Managing Divorced & Deceased Records

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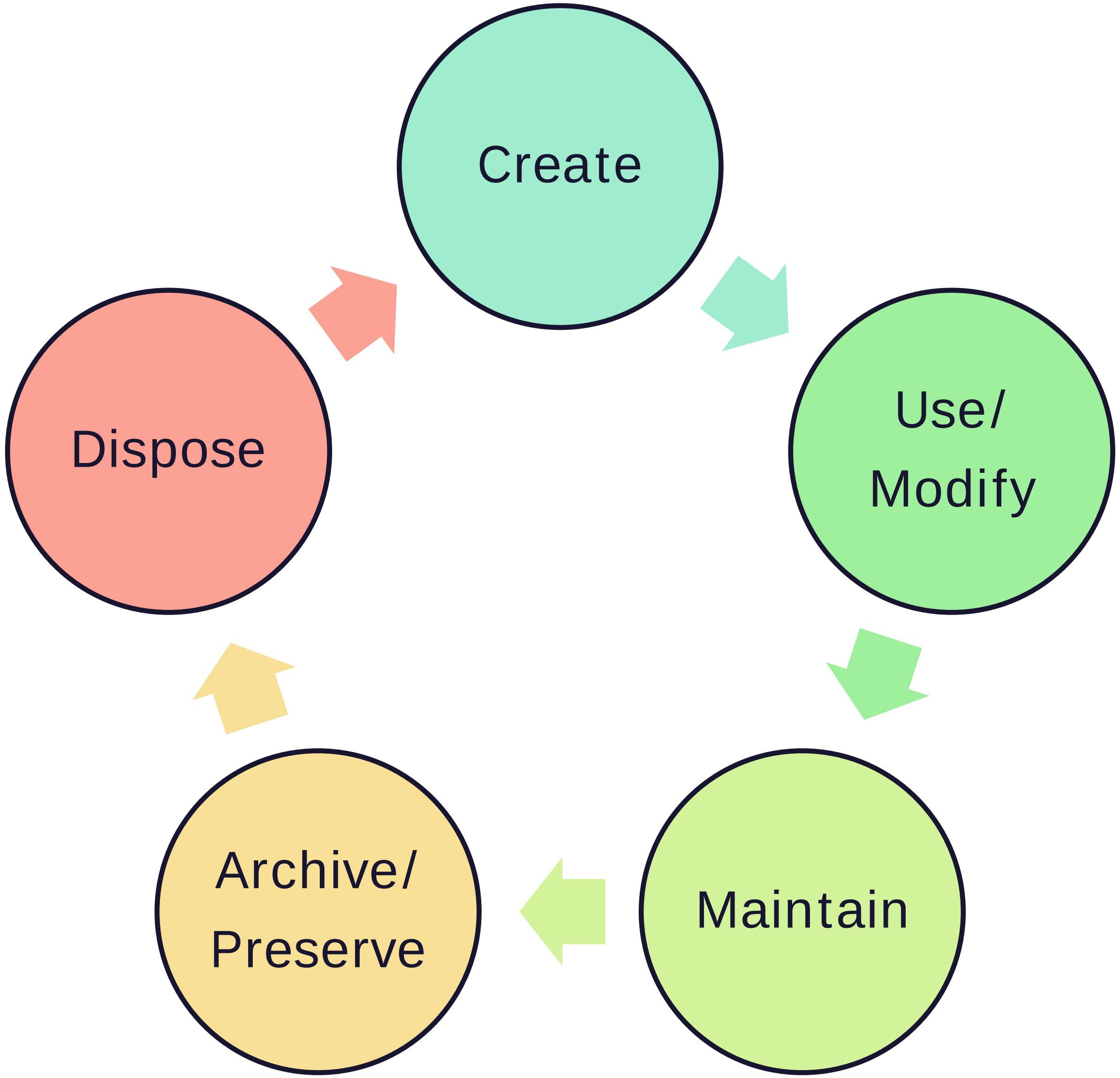
Record Management creates the foundation of transparency for financial institutions

