



A Round We Go!

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Financial Review Rounds Exercise

What is a Round?

Benefits of Rounds

1. _____

2. _____

3. _____



Client Review Rounds Tip Sheet

STEPS	WHAT	DETAILS
Before the Client Review Rounds (1–2 days before)		
1	Create a Client Review Rounds Team of no more than three or four people.	
2	Schedule Client Review Rounds for each team.	
3	Select a case presenter.	<ul style="list-style-type: none"> • Ensure that the presenter has a recently completed Client Review and is prepared to discuss it with the team. • Review the case with the case presenter in advance of the Round. • Rotate the case presenter.
During the Client Review Rounds (15–20 minutes)		
1	Previous case presenter updates Rounds team.	Provides information on actions implemented and outcomes achieved from recommendations.
2	New case presenter presents their Rounds case.	Provide the following information: <ul style="list-style-type: none"> • Key information about the Client or prospect and their current situation. • Data gathered during the Client Review, including: <ul style="list-style-type: none"> – Products and services held with the organization and elsewhere. – Recommendations and/or additional questions that the case presenter wants to ask the Client or prospect.
3	Rounds Team discussed appropriate advice and solutions. Note: Use the Pyramid Technique when sharing ideas and recommendations.	Based on the information provided by the case presenter: <ul style="list-style-type: none"> • Modifies the case presenter's proposed advice and solutions and/or • Recommends appropriate advice and solutions that are in the Client's or prospect's best interests. • Suggests recommendations whether they believe the Client or prospect will go ahead or not.
4	The Rounds Team suggests additional questions for the case presenter to ask the Client or prospect.	Note: The priority for the Rounds Team is always to work on recommendations first, and additional questions second.



STEPS	WHAT	DETAILS
5	Case presenter creates an Action Plan.	Based on the Rounds Team recommendations: <ul style="list-style-type: none"> • Including “What?” “How Much?” “By When?”
6	Debrief the Rounds Team.	Use the Client Review Rounds Coaching Tool. Ask: <ul style="list-style-type: none"> • What they learned? • What was beneficial? • What could have been done differently?
After the Client Review Rounds		
1	<ul style="list-style-type: none"> • Case presenter implements the recommendations. 	Manager follows up to provide support and coaching, as necessary, to the case presenter.



Profile

Name (Last, First): Robbins, Melissa

Other Contact:

Date: 8/14/20xx

Primary Banker:

Best Time to Reach:

Home #:

Work #:

Preferred #: H or W (check one)

Credit Needs

Do you or does anyone in your family have any borrowing needs now or in the next 6–12 months (new auto, remodeling, holiday, tuition, home, etc.)?

Mortgage – \$270,000 Met Title (purchased 3 years ago) 3.25%
Appraisal – \$605,000
No Home Equity Loan

Deposit/Investment Needs

What accounts do you have at other banks, credit unions, or investment firms?

401(k) with employer
Mutual Funds at Edward Jones – \$40,000

Day-to-Day Banking Needs

What other services do you use at financial organizations, such as direct deposit, online banking, etc.?

Online banking
Mobile banking
Debit card
Balance at \$2,000
Writes 10 checks
Direct deposit
Interest is important

OPENED INTEREST BEARING CHECKING WITH \$5,000 AND RELATED PRODUCTS (DEBIT, MOBILE BANKING, ONLINE BANKING, OVERDRAFT PROTECTION, DIRECT DEPOSIT)

Other Financial Services

How are you saving for the future (IRAs, 401(k), mutual funds, annuities, money market accounts, CDs, and retirement accounts)?

Will up to date
Insurance up to date with Waterfield

Additional Needs

Where do you work?

JK Smith – 15 years

Personal Information

Last child left for college



Profile

Client Name (Last, First): Ripple, Sandra and James

Other Contact:

Date: 3/12/20xx

Primary Banker:

Best Time to Reach:

Home #:

Work #:

Preferred #: H or W (check one)

Credit Needs

Do you or does anyone in your family have any borrowing needs now or in the next 6–12 months (new auto, remodeling, holiday, tuition, home, etc.)?

Owns home – Mortgage \$200,000 at Wells Fargo 3%
\$10,000 line of credit – variable
Credit cards pay off monthly
5-year-old Truck paid

Deposit/Investment Needs

What accounts do you have at other banks, credit unions, or investment firms?

\$6,000 CD at PNC – due July 12
Two other 6-month CDs at PNC, each at \$10,000 (due dates?)

