



## Strategic Wealth 360 Learning Guide

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## Introduction

Strategic Wealth 360 (SW360) is the culmination of CSI's Certified International Wealth Manager (CIWM) designation. In this assessment, candidates are asked to demonstrate the ability to apply a holistic approach to the creation of a wealth plan for a client.

Before starting SW360, it is important to understand what will be assessed during the three-month program.

This guide will outline the evaluation criteria for each component of your assessment that you will be required to complete a:

- Client Discovery Interview;
- Wealth Plan and
- Wealth Plan Presentation

In addition, this guide will provide information to direct you through the process.

### Objectives

The objectives of SW360 are to:

1. Identify the current financial picture and goals of the client through a thorough review of the case study.
2. Build a relationship in which the client begins to trust you.
3. Obtain missing information that you may require to construct the wealth plan.
4. Develop a comprehensive wealth plan for the client.
5. Present the wealth plan and respond to questions.



## Assessment Breakdown

The table below provides a description of the weighting for each of the evaluation components. In order to successfully pass the SW360 assessment, a candidate must obtain a grade of at least 50% on the Wealth Plan and an overall final grade of 60%.

SW360 Evaluation Component	Weighting
Client Discovery Interview	20%
Wealth Plan	55%
Wealth Plan Presentation	25%

## SW360 Schedule

SW360 is offered quarterly by CSI, with sessions beginning in January, April, June and October of each year. The most up-to-date schedule is available at our website under the heading [WHAT'S INCLUDED](#) (linked here), under the "ten-week program". The schedule below is an example of typical session schedule.

April 2017 Activity	
Online Student Resources with the Learning Guide and Case	April 3
Review Case and Prepare for Client Discovery Interview	April 3 – 24
Conduct Client Discovery Interview	April 24 – 28
Online Missing Case Information Synopsis Available	April 28 @ 3:00 pm ET
Build Your Strategic Wealth Plan	April 28 – May 28
Submit Wealth Plan	May 28 – 11:59 pm ET
Submit Supplemental Documents for Wealth Plan Presentation	June 7
Wealth Plan Presentation	June 12 – 16
Evaluation Feedback Sent to Students (Only pass/fail marks are provided)	July 17



## Step 1: The Case

The Strategic Wealth 360 case is about a client whose wealth management needs fall into the four wealth stages:

1. Accumulation
2. Preservation
3. Conversion
4. Transfer

On registration for SW360 candidates will receive access to a case study that describes typical financial situation of wealth management clients. The case provides some of the foundational information of the client information from which the Client Discovery Interview can be performed, the Wealth Plan created and the Plan presented during the Wealth Plan Presentation. The information in the case will be augmented by the Missing Information Synopsis, provided after the Client Discovery Interview. While reading the case, consider the following aspects of the client's personal and family situation:

- Current lifestyle financial needs
- Risk tolerance
- Cash flow and net worth
- Insurance needs and current coverage
- Pre-retirement lifestyle goals
- Post-retirement lifestyle goals
- Estate-planning goals

### **General Information & Tips**

The case DOES NOT contain all of the essential information required to develop a wealth plan. The Missing Case Information Synopsis document will provide all of the additional information you will need to create your wealth plan.

When reviewing the case materials, make a list of information that could aid in the planning process. Candidates will have the opportunity during the Client Discovery Interview to explore those questions with the client.



## Step 2: The Client Discovery Interview

In an actual client situation, wealth managers would conduct a Client Discovery Interview to identify a client's current financial situation and future financial goals.

Similarly, in Strategic Wealth 360, the next step after reviewing the case study is to conduct a simulated Client Discovery Interview via telephone. The interview subject will act as the client in the case study that you have been assigned.

### Interview Objectives

1. To build a relationship in which the client begins to trust you.
2. To obtain supplemental information required to construct the wealth plan. The interview will provide you with the opportunity to clarify information and ask additional questions which may help you complete the wealth plan.

