



# **Advisor Training Manual**



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# **1.0 INTRODUCTION**

360 Lifecycle allows advisers to efficiently drive increased sales and manage activity resulting in new business.

Comprised of tools and features that allow you to fully utilise your existing and prospect client bank, 360 Lifecycle enhances your ability to run a successful business and deliver great customer services.

360 Lifecycle comes in 2 separate links/applications, '360 Advisor' and '360 Office'. This guide will cover the core functionality available in both applications and show you how to make best use of the tools including:

- Calendar navigation with integrated external diary system (360 Advisor)
- Hotbox for lead and referral management (360 Advisor)
- Basic case handling and building (360 Advisor & 360 Office)



# 2.0 DIARY

To access your diary, you need to log into your '360 Advisor' application. Your diary is split into 2 types of views; diary views and calendar views.

## 2.1 Diary Views

You can view your diary as one day, five working days, or even seven consecutive days, one-week view to a month view by simply clicking on the appropriate tabs.

September > 4 2017 >	X All Users	Demo User 1	Demo User 2	Dhan Demo	Dhaneer Popat	Mark Dryden	Scott Loveday	Tara Bird
M T W T F S S		21 September	21 September	21 September	21 September	21 September	21 September	21 September
35 28 29 30 31 1 2 3								
6 4 <b>5 6 7 8 9 10</b> 7 11 12 <b>13</b> 14 <b>15</b> 16 17	0600							
18 19 20 21 22 23 24								
9 25 26 27 <b>28</b> 29 30	0700							
October 2017								
MTWTFSS	0800							
1 2 3 4 5 6 7 8								
9 10 11 12 13 14 15	0900							
2 16 17 18 19 20 21 22 3 23 24 25 26 27 28 29								
<b>30 31 1 2 3 4 5</b>	1000							
Today								
	1100							
	1200							
	1300							
Toolbar 🗖 🖗 🗄								
iary Views	1400							
All Users	15%							
	100							
- 💕 Demo User 2	1600							
	16º							

## 2.2 Shared Diary Views

You can also see shared diary views. This access is set in **Diary Views**, held within 360 Lifecycle System Office.

Select the diary view name you wish to see at once. This is a great feature that will work as a huge advantage for administrators, personal assistants, etc. who can add appointments directly into advisors' diaries. You can access another individual's diary or a whole diary team which will show all diaries within the group.

## 2.3 Calendar Views

You can navigate forwards and backwards through your diary by using the arrow signs to the left and right of the month or year. Any historical data entered on the



calendar will remain on the calendar.

Days and weeks can also be highlighted so that you can view all on one page.

If anything has been saved into your diary, the day it has been saved on will be emboldened on your calendar views so you can easily navigate through days where you are free and days where you have time blocked.

## 2.4 Adding Appointments

It is very easy to add an appointment into your Advisor Diary. First, find the time and date that your appointment will be booked in for and select it by clicking in the relevant place and making sure it is highlighted.

Right click and a menu will appear with a list of options.

Select **'New Appointment'** and a screen will open for you to enter the details of the appointment.

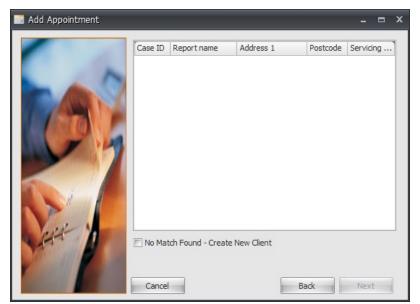
	New App <u>o</u> intment
	Go to <u>T</u> oday
	<u>G</u> o to Date
	Change View To
۲	New Daily Note
	Block Time

Add Appointment		_ = ×
	Client Search	
	Cancel	Back Next

In the first screen you will enter as much detail about the client as possible. A name is mandatory.

Click **'Next'** once you have done this.





The system will then trawl your client base looking for a matching client. If a match is found, you can select it from the list options and then click **'Next'**. If there is no match you will tick the **'No Match Found Create New Client'** and then click **'Next'**.

Add Appointment		_ = :	×
	Client Type Title & Forename Surname Address Home Work	Retail Client     •       Mr     John       Smith     Sex       East Link     •       Meridian Business Park     •       Leicester     •       Mobile     07737310835       Email     support@360lifecycle.cc	
Paul Call	€    €   1 of	2   🕨 🔰   🖶 🗙	
	Cancel	Back Next	

In this screen you can enter more details about the client. A contact number and email address is highly recommended as being saved. You can add an address by clicking on the **'Address'** button.

If there is more than one client, you can add

another attendee by clicking on the yellow '+' sign.