History

Records Management



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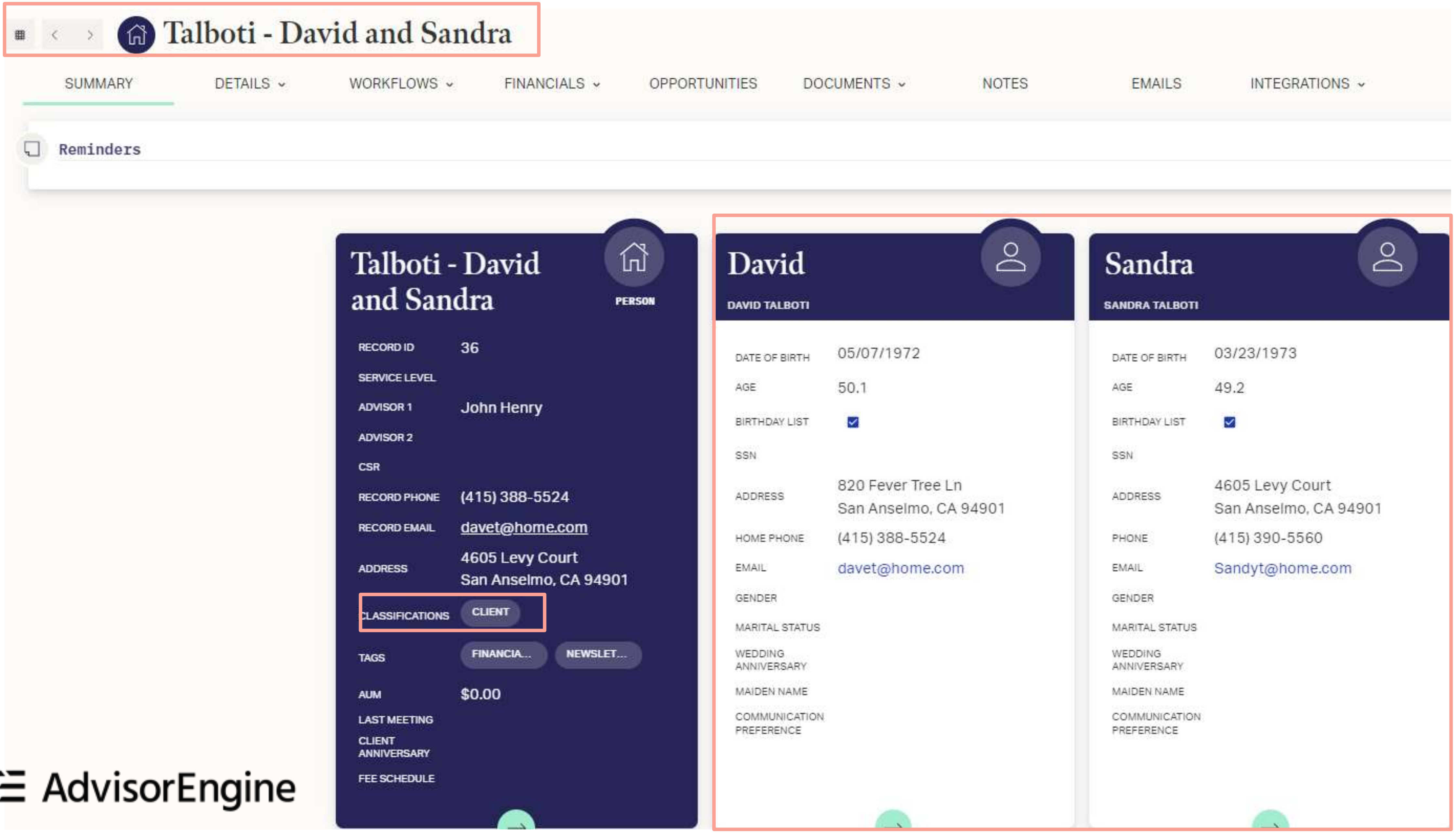
What to consider

- Record Structure
- Classifications
- Relationships
- Asset Ownership
- Workflows

Divorced Records



Divorced Records

Talboti - Sandr

SUMMARY | DETAILS ⌄

Reminders

Details › Contact Info › Basic Info

Sandra Talboti - Client

Relationship to Record	Client
Prefix	
First Name	Sandra
Middle Name	
Last Name	Talboti
Suffix	
Nickname	
Initials	
DOB	03/23/1973
Age:	49.2
Communication Preference	
Birthday List	✓
Gender	
Marital Status	
Deceased	☐
Primary Record	Talboti - David and Sandra
Person ID	44