Case studies typically focus on a couple or family; however, there will only be the opportunity to interview one "client", not all clients who may be represented in the case study. Regardless, the interview client will be able to answer questions on behalf of any clients in the case. For example, if your interview is with one spouse but you have a question about the other spouse's career goals, the interviewee will be able to answer on behalf of the spouse.

### Scheduling the Client Discovery Interview

A few days after registration closes, you will receive an email from CSI that will ask you to book your Client Discovery Interview and let you know the last date by when you can do so. This email will contain a link to the page where you can select one of the Client Discovery Interview time slots. These fill are available on a first come, first serve basis and up quickly. Please also note that all times are shown in *Eastern Time*.

Selecting a time slot is easy. Click on the link in the email to be taken to the page where you can select one of the available time slots. Carefully select one of the dates and times (remember rescheduling your Client Discovery Interview can only be done because of medical circumstances, bereavement or similar grave situations) and click "Add to Cart." Your session is now booked.



About three weeks after registration closes, you will receive a confirmation email that will contain the dial in information for the call with your client.

### **Conducting the Client Discovery Interview**

Candidates are encouraged to dial into the conference line a few minutes before the start of the scheduled time using a secure telephone line. Candidates are cautioned that accommodations will not be made if a call is “dropped” or there is poor connection quality due to using a mobile or cordless/Bluetooth connection. Note that calls may be recorded for quality control purposes.

The client will be in character immediately on beginning the conference call. This will be the only opportunity to speak with the client prior to completing the wealth plan. Come to the call having read the case materials and with appropriate questions to fill in information so that you can complete the Wealth Plan. Candidates are expected to treat this interview as they would any Client Discovery Interview and are encouraged not to place the client on hold.

On the Friday after your call, you will be given access to the **Missing Case Information Synopsis** through your Blackboard enrolment environment. This will fill in any gaps in information in the case material. Once you have received the Missing Case Information Synopsis, no further information will be provided about the client situation.

### **Don't Forget!**

Simple things make a big difference. Don't forget to:

- Address the client by name.
- Begin by explaining the discovery process that you are going to use.
- Actively listen while the client is speaking.



## Evaluation Checklist

During the Client Discovery Interview, your performance will be evaluated across four components according to the following outcomes and attributes. Accordingly, you should ensure that you address all components to build success in this portion of the assessment.

Section	Outcomes and Attributes	Section Weighting
1. Introduction	<ul style="list-style-type: none"><li>• Begins the interview on time</li><li>• Introduces self clearly</li><li>• Explains the purpose of the discovery interview</li><li>• Explains the process of the discovery interview</li></ul>	10%
2. Conversation Flow	<ul style="list-style-type: none"><li>• Establishes rapport and an atmosphere of trust</li><li>• Uses a structured delivery process</li><li>• Explains next steps</li></ul>	35%
3. Communication Skills	<ul style="list-style-type: none"><li>• Listens actively</li><li>• Speaks clearly, articulates well</li><li>• Asks effective questions to uncover missing information</li></ul>	25%
4. Relationship Building	<ul style="list-style-type: none"><li>• Demonstrates courtesy</li><li>• Behaves knowledgeably</li><li>• Explains concepts in a manner that is easy to understand:<ul style="list-style-type: none"><li>○ Shares personal experiences to help reinforce ideas and build rapport</li><li>○ Relates concepts to client's emotions, needs and goals rather than just presenting financial facts</li></ul></li></ul>	30%



## Step 3: The Wealth Plan

After the Client Discovery Interview has been completed, the next step in SW360 is to develop a comprehensive Wealth Plan for the client. The objective of creating a Wealth Plan is to:

1. analyze client information from the case and collected during the Client Discovery Interview.
2. identify goals and recommend solutions

The Wealth Plan **must** include the following three sections and should be submitted as such:

1. Identification of Goals and Potential Solutions
2. Analysis
3. Recommendations and Rationale

Pay careful attention to the section weightings and requirements outlined on the next pages to fully understand the expectations of the submitted Wealth Plan.

