

QUEBEC AUDIT OF CLIENT FILE & CHECKLISTS

General – File Content

	Client authorization regarding personal information (opening of a client file, access by another representative, sharing of information with spouse, etc.) <input type="checkbox"/> Spouse's authorization – <i>if applicable</i> <input type="checkbox"/> Insured's authorization – <i>if applicable</i>
	Client information: name, date of birth, address, phone numbers (fax number and email address - <i>if applicable</i>) (e.g. Client Portfolio Summary – RepNet site)
	Disclosure of advisor information signed by the policy owner
	Fact Find <input type="checkbox"/> Acknowledgement receipt
	Needs analysis <input type="checkbox"/> Life <input type="checkbox"/> Living benefits <input type="checkbox"/> Segregated funds <input type="checkbox"/> Group
	Sales aids or product illustrations used during presentations, or both
	Advisor's recommendations <input type="checkbox"/> Trainees: Recommendations approved and signed by supervisor
	Reason Why Letter
	Confirmation of the client's decision to not follow the advisor's recommendations despite explanation regarding risk
	Date of application, method(s) and date(s) of payment for the product sold or service provided (e.g.: notes to file, policy summary, etc.)
	Copies of correspondence (from the advisor, client or head office), including email messages, letters and faxes
	Dated summary of discussions or meetings with the client
	Communication log and failed attempts (e.g.: request for service from client, offer of service by advisor), including date and nature and method of contact
	Separation of files: <input type="checkbox"/> Group insurance sales <input type="checkbox"/> Quadrus <input type="checkbox"/> Spouse's <input type="checkbox"/> Corporations
	<u>Financial planner files</u> : Mandate and report from the financial planner
	<u>Group insurance files</u> : Mandate letter

a) Insurance – Life and Living Benefits

	Illustrations of existing insurance that was discussed or reviewed with clients, additional notes or comments that were attached (including policy numbers and issue dates)
	In the case of a policy replacement: <input type="checkbox"/> Copy of form in the file <input type="checkbox"/> Form legible and adequately completed <input type="checkbox"/> Proof of sending in the file
	Copy of application, including medical and lifestyle information
	Signed Policy Delivery Illustration OR signed Delivery Receipt and policy summary
	Forms/confirmations related to various transactions or requests (e.g. requests regarding the use of funds, requests regarding dividends or advances, premium offset forms, client service requests).
	For Universal Life insurance, evaluation of risk profile (e.g., completed Canada Life Asset Allocation Software or similar tool) <input type="checkbox"/> Calculation error

b) Segregated funds

	Evaluation of risk profile (e.g., completed Canada Life Asset Allocation Software or similar tool) <input type="checkbox"/> Calculation error
	If a <i>Transaction Authorization</i> form (TA) was signed, a copy is kept in the file. Were the client's instructions documented? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Copies of applications (requests) for savings and/or income products
	Product features, guarantees and associated fees were discussed and documented
	Copies of subsequent transaction forms/confirmations
	Documentation supporting the leverage loan, if applicable – <u>see the leverage loan checklist</u>

Do not keep in the client file

	Original documents belonging to clients such as insurance policies, statements issued by other companies, wills, powers of attorney, marriage certificates, income tax returns or notices of assessments, mortgage loan or property title documents <input type="checkbox"/> Yes <input type="checkbox"/> No
	Client copies of documents <input type="checkbox"/> Yes <input type="checkbox"/> No
	Pre-signed blank cheques and forms <input type="checkbox"/> Yes <input type="checkbox"/> No

Sales Support Checklist

Requirements	
	Needs analysis tool used (NaviPlan, Canada Life Asset Allocation Software or similar tool for Segregated Fund and Universal Life insurance policies)
	Fact Find includes: Client/insured needs/goals and priorities
	Policies and/or contracts he/she holds
	Features of his/her policies/contracts
	Issuers of his/her policies/contracts
	His/her income
	His/her financial situation
	Marital status/dependent(s)
	Family/personal obligations
	Other required elements
	Mandate (group insurance) includes: Client name and their designated resource person
	Nature and scope of the mandate
	Needs analysis
	In the case of a call for tenders for one or more products, a comparison of guarantees including costs and differences observed
	In the case of a renewal, the description of the existing plan and an analysis of the group's experience
	Assets and liabilities for Segregated Fund policies
	Advisor's recommendations
	Recommendations correspond to needs identified. If not, justification documented
	Refusal to follow recommendations documented - <i>if applicable</i>
	Investments correspond to investor profile
	Investments risks explained and documented - <i>if applicable</i>
	If the investments do not correspond to the investor profile, acknowledgment and/or documentation to support this discrepancy

Leverage loan checklist

Requirements	
	Duly completed fact find
	Income confirmation (copy of recent pay stub or of notice of assessment)
	Needs analysis tool used (ex: Canada Life Asset Allocation Software or similar tool)
	Example of the magnification of investment gains & losses with borrowing
	Signed Checklist Borrowing to Invest
	Signed Leverage Suitability Worksheet, if applicable
	Investment transaction form and confirmations