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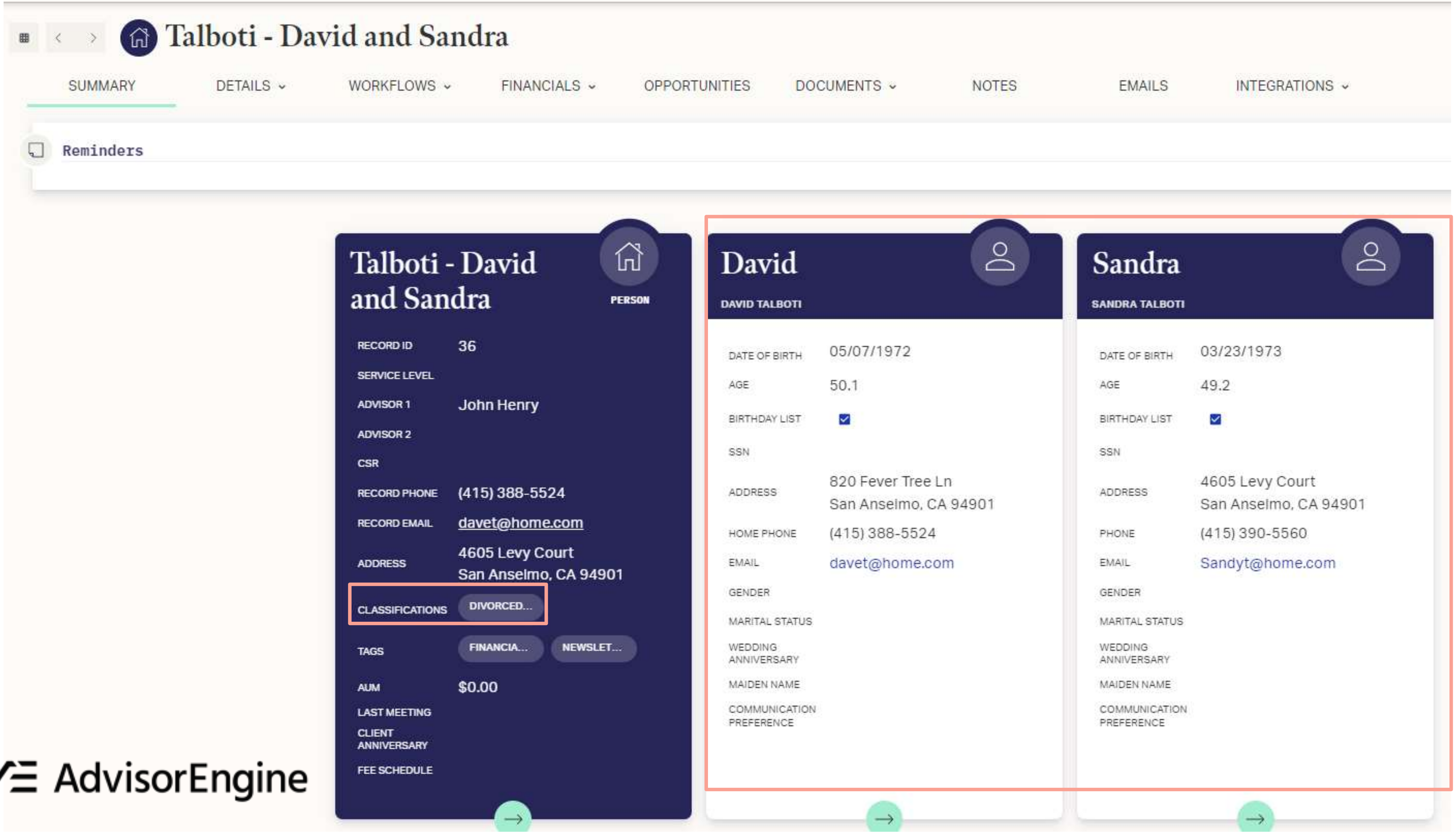
Divorced Records