401(k) at employer
IRA started but keeps putting off adding more

Day-to-Day Banking Needs

What other services do you use at financial organizations, such as direct deposit, online banking, etc.?

Does not write many checks – online user
Debit card
Interest is not important on the checking

OPENED SIMPLE NON-INTEREST CHECKING WITH DEBIT CARD,
MOBILE AND ONLINE BANKING

Other Financial Services

How are you saving for the future (IRAs, 401(k), mutual funds, annuities, money market accounts, CDs, and retirement accounts)?

Interested in 529 plans but has never done anything

MET WITH JOHN SMERES BUT DID NOT MOVE FORWARD

Additional Needs

Where do you work?

Grocery Store – 6 years in deli

Personal Information

Two children – 4 and 1



Profile

Client Name (Last, First): Pepper, Phillip

Other Contact:

Date: 9/24/20XX

Primary Banker:

Best Time to Reach:

Home #:

Work #:

Preferred #: H or W (check one)

Credit Needs

Do you or does anyone in your family have any borrowing needs now or in the next 6–12 months (new auto, remodeling, holiday, tuition, home, etc.)?

\$400,000 balance on mortgage at BOA

Not sure of Appraisal

\$50,000 on Home Equity 3.5%

Line of Credit not connected to home at 8%

Just consolidated credit cards into a special at 4.5% on \$12,000

Deposit/Investment Needs

What accounts do you have at other banks, credit unions, or investment firms?

BOA

Savings – \$12,000

CD (due date not known) – \$30,000

Retirement with RBC

Investments at RBC – loves service and just spoke with rep about 2 weeks ago

OPENED \$10,000 12-MONTH CD SPECIAL

Day-to-Day Banking Needs

What other services do you use at financial organizations, such as direct deposit, online banking, etc.?

Upset with fees at Wells Fargo

Interest is important

Direct deposit

Uses online banking and debit card

Other Financial Services

How are you saving for the future (IRAs, 401(k), mutual funds, annuities, money market accounts, CDs, and retirement accounts)?

Long time since updating will and insurance

MET WITH DEENA BARBER TO DISCUSS INSURANCE OPTIONS – NO DECISION MADE

Additional Needs

Where do you work?

Dillard – 8 years always in retail

Personal Information

HUSBAND OWNS HIS OWN BUSINESS



Profile

Client Name (Last, First): Garcia, Maria

Other Contact:

Date: 11/20/20xx

Primary Banker:

Best Time to Reach:

Home #:

Work #:

Preferred #: H or W (check one)

Credit Needs

Do you or does anyone in your family have any borrowing needs now or in the next 6–12 months (new auto, remodeling, holiday, tuition, home, etc.)?

Has lived in the area for 20 years

Owes \$15,000 at 5.5% at mortgage company

No home equity

Estimates home is valued at \$575,000

OPENED EQUITY FOR \$75,000 FOR HOME IMPROVEMENTS

Deposit/Investment Needs

What accounts do you have at other banks, credit unions, or investment firms?

\$4,000 savings at an internet bank

\$19,000 in savings for 9-year-old daughter at Chase

4 CDs that total \$50,000 due at different times all at Chase

Day-to-Day Banking Needs

What other services do you use at financial organizations such as direct deposit, online banking, etc.?

Convenient to work

Keeps \$1,500 in account

Pays bills online

Uses debit card

Has not tried to use mobile banking

At Chase

Other Financial Services

How are you saving for the future (IRAs, 401(k), mutual funds, annuities, money market accounts, CDs, and retirement accounts)?

Has 401(k) with employer but no other retirement savings

Additional Needs

Where do you work?

CBC Industrial for 15 years

Personal Information



Client Review Rounds Coaching Tool

Date:	Location:
Team Leader:	Observer:
Rounds Case:	

Rounds facilitator ensured the following actions were conducted:

- Previous case presenter updated team on actions implemented and outcomes achieved from previous Rounds Team's recommendations.
- Case presenter presented a "real" client/prospect case and provided background and profile information.
- Case presenter shared data gathered during the client review including products and service held with the organization and elsewhere.
- Case presenter stated recommendations and/or additional questions they want to ask.
- Rounds team:
 - Modified the case presenter's proposed advice and solutions and/or
 - Recommended appropriate advice and solutions that are in the client's or prospect's best interests and/or
 - Discussed recommendations regardless of whether they believe the client or prospect will go ahead or not.
- Rounds Team made recommendations for additional questions to be asked.
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Comments



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