April – Compliance Call Notes

- ➔ Complaints: With the current market condition and other worldly events happening, CLIENT's emotions/thoughts seem to be more sensitive**…** **REMEMBER,** ***ANY*** *email that you receive that might not be favorable, needs to be sent to our office, ASAP.* This includes, but not limited to: servicing issues, account performance, product suitability, etc… when in doubt send it to us.
  DO NOT assume that you have "handled" these issues, that needs to be confirmed by us or CIR…

➔ **COMPLIANCE REMINDERS:**

- You can't invest funds if you know it came from the Equity in their house (i.e. re-fi) – this includes investment properties

- When sending Financial Plans to clients, make sure they are in a PDF format, not WORD document. Remember financial plan templates need to be submitted into AdView for approval.
- IF you make Contributions to a Non-Profit and your client sits on the BOD for that organization, donation will be noted under the GIFTING rules. Max. $100 per client, per year.
- You cannot except Trade Orders via email – must speak with the client
- Secure/Encrypt vs Sensitive Emails:
  When sending Non-PUBLIC information to clients, you need to send communications through a secure channel.

(use secure/encrypted/sensitive in the subject line of a secure hosted email)

If the client wants to send something BACK TO YOU via a secure line, you need to use **sensitive** in the subject line. This will trigger the client to log-in into the SMARSH portal. Any communication/attachment sent within the portal will be considered SECURE communication.

➔ Form CRS delivery can be SATISIFED by putting and keeping the disclosures into the VALUT @ eMoney/CLIC Advisor…IF you inform the client where the disclosures can be located.

➔ Clients are receiving letters about CIR's update to the ADV – see attached FAQ's

➔ E&O renews in June – Certificates will be mailed out to your office on the renewal date.

➔ Alternative Concentration Guidelines – have been updated. Please attached and see link in body of CC email.

➔ **Practice Management Resource:**

- CLIC Advisor Training – see links and information in body of email
- RPM: CIR is accepting applications for RPM 2023 in Orlando see attached for more information

Always:

- Submit all advertising into AdView
- Check TRADE REVIEW ***Daily***
- *Submit correspondence* ***ON TIME***
- CyberFraud – be mindful of communications with clients & within the office
- **Make sure you U-4** and OBA are current and up to date

(when changes occur, you need to report within 24 hours)