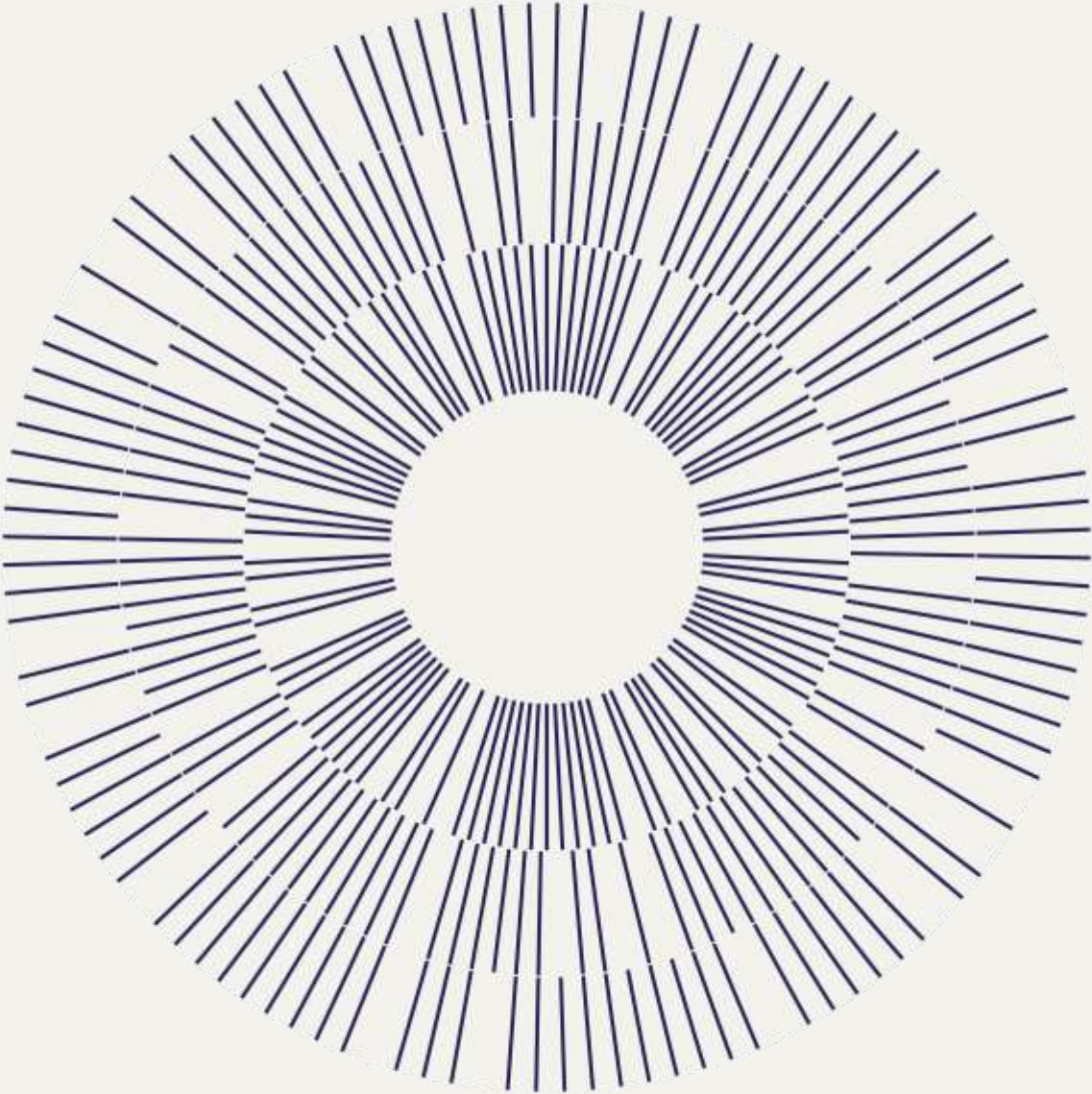


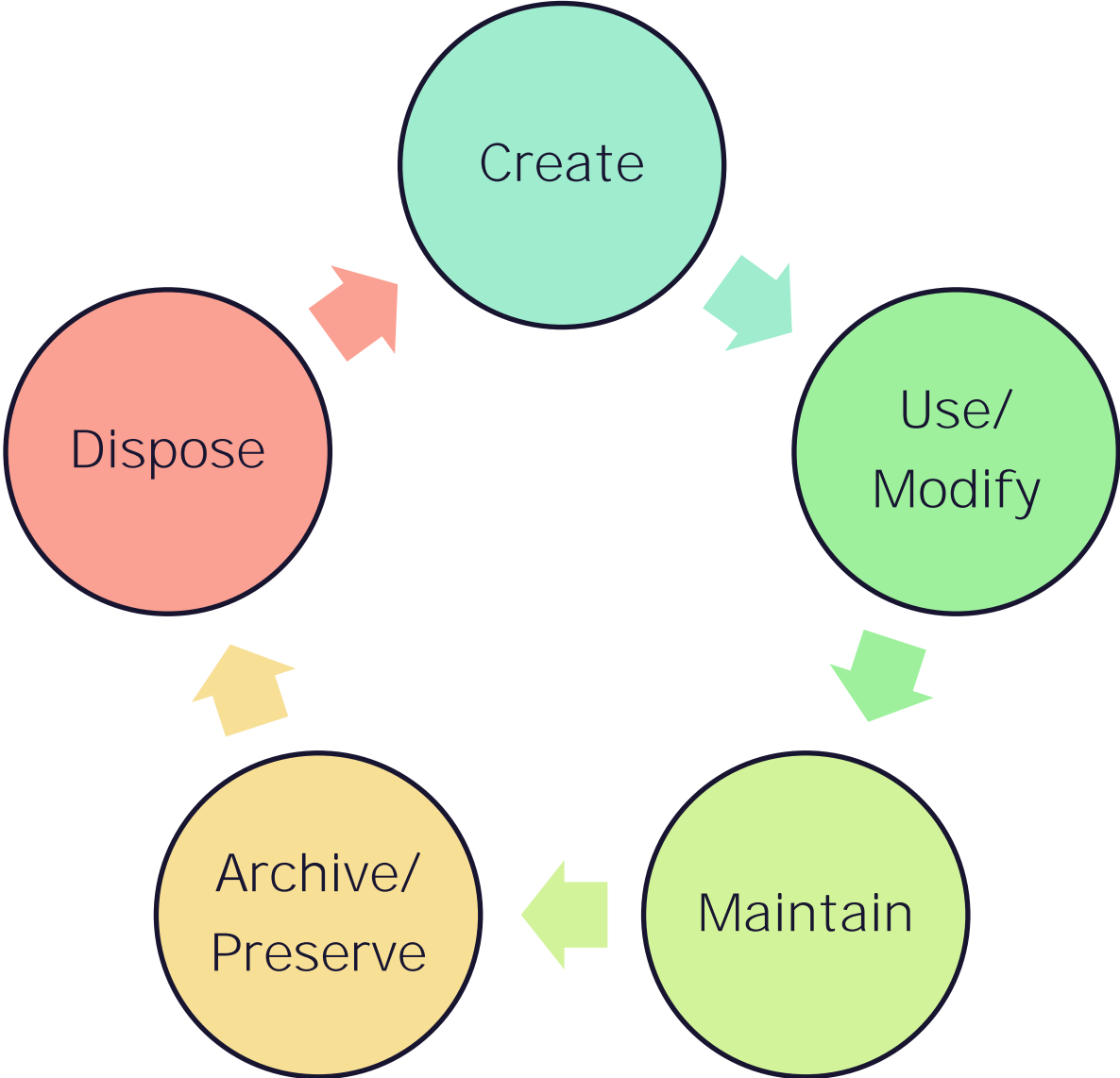


Managing Divorced & Deceased Records

Record Management creates the foundation of transparency for financial institutions

History








What to consider

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

 **Talboti - David and Sandra**

SUMMARY | DETAILS | WORKFLOWS | FINANCIALS | OPPORTUNITIES | DOCUMENTS | NOTES | EMAILS | INTEGRATIONS

Reminders

Talboti - David and Sandra

PERSON

RECORD ID: 36

SERVICE LEVEL

ADVISOR 1: John Henry

ADVISOR 2

CSR

RECORD PHONE: (415) 388-5524

RECORD EMAIL: davet@home.com

ADDRESS: 4605 Levy Court, San Anselmo, CA 94901

CLASSIFICATIONS: **CLIENT**

TAGS: FINANCIA... NEWSLET...

