.
2. Click on the Missed Events box to show the past due items which are incomplete.
3. Select the box for the “Client List Registration Review” for the appropriate quarter under the “CCO Activities” section. A pop up box will appear with the information on the activity.
4. Click the “Mark Complete” box.

QuickTip:

The Client Services Representative (CSR) is the contact person with RIA in a Box.

QuickTip:

RIA in a Box is the outsourcing company used to assist the CCO.

Compliance Securities Records

The Chief Compliance Officer (CCO) is responsible for ensuring the company is meeting regulatory requirements and internal policies and procedures. To assist the CCO, the Client Service Manager prepares reports and works with RIA in a Box to track compliance activities and archive documents. The CCO must complete this review quarterly.

The following information is from RIA in a Box concerning the Personal Securities Transactions Collection and Review.

The CCO should conduct a documented review of the reportable securities transactions of “access persons” to ensure that personal securities transactions are conducted in compliance with the firm’s COE. The review should include front-running and insider trading of the access person versus the firm’s client accounts. All access persons must submit their personal securities transactions in any reportable securities for any account of which the access person has direct or indirect beneficial ownership. Reportable securities include: individual stocks, bonds, options and futures. Reportable transactions do not include mutual funds or UITs invested in mutual funds. Beneficially owned accounts include: personal accounts, joint accounts with spouses, custodial accounts for children and any other accounts for other individuals living at the same legal address, which includes in-laws and parents.

QuickTip:

Access Person: any Medicus Wealth Planning employee with authorized access to client account information. Contact the Chief Compliance Officer (CCO) to verify who

Prepare the Securities Records Review for the CCO by following the steps below:

1. Print out a copy of the following 2 worksheets for each “access person” at Medicus Wealth Planning. These worksheets are found under M:\Compliance\Employees Securities Record:
 - Holdings_Report- MWP.doc
 - Securities_Transactions_Report MWP.doc
2. Give each “access person” the 2 worksheets and request that they fill out both worksheets and return them directly to the CCO for review.
3. Scan the signed securities reports for each “access person” after receiving them from the CCO and save the securities reports under M:\Compliance\Employees Securities Record\<year> <quarter>.

Update the Compliance Activity Information with RIA in a Box. Log into the Compliance tracking section of RIA in a Box at <https://www.myriacompliance.com/login>.

First, email the signed compliance report for archival by following these steps:

QuickTip:

The Client Services Representative (CSR) is the contact person with RIA in a Box.

1. Identify the client service representative on the homepage under “My Team,” as the position may have changed.
2. Click on the name and a pop-up box will appear with an email address.
3. Email the client service representative a copy of the signed securities reports previously saved under [REDACTED].
4. Ask the representative to upload the report to the archive area for Medicus Wealth Planning.

For quick reference, when the RIA in a Box client service representative uploads the documents to be archived, you’ll find them on the site under Documents > My Documents > Firm Documents > Supplementary Paperwork.

Second, complete the compliance activity under the Compliance Calendar by following these steps:

1. Select Compliance Tools > Compliance Calendar from the RIA in a Box menu, which shows both the upcoming activities as well as those missed.
2. Click on the “Missed Events” box to show the past due items which are incomplete.
3. Select the box for the “Personal Securities Transactions Collection and Review” under the “CCO Activities” section for the appropriate quarter. A pop up box will appear with the information on the activity.
4. Click the “Mark Complete” box.

Redtail Contact Status

Advisors assign each contact a status in Redtail, such as Platinum or Gold, based on the revenue the client generates for Medicus. Search for clients based on status by selecting “Contacts” from the menu on the left and then click “Advanced Search” on the top menu. In the search box, select the following:

- Type: Contact
- Field: Status
- Operand: Equal To
- Value: <select the status type>

An Advisor may need specific information about a group of clients. Generate the desired list based on the above information.

Chapter X

Required Minimum Distributions

Beginning at age 70 ½ the Internal Revenue Service (IRS) requires individuals to take withdrawals from any IRA, simple IRA, retirement plan, and so forth, and taxes it. The clients handle this, but Medicus ensures that the client is aware and notified of this requirement. This chapter explains the Client Service Manager's (CSM) role in notifying clients with this requirement with the sections: fidelity report, automatic distributions, and calculating for clients.

Fidelity Report

QuickTip:

Check the web browser settings and allow popups to avoid issues with exporting and opening the Fidelity minimum distributions report.

To help identify accounts with required minimum distributions and the status of those distributions, Fidelity has a report that gathers this information. Follow these steps to access the Fidelity minimum distributions report:

1. In Wealthscape, select Reports > Reports.
2. Select "Required Minimum Distribution" under "Client and Account Information" and export to Excel.