In addition to the case material, the information gathered during the Client Discovery Interview and the Missing Case Information Synopsis should be used to create your Wealth Plan. If after reviewing all of the materials you still feel you are missing information, make an educated assumption and defend it in your plan. No further information will be provided on the client situation.

Prepare and present the soft copy of the Wealth Plan as if you were providing it to a live client. Spend time formatting the document for easy access and review by a client. You are encouraged to add a one-page Executive Summary; this synopsis of the wealth plan highlights should serve as a doorway to the rest of the plan.



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Do not reference your actual company or firm name in the Wealth Plan. Before submitting the Wealth Plan, review it from start to finish for errors. Your Wealth Plan must be completed independently. Copying or collaborating is a breach of the **Student Code of Conduct** and could result in disciplinary action.



## Evaluation Checklist

Your wealth plan will be evaluated according to the components outlined below and as such, it is important that the Wealth Plan contain all components. Candidates are encouraged to follow this Checklist to ensure that all required content is included. The Wealth Plan should be presented professionally, as if presenting to the client, and CSI recommends a length of 35 – 45 pages. The Example of Wealth Plan document in the Example of Wealth Plan folder is a good reference point when brainstorming about the wealth plan.

Section	Components	Section Weighting
1. Identification of Goals and Potential Solutions	<p>In this section of the wealth plan candidates are expected to identify the most important goals for the client. For <b>each</b> identified goal, candidates must:</p> <ol style="list-style-type: none"><li>1. Accurately explain why it is important</li><li>2. Provide <b>two</b> potential recommendations.</li><li>3. Describe at least <b>two</b> advantages and <b>two</b> disadvantages for each potential recommendation</li></ol>	20%



Section	Components	Section Weighting
2. Analysis	<p>After describing the potential recommendations in the first section of the wealth plan, candidates need to analyze the impact of each to support the final recommendations. Your analysis should include the following areas:</p> <ul style="list-style-type: none"><li>• Cash Flow and Net Worth Statements – <i>at least two years of Statements are required;</i></li><li>• Investment strategies;</li><li>• Pre-retirement planning;</li><li>• Risk management plan, including any insurance needs and family issues;</li><li>• Post-retirement planning;</li><li>• Estate planning;</li><li>• Tax minimization strategies;</li><li>• Special goals as applicable (such as education planning or dependent care).</li></ul>	50%
3. Recommendations and Rationale	<p>In this section, candidates are expected to provide a final recommendation that identifies the best solution for each goal identified in Section 1 and analyzed in Section 2. Explain each recommendation by including a detailed rationale using information from the analysis.</p>	20%



Section	Components	Section Weighting
4. Sequencing and Format	<p>In this section, candidates are scored for a plan with minimal errors, and for the logical sequencing of topics in the plan.</p> <p>You can use the Format your wealth plan according to the following guidelines, and submit only one file:</p> <p><b>Logical Sequence of Topics</b> Sequence the topics of your wealth plan as per the guidelines in Sections 1, 2, and 3 of this evaluation checklist.</p> <p><b>Errors</b> This item refers to spelling, grammar and sentence structure. Please review your wealth plan before submitting it.</p>	10%



## Use of Financial Planning Software

You may use financial planning software to complement your work in Section 2 (Analysis) of the Wealth Plan. Do not over-rely on financial planning software, as it will only help you with one section of the Wealth Plan. You will be required to provide your own analysis of the results of the financial planning software.

You must sequence the information in your Wealth Plan according to the CSI Wealth Plan example whether you use financial planning software or not.

## Wealth Plan Exemplar

For reference, an exemplar case and corresponding wealth plan exemplar are available in Web CT, in the Wealth Plan Exemplar folder. The wealth plan exemplar was created by an actual student and serves as a model for how to complete the wealth plan.