AUM: \$0.00

LAST MEETING

CLIENT ANNIVERSARY

FEE SCHEDULE

David

DAVID TALBOTI

DATE OF BIRTH: 05/07/1972

AGE: 50.1

BIRTHDAY LIST:

SSN

ADDRESS: 820 Fever Tree Ln, San Anselmo, CA 94901

HOME PHONE: (415) 388-5524

EMAIL: davet@home.com

GENDER

MARITAL STATUS

WEDDING ANNIVERSARY

MAIDEN NAME

COMMUNICATION PREFERENCE

Sandra

SANDRA TALBOTI

DATE OF BIRTH: 03/23/1973

AGE: 49.2

BIRTHDAY LIST:

SSN

ADDRESS: 4605 Levy Court, San Anselmo, CA 94901

PHONE: (415) 390-5560

EMAIL: Sandyt@home.com


GENDER

MARITAL STATUS

WEDDING ANNIVERSARY

MAIDEN NAME

COMMUNICATION PREFERENCE



Talboti - Sandra

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	<input checked="" type="checkbox"/>
Gender	
Marital Status	
Deceased	<input type="checkbox"/>
Primary Record	Talboti - David and Sandra

PersonID 44

Talboti - David and Sandra

SUMMARY

DETAILS ▾

WORKFLOWS ▾

FINANCIALS ▾

OPPORTUNITIES

DOCUMENTS ▾

NOTES

EMAILS

INTEGRATIONS ▾

Reminders

Talboti - David and Sandra



PERSON

RECORD ID 36
SERVICE LEVEL
ADVISOR 1 John Henry
ADVISOR 2
CSR
RECORD PHONE (415) 388-5524
RECORD EMAIL davet@home.com
ADDRESS 4605 Levy Court
San Anselmo, CA 94901

CLASSIFICATIONS **DIVORCED...**

TAGS FINANCI... NEWSLET...

AUM \$0.00

LAST MEETING

CLIENT ANNIVERSARY

FEE SCHEDULE



David



DAVID TALBOTI

DATE OF BIRTH 05/07/1972
AGE 50.1
BIRTHDAY LIST
SSN
ADDRESS 820 Fever Tree Ln
San Anselmo, CA 94901
HOME PHONE (415) 388-5524
EMAIL davet@home.com

GENDER

MARITAL STATUS

WEDDING ANNIVERSARY

MAIDEN NAME

COMMUNICATION PREFERENCE



Sandra



SANDRA TALBOTI

DATE OF BIRTH 03/23/1973
AGE 49.2
BIRTHDAY LIST
SSN
ADDRESS 4605 Levy Court
San Anselmo, CA 94901
PHONE (415) 390-5560
EMAIL Sandyt@home.com

GENDER

MARITAL STATUS





WEDDING ANNIVERSARY

MAIDEN NAME

COMMUNICATION PREFERENCE





Divorced Records



 Talboti - David and Sandra    TOOLS









SUMMARY DETAILS WORKFLOWS FINANCIALS OPPORTUNITIES DOCUMENTS NOTES EMAILS INTEGRATIONS



Details > Relationships

 Relationships

 + ADD RELATIONSHIP

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

Record Name	Relationship	Phone Number	Record Email	First Na..	First Na..	DOB Person 1	SSN Person 1	DOB Person 2	SSN Person 2	Family	Depend..	Associat...	Com
Talboti - David	New Record	(415) 388-5524	davet@home.com	David		5/7/1972				<input type="checkbox"/>	<input type="checkbox"/>		   
Talboti - Sandra	New Record	(415) 390-5560	Sandyt@home.com	Sandra		3/23/1973				<input type="checkbox"/>	<input type="checkbox"/>		   

  1 1 - 2 of 2 10

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 *

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 *

Balance Sheet

Owner

Share Percentage *

Purchase Date

Purchase Price

Note

Deceased Records

Wolenska - Stanley and Mavis

SUMMARY DETAILS WORKFLOWS FINANCIALS OPPORTUNITIES DOCUMENTS NOTES EMAILS INTEGRATIONS

Reminders

Wolenska - Stanley and...