Add Appointment	_ = ×
Appointment Type	· · · · ·
Start Time	18/12/2020 08:00 -
End Time	18/12/2020 09:00 🔹
Location Type	<ul> <li>Home Visit</li> <li>Office</li> <li>Introducer Office</li> <li>Telephone Appointment</li> <li>Other</li> </ul>
Location	Ψ
Cancel	Back

Here you add the details of the appointment; specifying whether it is a first or second appointment, what time it is due to start and finish, the date and where the appointment is to take place. Click **'Next'** 

Add Appointment		_ = ×
	Lead Details	
- AL	Lead Source	Introducer -
	Lead Type	<b></b>
	Reference	
	Interested Parties	
111	ReferringAdvisor	<b></b>
	Introducer	David's Estate Agents 🔹
	Negotiator	John Smith
	Booking Details	
	User Type	Staff •
	User	David Wressell 🔹
	Booked With	David Wressell 🔹
	Cancel	Back Next

Next you select the Opportunity details. All appointments with clients that you add are saved with sales opportunities. If you do not want them saving in this way, please see <u>Adding Blocked Time</u>. Tick the **'Create New Sales Opportunity'** box, filling in the **'Lead Source'** (where the opportunity has come from,

'Referring Advisor' (if there is one) and 'Introducer' details.



Add Appointment		= ×
	Notes	4 >
	Votify the dient via Email	
	Email Confirmation	
	Send To Mr David Wressell	· ·
	Notify the dient via SMS text message     SMS Confirmation	
Hanna Part	Send To Mr David Wressell	1.
	Your meeting with Tara Bird has been scheduled for 10:00 on	
AHA A	18/12/2020 at your home.	-
	84 of 160 characters used	
100 C	Cancel Back Finish	

Add any notes in the 'Notes' section. If you would like to send your client a text message confirming the appointment details tick the **'Notify the client via SMS text message'** box. This SMS message can be sent to multiple clients, is editable and can be amended before sending. To send a pre-templated

email to your clients, tick the '**Notify the client via Email'** box. If you wish to amend the template, please contact the Support team.

Tara Bird											
						Tara Bird					<b>^</b>
						21 Septembe	f				
0600											
00											
07.00											
07											
0800											
0900	Penny Smith Head Office										1
10.0	Head Office										
1000											
1100											
1200											
1300											
4.400											
1400											
1500											
13											
1600											
4											<u>▼</u>
									 	P street	
Tara Bird's I	Hot Box (1 Item)										÷ ×
and the second second	mn header here to group by that colu	mn									-
Report	: Name	V Full Names	Advisor	Action Date	Last Action	Created By	Created	Estimated Business	Status	Lead Source	Reference
Smith		Penny Smith	Tara Bird		No Actions	Tara Bird	21/09/2017	£0.00	New Opportunity	Annual Review	

Once you have selected 'Finish', this would have carried out a number of things;

- 1. A new client record would have been created if this was a new client.
- 2. You will notice the client appointment has now be added and saved into your diary.
- 3. If applicable the client(s) would have been notified of the booked appointment by an automatic SMS message and/or Email.
- 4. If diary integration is enabled, this would have sent a meeting request to your external calendar. For a guide on diary integration please refer to Diary Integration.
- 5. An opportunity dropped into your Hotbox. For a guide on the Hotbox please refer to <u>Your Hotbox.</u>



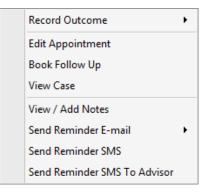
#### 2.4.1 Editing/Moving/Cancelling Appointments

To edit the appointment details simply double click on the appointment in your diary. This will bring up a screen where you can edit the clients details, the appointment details as well as the lead source details.

You can also change an appointment time by dragging it to another place in your diary. Simply click on the appointment, dragging it up or down depending on the time needed. If the appointment is to take place on another day you can drag the appointment over to your calendar, hovering over the day needed and then dropping the appointment here.

If there is a client in your Hotbox you wish to create an appointment for you can drag the opportunity from the Hotbox over into your diary, dropping onto the specified date and time. This will not remove it from your Hotbox, it will just create the appointment in your diary.

You can also record 'Outcomes' of appointments below, including cancellations, successful appointments and DTU (Didn't Turn Up) appointments



Another way you can edit the appointment is by right clicking on the appointment in your diary and selecting the **'Edit Appointment'** option.

	David Wressell	
	Friday, 08 March	
<b></b>		
🛕 Demo Demo		1
Home Visit ( )		
A David Wressell		1
Telephone Appointment	Record Outcome	
	Edit Appointment	
	Book Follow Up	
	View Case	
	View / Add Notes	
	Send Reminder E-mail	
	Send Reminder SMS	
	Send Reminder SMS To Advisor	
		·



Within 'Edit Appointment' there is an option to book the appointment into another person's diary should you wish to. You can do this by clicking the 'Unlock' option next to the 'Booked With' field and amending the name accordingly. This will then transfer the appointment into the advisers diary and any associated sales opportunities into their Hotbox.

Booking Details	
User Type	Staff 🗸
User	David Wressell 🗸
Booked With	David Wressell 🔹
•	

Once an appointment has been edited, you can **'Notify'** your clients via SMS and/or email of the appointment details.

Edit Appointment _	. =	x
Client Details Lead Details Appointment Details Notes	votify	
Notify the dient via SMS text message		
SMS Confirmation		ıl
Send To	Ŧ	
Your telephone appointment with David Wressell has been schedul for 13:00 on 20/05/2020	ed 🔺	

Using the right click menu option you can also cancel the appointment. Selecting this will turn the appointment in your diary lilac but for audit reasons the appointment will remain in your diary. If you prefer to, within 360 Office, you can update this so that Cancelled appointments are removed from the diary display. **Note, these will still be audited in the file.** 



David Wressell
Thursday, 27 December
💥 John Smith Vane Smith
Home Visit (JE19 1XU)

If you have cancelled the appointment by accident or have been able to rebook it for the same date and time you can click the **'Reinstate Appointment'** option from the right click menu. The appointment will turn back from lilac to blue in your diary.