## Preparing the Wealth Plan for Submission

### Formatting the File

If you decide not to use the pre-formatted example, please use the following guidelines to format your wealth plan file. (This component of formatting will not be graded.)

- **File type:**
  - Word document
- **Font type and size:**
  - Use either Arial or Times New Roman, 12-point size
- **Spacing:**
  - 1.5 lines
- **Border:**
  - Set top and bottom margins at 2.5 cm, and left and right margins at 3.0 cm
- **Length:**
  - As a guideline, a typical plan should be around 35-45 pages, but consider your client when setting up the length of your plan. This is a document that a client needs to understand and gain value from.



- **Title page:**
  - The name of the case you have been assigned and your student ID number. Please do not include this information elsewhere in the plan.

## Naming the File

The file containing your wealth plan should be named using the following elements in sequence.

- Your student number
- An "\_" (underscore, not a dash) character
- Another "\_" (underscore, not a dash) character
- The "case name" component that is the surname of your client (e.g., if your clients' names are Bob and Rita Brown the case name will be Brown)
- Another "\_" (underscore, not a dash) character
- The due date of your wealth plan, following a mmddyy format (e.g., if your wealth plan deadline is February 17, 2015, this date would be expressed as 021715)
- Another "\_" (underscore, not a dash) character
- The type of document you are submitting: Wealth Plan

### **Example:**

The Wealth Plan file submitted on February 17, 2017 by John Smith, student number 999999 for the Brown family case study would have the following filename: [999999\\_Brown\\_021715\\_Wealth Plan.doc](#)

## Submitting the File

To submit your wealth plan, log into your SW360 on Blackboard and select the session folder. Once in the session folder, click on the Student Resources folder and then click on the Scheduling Assessments and Your Wealth Plan folder. The document *How to Submit Your Wealth Plan* can be found in the Your Wealth Plan folder. Please follow the instructions in the abovementioned document to submit your wealth plan.



### **Scoring the Wealth Plan**

The Wealth Plan is scored separately and independently by two trained markers, who are practicing wealth managers in the field. Scoring the Wealth Plan is done with the assistance of a scoring guide, but the markers use their own knowledge and skills to assess the plans as well. The combined marks of the two markers will determine the final result of the Wealth Plan.

Note that a grade of at least 50% on the Wealth Plan, and an overall score of 60% on the complete assessment is required to pass. If a failing grade is received, re-enrolment in the program and successful completion of all components will be required to successfully complete the course.

Candidates who are unsuccessful on their Wealth Plan may request a re-marking of their plan within four weeks of receipt of their score for a fee of \$225 using [the re-mark request form](#). Re-marked plans will be scored by a third independent marker and candidates will receive an updated score only if the mark changes from a fail to a pass.



## Step 4: The Wealth Plan Presentation

In the real world, wealth planners present a completed wealth plan to the client. To simulate such an experience in Strategic Wealth 360, candidates will present the wealth plan to a client panel. Please note that since you will only have one hour to present, you should aim to present a general overview in a manner similar to how the plan was created (e.g. goals, analysis, recommendations).

The panelists will be provided with a copy of your wealth plan prior to the presentation (which they would have already read) and any supplementary documents you may wish to provide. When deciding what documents to include for the panelists, you can provide any document you would to a client in a similar setting in the real world. Please make sure you send the additional documents to [sw360@csi.ca](mailto:sw360@csi.ca) by the Wednesday of the week prior to your presentation. For instance, if your presentation is on the Thursday of the week starting on June 11<sup>th</sup>, please send your supplemental documents by Wednesday, June 7<sup>th</sup>, of the previous week. Any documents provided after this Wednesday will not be provided to the panelists.