PERSON

RECORD ID 70

SERVICE LEVEL

ADVISOR 1 Tricia Cameron

ADVISOR 2

CSR

PHONE (312) 555-6655

EMAIL wolenska22@email.com

ADDRESS 2206 Campbell Ave
Chicago, IL 60302

CLASSIFICATIONS CLIENT

TAGS ASSET MA... NEWSLET... RMD - PER... +1

AUM \$0.00

LAST MEETING

CLIENT ANNIVERSARY 03/10/1995

FEE SCHEDULE

Stan

STANLEY WOLENSKA

DATE OF BIRTH 12/27/1940

AGE 81.5

BIRTHDAY LIST

SSN

ADDRESS 2206 Campbell Ave
Chicago, IL 60302

PHONE (312) 555-6655

EMAIL wolenska22@email.com

GENDER M

MARITAL STATUS Married

WEDDING ANNIVERSARY

MAIDEN NAME

COMMUNICATION PREFERENCE

Mavis

MAVIS WOLENSKA

DATE OF BIRTH 09/15/1942

AGE 79.8

BIRTHDAY LIST

SSN

ADDRESS 2206 Campbell Ave
Chicago, IL 60302

PHONE (312) 555-6655

EMAIL wolenska22@email.com

GENDER F

MARITAL STATUS Married

WEDDING ANNIVERSARY

MAIDEN NAME

COMMUNICATION PREFERENCE

Deceased Records

Select... Remove Person

Stanley Wolenska - Client

Relationship to Record	Client x ▾
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 ▾
Birthdays List	<input type="checkbox"/>
Gender	M x ▾
Marital Status	Married x ▾
Deceased	<input checked="" type="checkbox"/>
Date Of Death	07/01/2022

Person ID 87

Select... Remove Person

Mavis Wolenska - Spouse

Relationship to Record	Spouse x ▾
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 ▾
Birthdays List	<input checked="" type="checkbox"/>
Gender	F x ▾
Marital Status	Married x ▾
Deceased	<input type="checkbox"/>

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	<input checked="" type="checkbox"/>
	(312) 555-6655		Mavis Wolenska	<input checked="" type="checkbox"/>

Mailing Addresses

Wolenska - Mavis Addresses

Address

Label

Address Type

Dear

Address

Mavis

Mrs Mavis Wolenska

2206 Campbell Ave

Chicago, IL 60302

Record Primary Address

Only one Primary Address per Record

[EDIT](#) [DELETE](#)

[LINK EXISTING ADDRESS](#) [+ ADD NEW](#)

Email Addresses

[+ ADD NEW](#) [EDIT](#)

Type:	Email:	Label:	Belongs To:	Primary:	Add'l: ¹
	wolenska22@email.com		Wolenska - Mavis	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	wolenska22@email.com		Mavis Wolenska	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Deceased Records

Wolenska - Mavis

SUMMARY DETAILS WORKFLOWS FINANCIALS OPPORTUNITIES DOCUMENTS NOTES EMAILS INTEGRATIONS

Reminders

Wolenska - Mavis

PERSON

RECORD ID 70

SERVICE LEVEL

ADVISOR 1 Tricia Cameron

ADVISOR 2

CSR

PHONE (312) 555-6655

EMAIL wolenska22@email.com

ADDRESS 2206 Campbell Ave
Chicago, IL 60302

CLASSIFICATIONS CLIENT

ASSET MA... NEWSLET...