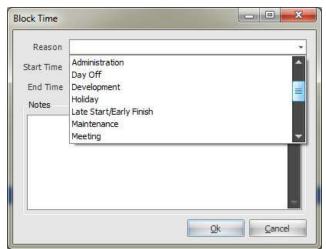
If your client did not turn up to the appointment, using the right click menu options you can select the **'DTU Appointment'** option. This will turn the appointment in your diary an olive green colour.

David Wressell							
Thursday, 27 December							
🚯 John Smith Jane Smith							
HomeVisit							

## 2.5 Blocking Time & Daily Notes

#### Blocking Time

To block time out of your diary, eg, for a meeting or to schedule time in for administration, etc, simply right click in your diary on the day and time you wish to block the time out and choose 'Block Time'.





Select the reason for the blocked time from the drop down menu, along with the start time and date and any notes you may wish to add.

Click on **'OK'** and the blocked time will be saved into your diary.

0900	
1000	
1100	© Personal
	Dentist Appointment
1200	

In the same way as an appointment, you can drag and drop this blocked time to other times and dates in your diary. You can also right click on the blocked to edit it further or add notes, etc. or you can remove it completely.

#### Adding a Daily Note

To add a daily note right click in your diary and choose 'New Daily Note'. A menu will appear where you will have many options included to add a **'New Daily Note'**. Click on this. A screen will appear where you are able to enter and save the details of the note.

Click **'OK'**. The daily note will appear at the top of your diary on the day you have saved it. Please note that a maximum of 10 daily notes can be added against any day.

## 2.6 Diary Integration

The 360 System enables you to integrate your Advisor diary with your personal diary. Compatible diaries are:

- Outlook
- Outlook Web Access
- Gmail
- iPhone & iPad
- Windows Phone
- Yahoo Mail

NB: Diary integration may work with other alternative email diaries, but we are not able to guarantee this. Also, when integrating your diaries to your phone you may need to undertake a few more steps that listed here in this guide. If you are unable



to integrate your smartphone or email in general, please call the Support Team on **08456 592360.** 

Log in to Advisor or Office. Click on the 'User Settings' tab under the Tools menu.

Home Opportunity Management Tools

 Home
 Opportunity Management
 Tools

 User Settings
 Image Reset Password Preferences
 Image Reset Password Preferences
 View Statements

 Options
 Image Reset
 Pay
 Image Reset

Once you have clicked on the **'User Settings'** icon a screen will appear.

User Settings		x
User Details SortRefer Account	Fee Wording Signature	
User Details		
SMS ID	DAVID	*
Address	East Link Meridian Business Park Leicester LE19 1XU	
Job Title	Account Manager	*
Phone	0845 6592 360	*
Mobile	07737 310 835	]
Email	david.wressell@360lifecycle.co.uk	*
Email Disclaimer	-	*
	🔽 Enable Email Integration 🔲 Enable Diary Integration	
	Enable Phone Integration (applies next login)	
Default Case Administrator	Tara Bird 👻	
MyFinancecentre Administrator	<b>.</b>	
	OK Can	cel

You will see a tick box at the bottom of the screen **'Enable Diary Integration'**. Tick this, double checking that you have entered your email address in the relevant field and checking that all fields with a **\*** next to them have also been filled in before clicking **'Ok'**.

#### Your Advisor Diary is now integrated with your personal diary.

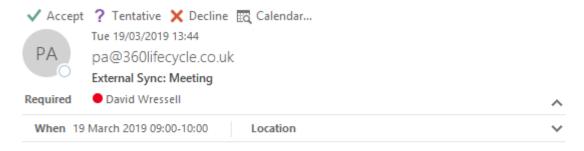


How do I make a new appointment/block out time in 360 Advisor appear in my existing diary?

Create an appointment/block out time in your diary as shown in <u>Appointments</u> and <u>Blocking Time &</u> <u>Adding Daily Notes.</u>

With diary integration enabled you will receive an invitation email from <u>pa@360lifecycle.co.uk</u> to your personal (external) email account (the account you have integrated with) notifying you of the new appointment/blocked time in your diary.

When you have received this, you will have the options to **'Accept'**, **'Maybe'** or **'Decline'** the appointment.



#### Internal Meeting

Please Note: This appointment was created in 360 Lifecycle Advisor and cannot be moved in an external mail client

Accepting the invitation will put the time into your external email calendar, while declining will mean it will not enter your external calendar.