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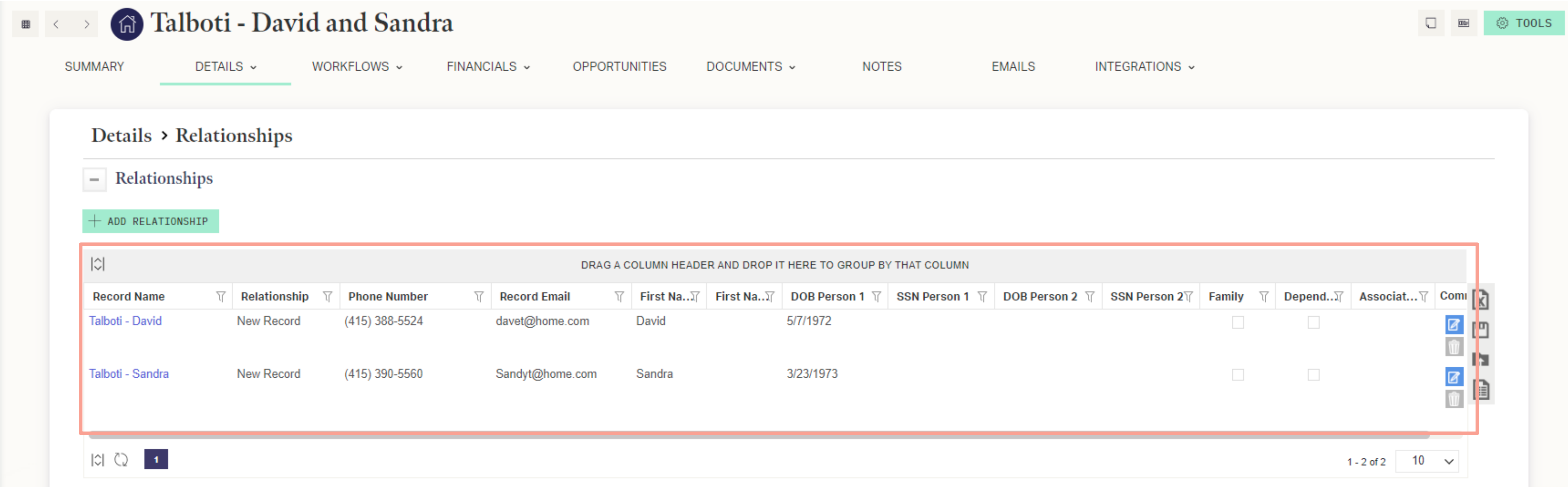
Divorced Records



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Divorced Records

Assets

DRAG A COLUMN HEADER AND DROP IT HERE TO GROUP BY THAT COLUMN

A Account Number	Asset Name	Asset Type	A Custodian	Asset Note	Asset Value	Ownership Value Amt
5462-1570	5462-1570	Financial Account	Charles Schwab		$750,005.00	$750,005.00
56154405	56154405	Financial Account	Charles Schwab		$525,004.00	$525,004.00
						$1,275,009.00