The panel will be made up of a group of up to three CIWM<sup>®</sup> designation holders acting as the clients from the relevant case. One or two of the panel members will play the role of the clients, with another acting as a confidant to the client or observer to the process. During the presentation, the client may ask questions about the approach and recommendations, and the candidate is expected to respond to the concerns/issues raised by the client. All panelists will be making notes throughout the presentation and scoring the presentation. The panel members are well versed in the content of the case study and client situation; candidates should act as if presenting to actual clients.

After the presentation, the panel will provide the candidate with verbal feedback. The feedback will be focused on presentation skills as well as on the rationale behind the recommendations.

### **Presentation Objective**

To present the recommended Wealth Plan and respond to questions asked by panel members in a client-advisor setting.



## **Presentation Duration**

The presentation has a time allotment of 1 ½ hours.

- You will have 10 to 15 minutes to set up for the presentation if necessary.
- You will have 60 minutes to make your presentation.
- The panel will then take 5 to 10 minutes to deliberate.
- In the final amount of time, the panel members will provide verbal feedback on your presentation.

## **Scheduling the Wealth Plan Presentation**

A few days after registration closes, you will receive an email from CSI that will ask you to book your presentation and let you know the last date by when you can do so. This email will contain a link to the page where you can select one of the Wealth Plan Presentation time slots. Time slots fill quickly and are available on a first come, first serve basis and shown in Eastern Time.

Selecting a time slot is easy. Click on the link in the email to be taken to the page where you can select one of the available time slots. Carefully select one of the dates and times (remember rescheduling your oral presentation can only be done because of medical circumstances, bereavement or similar grave situations) and click "Add to Cart." Your session is now booked.

Approximately 20 days after registration closes, you will receive an email from CSI that confirms your Wealth Plan Presentation Wealth Plan Presentation time and date.

The Wealth Plan Presentation may be held in person or through the use of WebEx conferencing. Please note that candidates will bear the cost of all travel and accommodation if they choose to present in person at our Toronto office.

## **Presenting via WebEx**

Prior to the Wealth Plan Presentation before the panel, CSI will ask you to do a WebEx test call, which is a dry run of the technical aspect of your Wealth Plan Presentation (you will not be asked to present your wealth plan at this time). We will be testing the quality of your connection and troubleshooting any problems to ensure your real presentation goes as smoothly as possible



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### **IMPORTANT:**

Please use the same computer, landline, internet connection, webcam, speakers or headphone and microphone for the WebEx test call that you will use when giving your Wealth Plan Presentation. Otherwise, the WebEx test call will be unsuccessful. Prior to your WebEx test call, click on the link that CSI will send you when we email you your WebEx meeting number to install WebEx on your computer.

You do **not** need to do a WebEx test call if you will be coming to our CSI office in Toronto and giving the Wealth Plan Presentation in person.

All candidates that will be unable to be physically present in our Toronto office to deliver their presentation **must** do a WebEx test call.



### **Evaluation Checklist**

The Wealth Plan Presentation will be evaluated according to the components outlined below and as such, it is important that candidates pay special attention to all components.

<b>Section</b>	<b>Components</b>	<b>Section Weighting</b>
1. Presentation Flow	<p>The presentation has a natural, smooth flow:</p> <ul style="list-style-type: none"><li>• The presentation had a meaningful introduction and/or outline.</li><li>• The analysis and recommendations are accurately aligned with the case.</li><li>• The next steps are clearly stated and action items are requested.</li><li>• The conclusion clearly summarized and demonstrated the achievement of the goal/objective.</li></ul>	30%



Section	Components	Section Weighting
2. Communication Skills	<ul style="list-style-type: none"><li>• Speaks clearly, articulates (e.g., uses stories and analogies to illustrate points effectively, avoids jargon, enunciates)</li><li>• Speaks confidently</li><li>• Listens actively (e.g., paraphrases, asks clarifying questions)</li><li>• Responds effectively to the client's questions, concerns or rebuttals.</li><li>• Effectively explains technical information to the client</li></ul>	35%
3. Presentation Style	<ul style="list-style-type: none"><li>• Demonstrates good use of body language</li><li>• Maintains eye contact</li><li>• Demonstrates enthusiasm and confidence about the plan</li><li>• Uses any supporting materials effectively (e.g., handouts, presentation materials)</li></ul>	30%
4. Appearance	<ul style="list-style-type: none"><li>• Appears professional (e.g., business attire, grooming, etc.)</li></ul>	5%



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## Resources

Now that you understand the expectations, you are ready to read the case.