19 March 2019	Leicester, England 🔹		Tomorrow 15° C / 7° C	Chursday 14° C / 8° C	Search Calendar	٩
TUESDAY						
19 External Sync: All day event; pa@360lifecycle.co.uk						
						[
External Sync: Training pa@360lifecycle.co.uk						
External Sync: Training pa@360lifecycle.co.uk		^				
External Sync: Training; pa@360lifecycle.co.uk						
External Sync: Training; pa@360lifecycle.co.uk						
External Sync: Training; pa@360lifecycle.co.uk						

NB: You cannot edit an appointment/blocked time/daily note through your external email calendar if it has been sent through from 360 Advisor. Amendments



must be done through the 360 Advisor diary.

Note: For the purposes of this user guide the above screen shots comes from Microsoft Outlook 2010.

Double clicking on the appointment within your diary you can access any notes or information about the appointment. If it is a client appointment and the client is already saved onto the system, the clients contact details will also be displayed in the appointment message.

# How do I make an appointment/blocked time in my existing diary appear in my 360 Advisor diary?

Within your existing external email calendar right click on the day and time that you would like to set up an appointment, as you would usually. Select **'New Appointment'**, or your external calendar equivalent.

Enter, as asked for, the details of the appointment. Before clicking on 'Save and Close', or 'Send', you need to invite <u>pa@360lifecycle.co.uk</u> as an attendee. For the purpose of this guide the following instructions on how to do this are done through Microsoft Outlook 2010 but if you are unsure how to go about this with another email calendar (one that is compatible with calendar and diary integration) please ring our support desk on 0845 659 2360.In Microsoft Office, add your appointment as usual, but please ensure you select '**Invite Attendees**' and invite <u>pa@360lifecycle.co.uk</u> for this to sync with your 360 Calendar and click '**Send**'.

<b>H</b>		-						Interna	Meeting - Meet	ling	
File	Meeting	Insert	Format Text	Review	Help	🖗 Tell me what	you want to do	)			
X	🔄 Calendar				44	🚑 🐝	Show As:	Busy	• 📀		
Delete	🕒 Forward	, Appointme	ent Scheduling Assistant	Cancel Invitation		Check Response Names Options •	🐥 Reminder	: 15 minutes	- Recurrence	Time Zones	Room Finder
	Actions	S	how		Atten	dees		Op	tions		Es.
	You haven't sent this meeting invitation yet. This appointment conflicts with another one on your calendar.										
	То	O Personal As	sistant;								
=	Subject	Internal Meeti	ing								
Send	Location										
	Start time	Tue 19/03/201	9	15:00		All day event	t				
	End time	Tue 19/03/201	9	15:30		-					



If you are already logged into 360 Advisor, click on **'Refresh Diary'** to update your diary with the incoming appointments you have just created. Your appointment will appear in your diary as shown above. You cannot edit this appointment in 360 Advisor as it was created through an external email calendar. To edit you will need to do so through the calendar you created the appointment in.



If you have an email account managed by 'Microsoft Exchange' this can also integrate with your 360 Diary. The processes covered above will remain the same, and you can input your Exchange credentials within 360 Office.

I	() Meeting	
ĺ	() Meeting	
	Summary: Internal Meeting	

## 2.7 Phone Integration

Within 360 Lifecycle you can integrate a VOIP based phone system. To configure this, follow the below steps.

 Log in to Advisor or Office. Click on the 'User Settings' tab under the Tools menu.



Once you have clicked on the 'User Settings' icon a screen will appear.



User Settings		x
User Details SortRefer Accoun	Fee Wording Signature	
SMS ID	DAVID	*
Address	East Link Meridian Business Park Leicester LE19 1XU	
Job Title	Account Manager	*
Phone	0845 6592 360	*
Mobile	07737 310 835	
Email	david.wressell@360lifecyde.co.uk	*
Email Disclaimer		*
	🔽 Enable Email Integration 🗌 Enable Diary Integration	
	F Enable Phone Integration (applies next login)	
Default Case Administrator	Tara Bird 👻	
MyFinancecentre Administrator	•	]
	OK Car	icel

You will see a tick box at the bottom of the screen **'Enable Phone Integration (applies next login)'**. Tick this, checking that all fields with a **\*** next to them have also been filled in before clicking **'Ok'**.

You will now be able to pull contact numbers into your external phone system from the available phone icons within 360 Lifecycle.

## **3.0 HOTBOX**

Your Hotbox is a unique feature that offers you a focused window into your client bank. Sales Opportunities can be entered manually and automated system generated leads/opportunities will appear here. It acts as a time management system enabling advisors to concentrate on timely productive opportunities.

David Wressell's Hot Box (24 Items)										
Status 🔺										
Prio Full Names	Last Action	Action Date	Email							
🖶 Status: In Progress										
🕀 Status: New Opportunity										
🚧 David Wressell's Hot Box (24 Items) 🦶 My Referrals (1 Item) 👋	My Postponed Hot Box (	(1 Item)								



Drag and drop column headings to the grey bar to organise the screen as you wish. The Hotbox above is grouped by opportunity status.

To ungroup simply drag and drop the header back into the header bar.

If you right click on the column headings a menu will appear with a choice of different actions.