Asset Name * 5462-1570

Value $750,005.00

Ownership Value 100.00%

Owners + ADD OWNER

: Talboti - David and Sandra

100.00% / $750,005.00

Purchase Date

Purchase Price

$0.00

Note

Edit Owners

CANCEL SAVE

Record Name * Talboti - Sandra

Balance Sheet Owner Select an Option

Share Percentage * 100.00

Purchase Date

Purchase Price

Note

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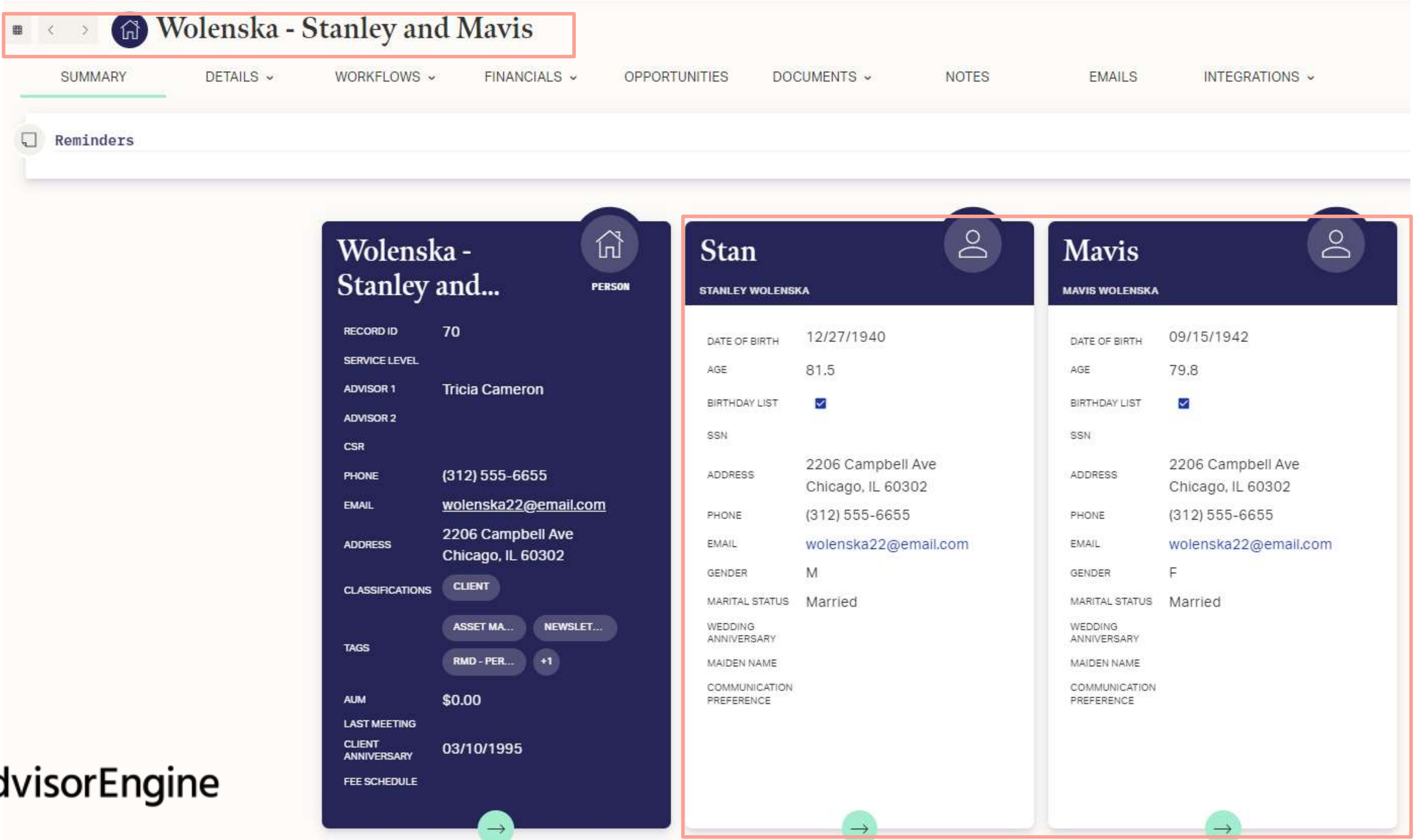
Deceased Records



Deceased Records

Select...

Stanley Wolenska - Client

Remove Person

Relationship to Record	Client
Prefix	Select an Option
First Name	Stanley
Middle Name	Stephen
Last Name	Wolenska
Suffix	Select an Option
Nickname	Stan
Initials	
DOB	12/27/1940
Age:	81.5
Communication Preference	Select an Option
Birthday List	☐
Gender	M
Marital Status	Married
Deceased	☑
Date Of Death	07/01/2022
Person ID	87

Select...

Mavis Wolenska - Spouse

Remove Person

Relationship to Record	Spouse
Prefix	Select an Option
First Name	Mavis
Middle Name	Norma
Last Name	Wolenska
Suffix	Select an Option
Nickname	
Initials	
DOB	09/15/1942
Age:	79.8
Communication Preference	Select an Option
Birthday List	☑
Gender	F
Marital Status	Married
Deceased	☐
Person ID	88

Make Person 1

Deceased Records

Phone Numbers

ADD NEW EDIT

Type:	Phone Number:	Label:	Belongs To:	Primary:
	(312) 555-6655		Wolenska - Mavis	✓
	(312) 555-6655		Mavis Wolenska	✓