Also, please review all the documents in the Student Resources section in BB9 for a detailed understanding of the evaluation criteria, the wealth plan example and the case.

If you have questions, please view the [Frequently Asked Questions \(FAQs\)](#) section or email CSI at: [SW360@csi.ca](mailto:SW360@csi.ca)



## Accessing Your Resources and Materials

### Your SW360 Materials on BlackBoard

SW360 is offered on the BlackBoard learning platform. On registering for SW360 you will receive a registration confirmation that includes information on accessing your SW360 enrolment and materials. Use the link provided in that communication to access your materials. In the course, you will have access to:

- The annual SW360 schedule
- The materials required to develop your wealth plan,
- Instructional documents for scheduling the Client Discovery Interview s, WebEx test call and how to submit your wealth plan.

To access these documents, please log in to your SW360 on BlackBoard using the link below

[https://www.csi.ca/student/en\\_ca/webctDirect.jsp](https://www.csi.ca/student/en_ca/webctDirect.jsp)

Then select the SW360 assessment folder and your session folder. For illustration purposes, the session folder shown below is the one for the April 2017 session.



**April Session 2017**

As shown below, the first level of the folder will contain a folder (Student Resources) and a link through which you will submit your wealth plan when required.



**Student Resources**



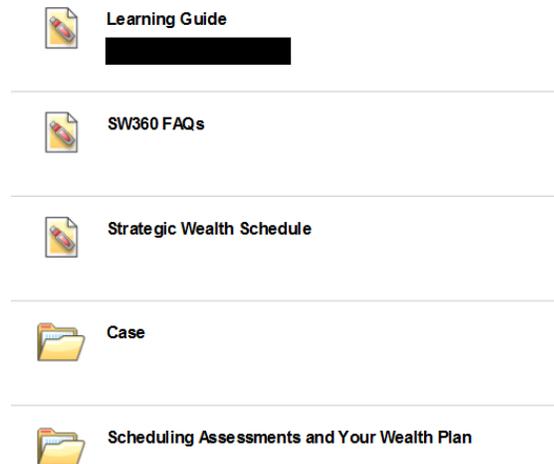
**Submit Wealth Plan**

Enabled: Adaptive Release



## The Student Resources Folder

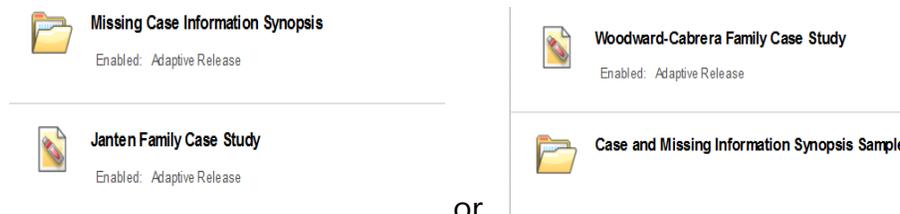
The Student Resources folder will contain the documents and folders shown below.



As can be seen, the folder contains a copy of this Learning Guide and an SW360 Schedule for 2017 as well as the Case and Scheduling Assessments and Your Wealth Plan folders. These two folder will be discussed in greater depth below.

## The Case Folder

The Case folder contains one set of the items shown below, depending on which case you have been assigned.