- All Sort Ascending
- Z Sort Descending Clear Sorting
- 😑 Group By This Column
- Hide Group By Box
- Remove This Column
- 🛅 Column Chooser
- 🔒 Best Fit
  - Best Fit (all columns)
- Filter Editor...
  Show Find Panel
  - Show Auto Filter Row

- **'Sort Ascending'** will sort all opportunities in your Hotbox alphabetically from A-Z.
- **'Sort Descending'** will sort all opportunities in your Hotbox alphabetically from A-Z
- **'Clear Sorting'** will clear any search/grouping parameters you have added to your Hotbox.
- **'Group By This Column'** will group all opportunities in your Hotbox by the column you have right clicked on.
- **'Hide Group By Box'** will hide the grey bar where you can drag column headers to group by.
- **'Remove This Column'** will remove the column you have just right clicked on.

• **'Column Chooser'** will bring up a customization box where you can drag and drop headings in which you wish/do not wish your Hotbox to be filtered by.

## 3.1 Column Chooser

Customization	x
Advisor	
Campaign	=
Case Source	
CaseID	
Created	
Created By	
Email	-

Column chooser is a feature that allows you to tailor your Hotbox in a way that suits you. Right click on your Hotbox column headings and select **'Column Chooser'** from the menu options.

A **Customization** box will appear. From here you can drag and drop over to your Hotbox headings.



#### **3.2 Your Hotbox**

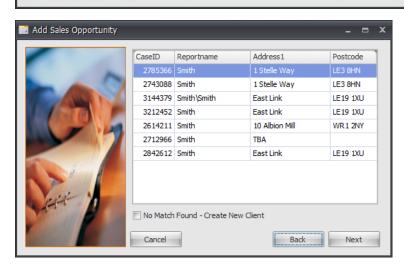
Below will show you how to create and manage your Hotbox. There are primarily 3 ways that an opportunity will arrive in your Hotbox. These are; when making a diary appointment in Advisor, manually adding an opportunity and the system automatically creating opportunities for you

## 3.3 Adding a Manual Opportunity to Your Hotbox

To add a manual opportunity to your Hotbox click on the **'Add Opportunity'** icon under the Home tab.

Home	Op	portunity	/ Manager	nent	Tools	Window	s				
Save Re	efresh	Print	Print	1 Day	5 Work Week	<b>7</b> 7 Day	7 Week	31 Month	Refresh	Add	() Refresh
(	Case		Preview						Diary	Opportunity	Hotbox
Case	Гы	Printin	g Fa			View	s			Hotbo	x

Add Sales Opportunity	_ = ×
Client Sea Forena Surna Phone Num Addres Posto	me John me Smith ber
Cancel	Back



The system will trawl your client base looking for existing client records. If an existing and matching record is pulled up select it and then click **'Next'**.

If no matches are found click on **'No Match Found – Create New Client'** and then click **'Next'**.



Add Sales Opportunity		_ = x
	Client Type Title & Forename Surname Address	Retail Client    Mr   John  Smith  I Stelle Way  Glenfield
27	Home Mobile 075959159	Leicester Leicestershire
A HAIL		of 1   > >   + ×

In this screen you can enter more specific details for your client. It is recommended that you enter a telephone number, address and email address. These details will allow you to contact the client through the system.

If there is more than one client

you would like to add, click on the yellow **'+'** sign and repeat the process. Click **'Next'** 

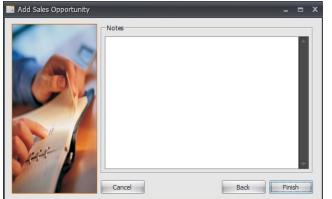
Add Sales Opportunity					x
	Lead Details				
	Lead Source	Website		-	
	Lead Type			Ŧ	
	Reference				
1 13	Interested Parties				
and the second se	Advisor	David Wressell		*	
and your fill	Referrer			Ŧ	]
	Introducer			Ŧ	
and you	Negotiator			Ŧ	
	Cancel	Back	Nex	ĸt	

In this part of the screen, you will enter the lead details of the opportunity.

The **'Lead Source'** refers to how the opportunity came about.

**'Referring Advisor'** would be selected if another advisor had

referred the opportunity to you. Click 'Next'



Here you can enter any other notes you may need. These will be saved into the **Notes** section of the case record.

Your new sales opportunity is now in your Hotbox.

Stevie Wimlett's Hot Box (2 Items) 무 🗴									
Drag a column header here to group by that column									
	Campaign	Last Action	Client	*	Status	Created By	Created	Action Date	Fact Find Status
		No Actions	Smith		New Opportu	Stevie Wimlett			



## **3.4 System Generated Opportunities**

360 Lifecycle automatically generates opportunities based on the data you add into the system. Simply, the reviews are generated from the following criteria:

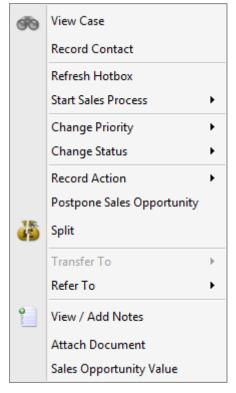
- Annual Reviews are created 11 months after the last completed bit of business on a case record. They are then generated every 12 months thereafter.
- **Mortgage Reviews** by default are created 3 months before the End Date of the mortgage. This can be updated to a different time period if required. If no End Date is entered, then the review is created 2 years after the completed date.
- **Life Reviews** are created 30 days before the end of the clawback period. This is calculated from the authorised date plus the length of the clawback period in months.
- Buildings and Contents Reviews are created 10 months after the start date of the policy.
- Pension Reviews/Income Protection/Investment Reviews are all created 11 months after the start date and then every 12 months thereafter.