Mailing Addresses

LINK EXISTING ADDRESS ADD NEW

Wolenska - Mavis Addresses

EDIT DELETE

Address

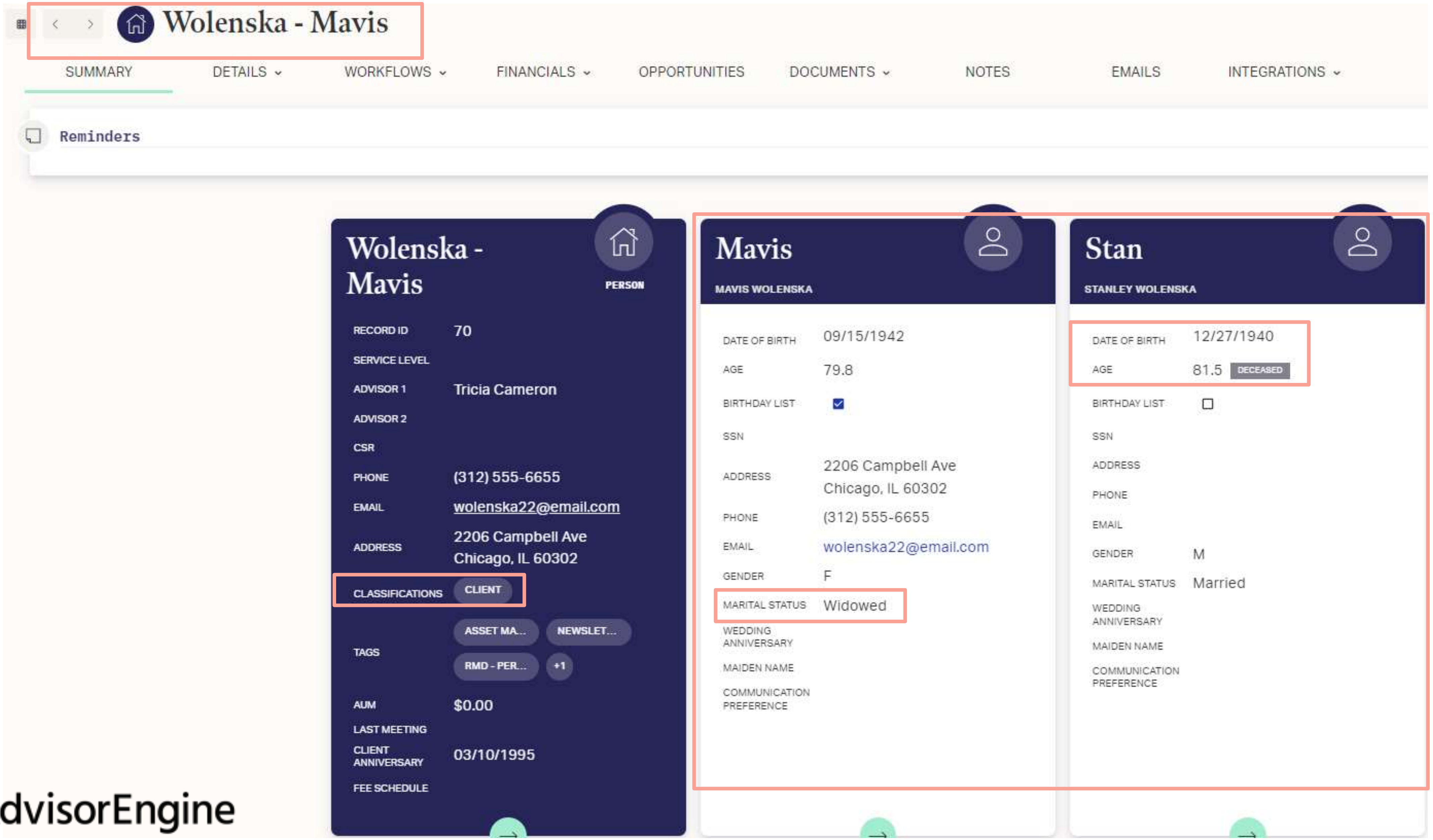
Label	
Address Type	
Dear	Mavis
Address	Mrs Mavis Wolenska 2206 Campbell Ave Chicago, IL 60302 ✓ Record Primary Address Only one Primary Address per Record

