



Is your office up-to-date?

- \*approvals
- \*office personnel
- \*electronic devices
- \*voicemail disclosure
- \*personal accounts
- \*pre-clearances
- \*monthly/quarterly logs
- \*political contributions
- \*OBAs
- \*consolidated reports
- \*online meetings
- \*professional designations
- \*social media/website
- \*U4 (<https://finpro.finra.org>)
- \*customer complaints (written or oral)

**\*\* All new business, CPFs, negative response letters, client account changes/add-ons and checks go to Audrey in operations\*\***



Thinking of hiring new staff to help with your growing business or do you have a recent termination in your office?

Remember to keep the back office up-to-date by completing the Personnel Form located on the Trustmont website so we can issue a request for fingerprints or remove terminated associations ASAP!

\*you may also want to consider setting up a generic email so that it can be reused if they are ever terminated so no communication is lost

### 2022 Webinar Schedule

\*takes place 2-3pm EST

February 10, 2022

May 12, 2022

August 11, 2022

November 10, 2022

## Form CRS Delivery

Form CRS Delivery is at the Point of Discussion

Send a Form CRS to existing clients as well as prospects at the point of discussion when:

- Entering a new investment advisory contract
- Opening a new account for a prospect
- Making recommendations to clients around account strategies or investments
- Making account changes, including retirement rollover
- Keep accurate records of when and how given, note that to send via email you need authorization

**SECURE**



**EMAIL**