Please refer the separate Automatic Review Generation document for more details on system generated opportunities and how you can set your own review criteria.

## **3.5 Managing Your Hotbox**

You can right click on the opportunity in your Hotbox, which will bring up a menu of options.





• View Case' will take you into the client's case record.

• 'Change Status' will give you options that you can apply to the opportunity such as Signed up', 'In Progress', 'Action Complete', 'NPW' (Not Proceeding With).

• 'Record Action' allows you to select the method of communication used. This is displayed in last action and automatically updates the notes section with any action recorded.

• Postpone Sales Opportunity – will postpone the opportunity for the desired time as set by you. You will be able to see this in your Postponed Hotbox.

• 'Split' will allow you to create a brand new lead with the same information as the lead selected.

• 'Transfer To' updates the Servicing Advisor and transfers ownership of the client.

- 'Refer To' refers the opportunity directly to another advisors Hotbox but retains the original servicing advisor.
- 'Attach Document' will allow you to add a document to the sales opportunity. These will be saved into the Documents section of the sales opportunity in the case record.
- 'Sale Opportunity Value' is where you enter the cost of the lead for you along with the potential business value they may bring to you.

NB: Some change statuses will remove an opportunity from your Hotbox. These are 'Action Complete', all the 'NPW' statuses and the 'Signed Up' status.

## **3.6 Postponed Hotbox**

Your postponed Hotbox works similar to your Hotbox but is populated by postponed opportunities that are due to be reinstated in the next 30 days. This makes it much easier for you to see which opportunities are coming back into your Hotbox.

My Postponed Hot Box (1 Item)									
Drag a column	Drag a column header here to group by that column								
Full Names	S	▲ Lead Source	Last Action	Action Date	Postponed Until	Status	Reference	Estimated Business Value	
🦲 360 Adviso	or	Introducer	SMS Message	14/03/2019	22/03/2019	In Progress		£0.	
M David	Wressell's	Hot Box (0 Items) 🏼 🕒 M	ly Referrals (6 Items) 🛛 🕌	My Postpone	d Hot Box (1 Item)				



You can arrange your postponed Hotbox in the same way as you can your opportunity Hotbox.

Right click on a postponed opportunity. You still have the same options as you do when you right click on an opportunity in your Hotbox. This makes it easier for you to reinstate the opportunity at an earlier period or to locate it to add notes or documents to.

<b>*</b>	View Case Refresh Hotbox Start Sales Process Change Priority Change Status Record Action Reinstate Sales Opportunity Transfer To Refer To View / Edit Notes Attach Document Sales Opportunity Value		-	state the sales opportunity back into your opportunity
Case ID - 43	rtal es. Savings, Investments and Pensions	Mr David Wressell (0	Details New Build Details Sales Opportunity Doc	Ments Date V Appointment Status 21/12/2020 08:00 Home Visit Live
Eife, Inc	cial Commitments ges and Other Commitments	Referring Advisor Status	New Opportunity	
	state Agents 8/12/2020)	Lead Source Lead Type Introducer Negotiator Campaign	Introducer David's Estate Agents John Smith	Current Opportunity     Postponed
		Description Reference	Introducer Lead Acquisition Cost £0.00 Estimated Business Value £0.00	
			20 08:00:00 20 09:00:00 Wressell	·

You can also postpone and reinstate your sales opportunities from within the case record on 360. Click on the sales opportunity you are working on and 'click' the postpone or reinstate button accordingly.



#### **3.7 Your Referrals**

Click on 'My Referrals' located at the bottom of the screen.

This will list the clients that you have passed into another advisers Hotbox, providing full transparency. The drag and drop screens enable you to sort the column headings in the order that you want to prioritise.

For example, it may be useful to see the information displayed by client and filtered by status and last action allowing the referring Advisor to view and keep track of the referred lead.

Example: A mortgage Advisor refers a Wealth lead to a qualified Financial Advisor. Referring the opportunity allows both the referring and the referred Advisor to earn commission whilst allowing the original Advisor to keep the client and offer a full financial service.



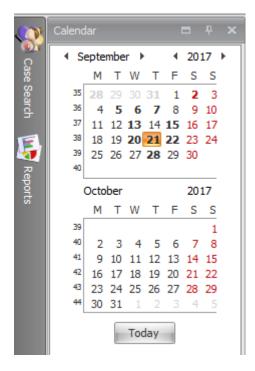
## 4.0 MANAGING YOUR CLIENTS CASE RECORD

You can maintain your clients' information and details through 360 Advisor keeping their portfolio constantly up to date. You can access a clients' record from 360 Advisor through either the Client Search option, see below, or by right clicking against a sales opportunity in your Hotbox and choosing 'View Case'. Please note that you can also maintain your clients information and carry out the below functions when accessing the client record in 360 Office.

## **4.1 Client Search**

#### 4.1.1 Client Search – 360 Advisor

Client search tab is located to the left-hand side of your diary.