The Missing Case Information Synopsis is a document that will become available the Friday after you have your Client Discovery Interview. This document contains all of the important information that is not contained in the case, which we believe you will need when create the wealth plan. You will only have access to the one case study to which you have been assigned, not multiple case studies as suggested above. Only the assigned case will appear in your folder. If you are able to see both, please notify us at [sw360@csi.ca](mailto:sw360@csi.ca).

The Case and Missing Information Synopsis Sample folder contains the documents shown below.



**Example of Case**



**Example of Missing Case Information Synopsis**

The Example of Case document can be used to give you a better understanding of what a case would look like and what initial information you will receive. The Example of Missing Case Information Synopsis is provided to give you a sense of the type of information that will be available once you complete your Client Discovery Interview. Lastly.

## **The Scheduling Assessments and Your Wealth Plan folder**

The Scheduling Assessments and Your Wealth Plan folder contains the document *How to Schedule Your Client Discovery Interview, Wealth Plan Presentation and WebEx Test Call* and the folder Your Wealth Plan, as shown below.



**How to Schedule Your Client Discovery Interview, Wealth Plan Presentation and WebEx Test Call**



**Your Wealth Plan**



As the name implies, *How to Schedule Your Client Discovery Interview, Wealth Plan Presentation and WebEx Test Call* document contains the scheduling instructions for the previously mentioned tasks. The Your Wealth Plan folder contains the four documents shown below: *Sample Wealth Plan Heading Structure, How to Submit Your Wealth Plan, Sample Feedback*, and *Example of Wealth Plan*.



**Sample Wealth Plan Heading Structure**

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**Example of Wealth Plan**

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**How to Submit Your Wealth Plan**

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**Sample Feedback**

The *Sample Wealth Plan Heading Structure* documents provides a sample of a possible way to structure your wealth plan when you plan and write it. Another document to help you in the creation of your wealth plan is the *Example of Wealth Plan* document. Once you've completed the plan, consult *How to Submit Your Wealth Plan* to find out how to submit it. Finally, please consult the *Sample Feedback* document to gain a better understanding of what expect regarding the marker's feedback on your plan.



## **Strategic Wealth 360**

### **Student FAQ**

#### **Key Features and Introduction to the SW360**

#### **Can you provide me with a snapshot of the various components of the SW360?**

Once enrolled in the SW360 - please complete the following steps:

- Review your enrolment letter. Be ready to commit to a three month program.
- Review this Learning Guide.
- Thoroughly review the case and note any gaps or missing information you feel will be necessary to complete your wealth plan.
- Respond to CSI communications to select one of the dates and times for a Client Discovery Interview, WebEx test and Wealth Plan Presentation.
- Use the information you gathered from your Client Discovery Interview, the clients' Missing Information Synopsis (provided after the Client Discovery Interview) and the financial case (available in your online session folder) to create a comprehensive strategic wealth plan. Submit the wealth plan for scoring.
- Present your wealth plan to a client panel.

#### **Where can I find a schedule of the three month program?**

A schedule for the current year can be found in your Student Resource folder. You can also find a copy of your schedule [here](#). Print the schedule and refer back to it during the course of your program so that you do not miss any key dates.



## **Will I receive text material with my SW360 enrollment?**

No; for certifications courses such as the SW360, students are expected to use all their previous knowledge, learning, skills and work experience to prepare. With your SW360 you will receive the following online material:

- Learning Guide
- Client Discovery Communication (Missing Information Synopsis)
- The Case Study
- Sample Plan Example and Heading Structure
- Sample Feedback
- Sample Case, Missing Information Synopsis and Wealth Plan

## **Client Discovery Interview**

### **How long do I have to complete the Client Discovery Interview?**

You have one hour to complete the Client Discovery Interview.

### **How should I prepare for the Client Discovery Interview?**

This will be your only opportunity to speak with the client before completing the wealth plan. Candidates should treat this part of the assessment as a live client discussion and come to the call having read the case materials and with questions ready, as you would when having a discovery interview with an actual client. Please review the evaluation checklist found in the Learning Guide to ensure you are fully aware of the areas you will be evaluated on.