Verify that the information on this is accurate and up to date by checking that every necessary account will – or is planning to – take out the minimum amount. The CSM should check this report near the end of the year, sometime during the 4th quarter. This information is also an important item for the 6-month review with the client. If the client has not taken the required minimum distribution by the 4th quarter, give them a reminder-call and make a note in Redtail.

Automatic Distributions

To set up a periodic distribution plan with Fidelity to automatically calculate and distribute Required Minimum Distributions (RMDs) for clients each year. Access Wealthscape in a web browser then follow these steps:

1. Download the form in Wealthscape by selecting Service > Forms > Reference > Forms Library > IRA Periodic Distribution Request Form.
2. Fill-out the form, selecting Required Minimum Distribution.
3. Send the form to the client to review, sign, and date. Ask the client to return all pages of the form.
4. Submit the form in Wealthscape, through Service > Service > Workflow > Document Submission

Calculating for Clients

Fidelity almost always calculates the Required Minimum Distribution (RMD) for each account. In the rare event that Medicus must manually calculate the amount, speak with an advisor. Fidelity provides methods for finding the necessary account/client information and calculating the RMD through Wealthscape, however notifying an advisor is the best step to take.

Chapter XI Portfolio Models

[REDACTED]

[REDACTED]

[REDACTED]

QuickTip:

Exchange Traded Fund (ETF) is a type of investment fund that is traded on a stock exchange.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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Fiduciary Oath. Medicus Wealth Planning, as portfolio manager and financial advisor, shall exercise its best efforts to act in the good faith and in the best interests of the client. As such, Medicus Wealth Planning shall not receive any compensation that is contingent on any client's purchase or sale of a financial product. Medicus Wealth Planning does not receive a fee or other compensation from another party based on the referral of a client or the client's business. As a Fee-Only Firm, Medicus Wealth Planning practices a holistic approach to financial planning, using

a no-commission model that facilitates objective advice and ensures that the client's interest is always paramount.

Discretionary Models Spreadsheet

The Discretionary Models spreadsheet outlines the details of the investment model portfolios as well as the variable annuity models. Each model has its own tab across the bottom of the spreadsheet plus one “Transactions” tab where the Advisor documents the changes made to the portfolio and one “Quotes” tab for updating pricing information. The following sections explain daily pricing and tactical change updates.

Daily Pricing Updates. One of the CSM’s daily activities is to make sure that the prices on this spreadsheet are up to date. It is a simple task but is crucial when the Advisor is required to invest contributions, sell funds to create cash, or rebalance accounts. Follow the steps below to update the Discretionary Models spreadsheet:

1. Open the spreadsheet at M:\Portfolios\Discretionary Models.xls.
2. Click the “Quotes” tab at the bottom of the spreadsheet.
3. Navigate to Yahoo! Finance in a web browser and log in.
4. Click on “My Portfolio” > “All Holdings”.
5. Click “Export” and open the file in Excel.
6. Copy and paste the “Symbol” and “Current Price” columns from the previously exported file into columns A and B of the Quotes tab in the Discretionary Models Spreadsheet.
7. Save changes to the portfolio and exit out.

QuickTip:

The “Quotes” tab of the Discretionary Models spreadsheet shows pricing information taken from Yahoo Finance.

Tactical Change Updates. After making tactical changes to model portfolios, an Advisor will send an activity in Redtail to the Client Service Manager detailing the changes made. The CSM must then update the Discretionary Models spreadsheet to match the new information given by the Advisor. Follow the steps below to make tactical updates to the Discretionary Models spreadsheet:

1. Review the activity in Redtail, sent by an Advisor, which details the changes made to the model portfolios.
2. Open the Discretionary Models spreadsheet by navigating to [REDACTED].
3. Click on the tab of the model that needs updating.
4. Update the model information according to the changes explained in the Redtail activity by the Advisor. Changes often include

QuickTip:

If the Advisor did not already document the change, detail the trade information in the “Transactions” tab.

QuickTip:

Morningstar is an investment research and management firm that provides independent investment research around the world.

adding or removing holdings or modifying the allocation percentage of the holdings.

- Using Morningstar, update the description information of the symbols in the spreadsheet.

- When adding or removing holdings, also update the Yahoo! Finance “All Holdings” portfolio. See the following section, “Yahoo! Finance Portfolios”, for more information.

5. Validate the spreadsheet:

a. Check that all formulas are correct.

b. Check that the total allocation percentage equals 100% in each summary box.