Simply click on the button and enter in the name or part of the address and click 'Search'. The system will look for the search parameters selected and will identify the client or appointment. You may need to identify which address is relevant for popular names such as Smith or Jones where the search may show more than one result.

Double clicking on one of the returned results will bring up the case record.



#### 4.1.2 Case Search – 360 Office

	Case Search	+ ×
Case Search	Search	Clear
e Sea	General Details	*
arch	Surname	
=	Forename	
Reports	Phone Number	
Repor	DOB	
ζ,	Branch	-
	Case ID	
	Policy Details	*
	Advisor	T
	Mortgage Ref	
	Solis No	
	Life Policy No	
	GI Policy No	
	Property Details	*
	Current Address	
	Current Postcode	
	New Address	
	New Postcode	

Case search is found in 360 Office along the left-hand side toolbar.

You can search by surname, forename, DOB, or CaseID to bring up a specific case.

If you wish to search for all cases belonging to a certain advisor, select the advisors name from the 'Advisor' drop down menu.

You can also search by mortgage ref, solis no, life policy no or GI policy no.

Clicking on the 'Search' button will open up the case search results screen where you can double click and open the relevant case record.

Clicking on the 'Clear' button will clear all information contained in any of the search fields.



## **4.2 Document Management**

Documents can be managed throughout the case record within 360 Lifecycle. The top-level part of the case record is at the top of the case tree and will say Case ID – (followed by ID). Documents added here are usually in regards to a client's proof of address or income, etc.

Client Details C	ase Details	Contact History	Documents	Reviews	ATR Questionnaires	Conveyancing	
ocuments from (	Case and:	🖌 Sale 📝 Op	portunity	View 🗄	Details		ld Documents
301	늘 Case						
ame	Mo	dified by	Date mod	ified	Created by	Date c	reated
- Advised Sale (2	21/02		04/04/20	18 07:52		04/04/	2018 07:52
Annual Review	- Re		04/04/20	18 07:52		04/04/	2018 07:52
Reopened Sale	s Pro		04/04/20	18 07:52		04/04/	2018 07:52
Accounts West	terleigh Dha	an Demo	17/02/20	17 10:21	Dhan Demo	17/02/	2017 10:21
Customer Profi	le Doc Dha	an Demo	17/02/20	17 10:21	Dhan Demo	17/02/	2017 10:21
🏃 Declaration	Dha	an Demo	17/02/20	17 10:21	Dhan Demo	17/02/	2017 10:21
🏃 Enterprise Fina	nce L Dha	an Demo	17/02/20	17 10:21	Dhan Demo	17/02/	2017 10:21
🏃 Enterprise Fina	nce L Dha	an Demo	17/02/20	17 10:21	Dhan Demo	17/02/	2017 10:21
🏃 Product Transf	er KFI Dha	an Demo	17/02/20	17 10:21	Dhan Demo	17/02/	2017 10:21
Tara Doc	Dha	aneer Popat	15/09/20	17 08:09	Dhaneer Popat	15/09/	2017 08:09
Tara Doc	Dha	aneer Popat	15/09/20	17 08:09	Dhaneer Popat	15/09/	2017 08:09
Tara Doc	Dha	aneer Popat	15/09/20	17 08:09	Dhaneer Popat	15/09/	2017 08:09

From this view, you can see all documents uploaded to the case level, and documents added to Opportunities and/or Sale Events will be grouped into specific folders. To add a document, you can follow the below steps.

- Browse for the document file from your documents.
- Click on **'Open'** once you have selected the correct file.
- The system will now upload this to the case record.
- Click on the **'Save'** icon to save your changes

#### 4.2.1 Removing/Renaming/Moving Documents

You can update and move documents easily and quickly. Right click the document(s) in question.



A menu will appear where you can **'Open, 'Download', 'Copy', 'Paste', 'Move To'** or '**Rename'**. Remember to save your changes before coming out of the case record.

Documents from Case an	d: 🗹 Sale 🗹 Opportu	unity View 🗄 Details
		Open
🕒 🕑 🛧 🗁 Case	2	Download
Name	Modified by	Cut
Advised Sale (21/02 Annual Review - Re		Copy Paste
Accounts Westerleigh	Dhan Demo Dhan Demo Dhan Demo	Delete o Rename o
<ul> <li>Enterprise Finance L</li> <li>Enterprise Finance L</li> <li>Product Transfer KFI</li> </ul>		Properties o Move to
Tara Doc Tara Doc	Dhaneer Popat Dhaneer Popat	Attach To Products
Tara Doc	Dhaneer Popat	

The **'Properties'** option will allow you to see an overview of the document, including file type, location, creation date, etc. as per the below.

Tara Doc Pr	operties	x
	Tara Doc	
Type of file:	Rich Text Format (.rtf)	
Opens With:	Word 2016	
Location:	Case	
Attached To:		
Created:	15 September 2017, 8:09:28	
Created By:	Dhaneer Popat	
Modified:	15 September 2017, 8:09:28	
Modified By:	Dhaneer Popat	
		OK

## **4.3 Creating Your Clients Portfolio**

On accessing a case record you can manually enter the client's other existing arrangements/full portfolio outside of any sale(s) & recommendation(s) which would have been captured. Entering any further Assets, Protection or Financial Commitments within the Portfolio section will then appear on the client Portfolio Report and you can also set review dates against these Portfolio items to then appear in your Hotbox at the required time.