### **At what stage of the relationship am I at with the client prior to the Client Discovery Interview?**

The Client Discovery Interview represents a continuation of conversations you have been having with the client. The expectation is that you have spoken with the clients a few times previously and they have indicated they are now ready for you to go to the next step, the process of developing a wealth plan. In response to your request from previous meetings for financial statements and a list of desired information, the clients have met with their accountant to put together the package of statements. These statements are available in the Resources section of the case.



### **Is the Client Discovery Interview recorded?**

Client Discovery Interview calls are recorded and kept on file for a short period for quality assurance, workforce management, training, evaluation and verification.

## **Webex Test Call**

### **What is a WebEx test call?**

A WebEx test call is a dry run of your oral presentation. (Please note that you will not be asked to present your wealth plan.) During the WebEx test call, CSI will test the quality of your WebEx connection and troubleshoot any problems to ensure your oral presentation goes as smoothly as possible from a technical point of view.

### **What will I need for the WebEx test call?**

It is important that you use the same computer for the WebEx test call that you will use when giving your oral presentation. As well, you must have a good internet connection, a working webcam, working speakers or headphones and a working microphone.

### **How do I access Webex?**

Prior to your WebEx test call, click on the link that CSI will send you when we email you your WebEx meeting number to install WebEx on your computer.

### **Do I have to do a WebEx test call?**

You do not need to do a WebEx test call if you will be coming to our CSI office in Toronto and giving the oral presentation in person. All candidates that will be unable to be physically present in our Toronto office to deliver their presentation must do a WebEx test call.



## Wealth Plan

**In the wealth plan template, under the analysis section, there is a placeholder for *Cash Flow & Net Worth (Year 2) Statements*. Should I prepare a projection of how my potential recommendations will impact cash flow and net worth for two years?**

Yes. The preparation of a projected cash flow and net worth statements for Year 1 and Year 2 will help support your final recommendation. Typically, you would prepare projected statements for a longer period, but, for the purposes of the Strategic Wealth 360, two years is sufficient.

**The Learning Guide asks for me to provide two potential recommendations per goal. Should I prepare a thorough analysis for both solutions (including the projected net worth and cash flow statements) or only for the one that I am recommending?**

You need to provide two potential recommendations per goal. Full analysis is required for both potential recommendations so that you can show your client the benefits of one recommendation over the other. This analysis is what adds value to your wealth plan.

**Part 3 of the wealth plan Evaluation Checklist makes reference to a 'detailed rationale' for final recommendations. What is the expectation?**

You will be expected to provide a one or two paragraph summary of your rationale based on information from your analysis.

**Is it acceptable to use Word and Excel?**

If you are using Excel, you should paste tables into the wealth plan which should be created in Word. Your final wealth plan should consist of a single Word document.



**In the Analysis section, do I need to show calculations for each of my solutions or just include written descriptions for my recommended solutions?**

Consider the value to your client that showing a calculation would bring to your wealth plan. This should help you determine whether it should be included or not.

**Should I only provide a description of each section in the analysis or are you looking for the actual statements, charts and graphs?**

You should use a combination of written analysis, sample statements, charts and graphs to clearly show the differences in your two potential recommendations.

**If I need to provide a projected Cash Flow & Net Worth Statement for each goal, are these cumulative, or do I only show the effects of each particular solution?**

In your potential recommendations, it is important to understand the interdependencies of each decision and document them, but for the Strategic Wealth 360 it's not necessary to create a cumulative statement.

**In Part 3, Recommendation and Rationale, do I need to include statements such as net worth, cash flow, or are you just looking for written descriptions as it states in the format?**

The recommendation and rationales only need to be written descriptions with references to the Analysis sections where appropriate.