Email Addresses

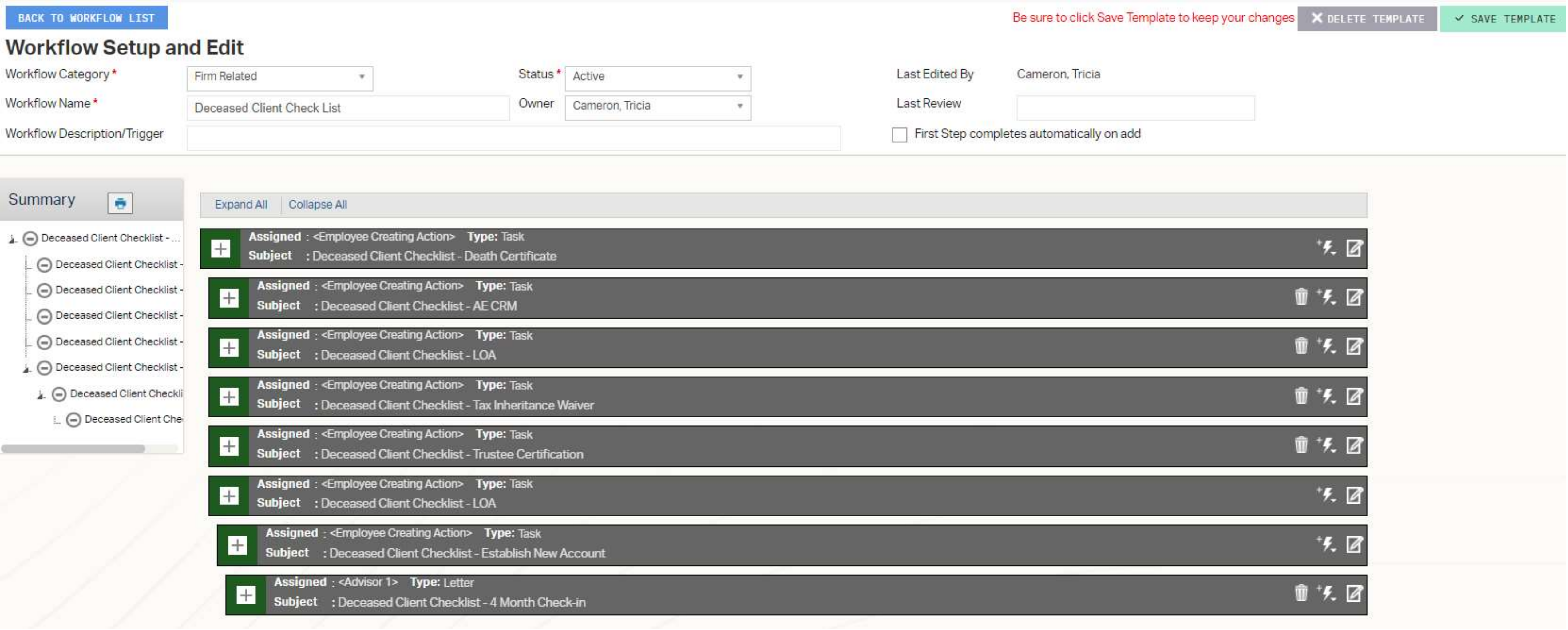
ADD NEW EDIT

Type:	Email:	Label:	Belongs To:	Primary:	Add'l:
	wolenska22@email.com		Wolenska - Mavis	✓	☐
	wolenska22@email.com		Mavis Wolenska	✓	☐

Deceased Records



Deceased Records



Deceased Records

Assigned : <Employee Creating Action> **Type:** Task
Subject : Deceased Client Checklist - AE CRM

Notes:

- Mark person as deceased
- Remove deceased from birthday list
- If P2 is survivor, move to P1
  - Mark surviving as Widow/widower
- Update Record Name
- Update all contact information
  - Addresses
  - Emails
  - Phone numbers
- Update any Classifications and/or Record Tags where applicable
- Close any outstanding tasks (actions) if applicable
- Update Asset information
- Update any Integrations if applicable (ie Constant Contact, Riskalyze, etc)

Type : Task
Category : Firm Related

Assigned : <Employee Creating Action>
Priority :
Days Until Due:

Assignee:
<Employee Creating Action>

Record Management Recap:

- Update Record
  - Record Name
  - Classifications
  - Contact Information
  - Tasks/Actions
  - Assets
  - Important Dates
- Use a Workflow to document the process
- Maintain original Record history
  - Archive with use of Classifications
- Create New Records for new households
  - Use Relationships
  - Link contacts

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Thank You for watching

Questions can be addressed to

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