

TOOL 5.1.1: Letter detailing progress of advice implementation | Advice implementation
PURPOSE: Client communication detailing the progress of the client's advice being implemented. To be sent within two weeks of the advice presentation meeting or from the client's decision to proceed and at other appropriate times during the implementation stage.

**Client facing tool to be cut below the dotted line and embodied into personalised branded document*

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Dear<first name>,

RE: Putting your recommendations in place – an update on the progress

<We hope you have had time to enjoy the fine summer weather we have experienced over the last two weeks.>

To keep you in the loop, please find a summary of where things are in regards to putting your advice and recommendations into action.<add specific updates>:

1. <Your XYZ Superannuation Account, JKL Superannuation Account and PHQ Superannuation Account have all been closed.
2. The total balance of these accounts, \$347,987, has been deposited into the newly created ABC Pension Account managed by ABC Funds Management. You now have on-line access to all new account information and reports and will be advised directly by ABC of your personal PIN and password.
3. Your FGH shares have been sold and the funds deposited into your current DSV Investment Balanced Fund. We are now in the process of closing this account and transferring the balance (currently) of \$234,890 to the newly opened ABC Investment Account. The same PIN and password for your ABC Pension Account will provide access to all your information.
4. Your application for a new home loan with LTD Bank has been approved and we are in the process of transferring funds to terminate your existing loan with NMO Credit Union.
5. All documentation for your life and income protection insurance has been lodged and we expect final acceptance of your applications within two weeks. I will advise you of this as soon as this occurs.>

5 FORMALISE

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We will keep you fully informed over the next few weeks. In the meantime, please contact us anytime with any queries or concerns.

<Sign off>