6. Save the changes made to the spreadsheet and exit out.

Yahoo! Finance Portfolios

The Discretionary Models Spreadsheet uses the pricing data from Yahoo! Finance. The holdings information for all portfolios is saved under the “All Holdings” portfolio. Pricing information from this portfolio is used to update the Discretionary Models spreadsheet.

Any tactical changes made to a portfolio must also be updated in the Yahoo! Finance portfolio by following these steps:

1. Navigate to yahoo.com/finance in a web browser.
2. Click on the “My Portfolio” menu option.
3. Click on the “All Holdings” portfolio model.
4. a – to add a new holding, click “Add Symbol” and enter the new information.
b – to remove a holding, click the box next to the symbol and click “Delete Symbols”.
5. Once finished, click “Save”.

QuickTip:

Yahoo! Finance is a component of the Yahoo! Media company that provides financial news, data and commentary including stock quotes, press releases,

Morningstar Portfolios

Our subscription to Morningstar is used to research investments as well as to analyze our model portfolios. The Advisors log in to Morningstar each day to track the daily and trailing performance of the model portfolios. Each model portfolio is valued at \$100,000. However, because of market conditions this value will either increase or decrease as the week goes on.

A weekly re-balance is part of the Client Service Manager's job. The only other instance when a re-balance is required is when a tactical change is made to one or more of the model portfolios. Follow the steps below to re-balance the Morningstar portfolios.

QuickTip:

First update the prices, if needed. See the "Discretionary Models Spreadsheet" section of this chapter.

1. Open the "Discretionary Models" spreadsheet by navigating to M:\Portfolios\DiscretionaryModels.xls.
2. Click on the tab in the spreadsheet of the model portfolio that needs updating.
3. Change the "Amount Invested" to \$100,000.
4. Log in to Morningstar.com in a web browser.
5. Click on the "Portfolio" tab and choose the appropriate model portfolio from the dropdown list.
6. Click on "modify" > "edit holdings".
7. Update the holdings in the Morningstar portfolio to match the model in the Discretionary Models spreadsheet.
 - Verify that the symbols are correct and if necessary add or remove holdings.
 - Update the value of the shares to match the spreadsheet.
 - Keep purchase price at 1.00.
 - Keep the commission at 0.00.
8. Click "Save" when finished.

The screen automatically returns to the Portfolio Manager page. Locate the Market Value of the portfolio and make sure it is \$100,000. It may be a few dollars off due to changes in prices and that is okay. If it is more than \$100 off go back and check for mistakes.

Wealthscape Portfolios

Fidelity uses a tool to organize and label accounts under a model and group name (which will be the same). The “Managed” view in Wealthscape shows the model as the last column; every client should have a model name except clients with accounts beginning with 232-. To create a model, follow these steps:

1. Click on the “Tools” tab at the top right of Wealthscape then select “Portfolio Modeling and Rebalancing Tool”. A window will populate, showing all models.
2. Click “Create Model” and give the new model a name (which should correspond with existing model names).
3. Enter in the allocation from the Excel document.
4. Categorize the model as a group by clicking “Save and Assign” > “Accounts, Groups or Clients” > “Group” > “Go” then scroll through the list and select the appropriate group for the new model.

***Note: When updating clients in their groups, take at least 30 mins to update their model names. ***

5. Assign the group to the model name by clicking the desired model, which moves it to the “Selected” table, then click on the model in the “Selected” field one time and click “Assign to Model”.

This process assigns any account in the group to the appropriate model name. After assigning accounts to a group and model, any change made to the group/model will automatically apply to each account within the group/model, making the process faster and uniformed.

To edit models, follow these steps:

1. Click on a model in Wealthscape. An “Edit” option will appear near the top. This will allow allocation and securities changes.
2. Use the “Assign” or “Unassign” options at the top to change a model assignment.
 - To unassign a model, remove the model from the “Selected” table.
 - To assign the model, navigate through “Accounts, Groups or Clients” > “Go” then scroll through the list and select the desired new model, which moves the model to the “Selected” table. Click it once then select “Assign to Model”.

IPS Asset Allocation Models

The Investment Policy Statement (IPS) documents the agreement between the Advisor and the client concerning the management of the client's investments. This document includes information about the portfolio models used to manage the client's assets.

To set up a new model to be used in the Investment Policy Statement, log into IPS Advisor Pro then follow these steps:

1. Select "System Management" > "Asset Allocation Models".
2. Click "Add Additional Asset Models to Your List".
3. Click "Create A New Asset Allocation Model".
4. Input the allocation percentages for the classes in the model.
5. Give the model a name.
6. Select "Ready for use within Client IPS" for the Status.
7. Select "Historical" for the Return Method.
8. Click Save.