TAGS RMD - PER... +1

AUM \$0.00

LAST MEETING

CLIENT ANNIVERSARY 03/10/1995

FEE SCHEDULE

Mavis

MAVIS WOLENSKA

DATE OF BIRTH 09/15/1942

AGE 79.8

BIRTHDAY LIST

SSN

ADDRESS 2206 Campbell Ave
Chicago, IL 60302

PHONE (312) 555-6655

EMAIL wolenska22@email.com

GENDER F

MARITAL STATUS Widowed

WEDDING ANNIVERSARY

MAIDEN NAME

COMMUNICATION PREFERENCE

Stan

STANLEY WOLENSKA

DATE OF BIRTH 12/27/1940

AGE 81.5 DECEASED

BIRTHDAY LIST

SSN

ADDRESS

PHONE

EMAIL

GENDER M

MARITAL STATUS Married

WEDDING ANNIVERSARY

MAIDEN NAME

COMMUNICATION PREFERENCE

Deceased Records

[BACK TO WORKFLOW LIST](#)

Be sure to click Save Template to keep your changes

[X DELETE TEMPLATE](#)

[✓ SAVE TEMPLATE](#)

Workflow Setup and Edit

Workflow Category* Status*

Workflow Name* Owner

Workflow Description/Trigger

Last Edited By

Last Review

First Step completes automatically on add

- Summary
- Deceased Client Checklist - ...
 - Deceased Client Checklist - ...
 - Deceased Client Checklist - ...
 - Deceased Client Checklist - ...
 - Deceased Client Checklist - ...
 - Deceased Client Checklist - ...
 - Deceased Client Checklist - ...

[Expand All](#) [Collapse All](#)

	Assigned : <Employee Creating Action> Type: Task Subject : Deceased Client Checklist - Death Certificate	
	Assigned : <Employee Creating Action> Type: Task Subject : Deceased Client Checklist - AE CRM	
	Assigned : <Employee Creating Action> Type: Task Subject : Deceased Client Checklist - LOA	
	Assigned : <Employee Creating Action> Type: Task Subject : Deceased Client Checklist - Tax Inheritance Waiver	
	Assigned : <Employee Creating Action> Type: Task Subject : Deceased Client Checklist - Trustee Certification	
	Assigned : <Employee Creating Action> Type: Task Subject : Deceased Client Checklist - LOA	
	Assigned : <Employee Creating Action> Type: Task Subject : Deceased Client Checklist - Establish New Account	
	Assigned : <Advisor 1> Type: Letter Subject : Deceased Client Checklist - 4 Month Check-in	

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)

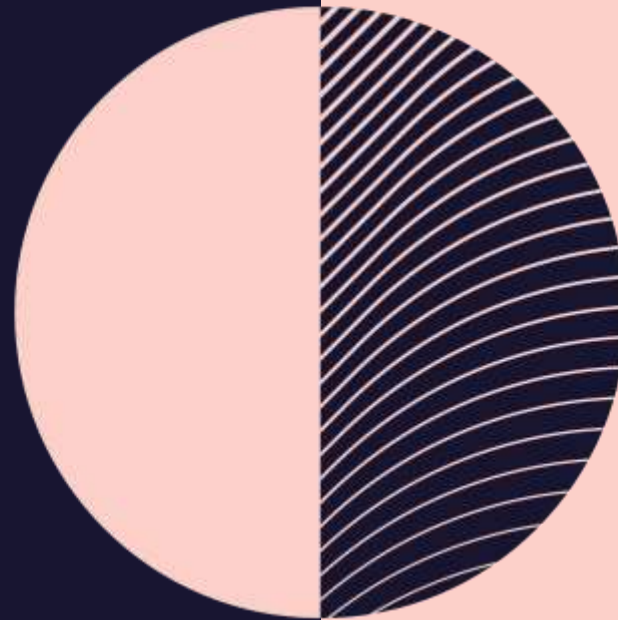
Type	: Task
Category	: Firm Related
Assigned	: <Employee Creating Action>
Priority	:
Days Until Due:	

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

Thank You for
watching



Questions can be addressed to
crmtraining@advisorengine.com