To modify an existing model that is used in the Investment Policy Statement, log into IPS Advisor Pro then follow these steps:

1. Select "System Management" > "Asset Allocation Models".
2. Select the model name under the "Work with an Existing Asset Allocation Model" section.
3. Click "Edit Model".
4. Modify the allocation percentages for the classes in the model.
5. Select the clients where the model changes will apply to their IPS.
6. Click Save.

Backtest for Risk Assessment

A backtest document holds information concerning the risk associated with a client's portfolio. An advisor must always be ready to provide a backtest document when meeting with a client, therefore the Client Service Manager must keep these documents updated when tactical changes occur. Create a backtest by following these steps:

1. Open the following Excel files:
 - “1970 Backtest - 5 Indices” spreadsheet found under [REDACTED].
 - “Discretionary Models” spreadsheet found under [REDACTED].
2. In the Discretionary Models spreadsheet ([REDACTED]), select the tab for the model of the desired backtest.
3. Find the information to create the backtest by scrolling down to the summary box entitled “Asset Class – Based on 5 Indices”.
4. Click on the “Diversified Portfolio” tab in the Backtest spreadsheet and update the allocation percentages in row 1. Verify that the allocation summary equals 100%.
5. Click on the “Printable” tab and update the “Portfolio Model” name in cell Q43.
6. Save a pdf copy under [REDACTED] using the model's name for quick access when needed for client meetings.

Chapter XII

Client Birthday Cards

A simple, yet thoughtful way to keep contact with clients and show appreciation for their business is by sending out client birthday cards with a gift card to their local theater. Near the 20th of each month, the Client Service Manager must prepare birthday cards for all clients who have a birthday during the upcoming month by identifying eligible clients, creating the cards, then preparing the cards for distribution. The CSM must also maintain the stock of birthday card materials and gift card materials.

Identifying Eligible Clients

To identify eligible clients with a birthday in the upcoming month, search in Redtail to populate a list of all clients, sorted by birth date. The easiest method is by using QuickLists.

1. Select “Contacts” in the Redtail menu to the left. “QuickLists” is under the “Lists” dropdown menu at the top of the screen.
2. Click on the “Clients - All” list.
3. Click “Reports” > “Birthday Report” in the Contact Options dropdown box to the right. This will sort all clients by birthdate.

Only identify those in the month needed.

Creating the Client Birthday Cards

Address the birthday card envelopes, insert a birthday card and include a gift card inside. **Note: do not forget, an Advisor must sign every birthday card.**

For clients in Arizona: include an AMC movie gift card.

For clients in Utah: include a Megaplex movie gift card.

For clients in other states: search for a theater in their area and include a movie card to either AMC or Regal.

For platinum level clients: also include a Coldstone gift card. To identify which clients are Platinum, use the “Clients - Platinum” QuickList or select where the Contact’s category is equal to “Platinum Client” in Redtail.

QuickTip:

If the QuickList is unavailable, an alternate method is to search for clients by selecting “Contacts” from the menu on the left and then click “Advanced Search” on the top menu. In the search box, select the following:

- Type: Contact
- Field: Status
- Operand: Equal To
- Value: Client

Check the box to select all clients in the list.

Preparing the Client Birthday Cards for Distribution

Preparing the birthday cards for distribution entails tracking gift card distribution and mailing the birthday cards.

- To track gift card distribution – which should be part of analyzing the stock of birthday/gift card materials – open the gift card spreadsheet in Excel under M:/Birthday Gift Cards/Birthday Gift Cards.xls. Record the client's name, date, and reason in the spreadsheet. This spreadsheet tracks the purchase and disbursement of gift cards to clients for financial reporting purposes.
- Organize the birthday cards chronologically and create a task in Redtail as a reminder to send out each card.

Throughout the month, mail-out the birthday cards 5-7 days prior to the client's birth date.

Purchasing Gift Cards

QuickTip:

Keep a healthy stock of birthday and gift card materials – especially out of state gift cards, just in case. Analyze the stock when preparing the birthday cards.

Gift cards are to be purchased quarterly or as needed for birthdays, surveys and special events. Check with the Advisor to make sure funds are available on the credit card to cover the purchase.

Purchase gift cards for AMC, Regal, and Coldstone through Amazon. Purchase Megaplex gift cards at www.megaplextheatres.com.

Save a copy of the purchase receipt in the Receipts folder located under [REDACTED]. Also email the Advisor a copy of the receipt if the purchase amount is over \$500.

When gift cards are purchased, enter the information into the Birthday Gift Cards Excel file located under [REDACTED]. This spreadsheet tracks the purchase and disbursement of gift cards to clients for financial reporting purposes.