This is an example of how your Portfolio screen will look after a sale event and



mortgage policy has been created. You can see that the system is already compiling the data and allowing you to have a holistic view of your client. The Portfolio screen will automatically update throughout when new Portfolio items are manually added. Please refer below on how to manually add Assets, Protection & Commitments.

This screen will automatically update throughout the whole case progression, keeping it up to date and easily viewable.

Case ID - 3144379	Mr John Smith		Mrs Jane S	mith		Correspondence Address	
Client Portal  Portfolio Assets	Tel Not re Mob 07737	corded corded 7310835 rt@360lifecycle.(	DOB Tel Mob Email Income	Not recorded Not recorded 0789456123 Not recorded £0		East Link Meridian Business Park Leicester LE19 1XU	
Assess     Properties, Savings, Investments and Pensions     Protection     Life, Income and B & C     Financial Commitments	Asset Summary Properties Investments	f0 f0	Financial Commitm Mortgages			Assets & Liabilities Properties	
Portages and Outmand Commitments     Perfect Builders     David Wressell (27/12/2018)	Savings Other Assets Pensions	£0 £0 £0	Secured L Other Loa		£0 -	Total Savings & Investments	£0
	Total Description	£0 Protec	Total tion Premiu	m Cove	<b>^</b>	Total Other Assets	£0
	Total		f	0 £	D	Total	£0
	Description	Pens	ion	Valu	e –	Mortgages & Loans Total	£0
						Pension Fund Value	£0
						Summary Total Assets	£0

## 4.4 Assets

This is where you will compile a detailed portfolio of your client's assets, from properties to a family heirloom. They do not have to be assets sold to them by you; this is about getting the best picture you can to understand your client, making sure that they are getting information and products that are as tailored as possible to their needs.



#### 4.4.1 Adding a property as an asset

💼 Case ID - 2647300	Properties Savings	Investments Company Pensio	ons Personal Pensions Oth	ner Assets
Portfolio	Add Prop	erty		
Assets	Owner	Mr David Wressell	•	Eliots End
Protection			▼ Address	Scraptoft
Financial Commitments		Detached House	•	Leicester Leicestershire
(E) General (28/02/2018)	Property Usage	Residential	•	LE7 9FX -
Advised Sale (28/02/2018)	Date Acquired	01/04/2010	RoofConstruction	Tile 🔻
89 Melody Drive, LE12 7UU - Completed	Current Value	£350,000 🗘	Wall Construction	Brick
	Valuation Date	28/02/2018	Bedrooms	4 🜲
(£) Mortgage Review (28/02/2018)			Year Built	2000 🗘
	1			

To add a property as an asset you need to click on **'Asset'** underneath **'Portfolio'** and click on **'Add Property'** underneath the Properties tab.

- Begin by selecting the **'Owner'** from the drop-down menu. The clients you have added at the top level of the Case Record populate this field.
- Select **'Property Type'** from the drop-down menu.
- Select **'Property Usage'** from the drop menu.
- Input the **'Date Acquired'**. This is referring to the date that the owner established ownership of the property in question.
- The **'Current Value'** is the current value of the property. You can add the date that this valuation was passed in the **'Valuation Date'** field below.
- To add the address of the property you need to click on the **'Address'** button, input the address, clicking ok once complete.
- From the drop-down menus select the **'Roof Construction'** and the **'Wall Construction'**.
- Finally finish by selecting the amount of bedrooms in the property and the year that it was built remembering to click on the **'Save'** icon

NB: If you have a client with a mortgage, you will need to fill in this part of the Portfolio to be able to add a mortgage. Please refer to <u>adding a mortgage</u> for a guide on how to add a mortgage.



#### 4.4.2 Adding savings as an asset

💼 Case ID - 2647300	Properties	Savings	Investments	Company Pensions	Personal Pensions	Other Assets	
Portfolio		Add Savin	gs				
<ul> <li>Portfolio</li> <li>Assets</li> <li>Protection</li> <li>Financial Commitments</li> <li>General (28/02/2018)</li> <li>Advised Sale (28/02/2018)</li> <li>Advised Sale (28/02/2018)</li> <li>89 Melody Drive, LE12 7UU - Completed</li> <li>Mortgage Review (28/02/2018)</li> </ul>	Savir P Ol Saving Balan Maturi Intere	Add Savin Owner Owner Orovider Balance ity Date est Rate Details			▼ Savir	count Number ng Frequency gular Savings Frequency Amount I Review Date	

To add a savings click on the 'Add Savings' button underneath the 'Savings' tab.

- Begin by selecting the **'Owner'** of the savings. The clients you have added at the top level of the Case Record populate this field.
- Select the **'Savings Type'**, e.g shares, from the drop-down menu. Choose the savings 'Provider'
- From the drop-down menu select the savings **'Objective'**.
- Input the **'Saving Balance'** (how much the saving is worth, etc.) along with the **'Balance Date'**. This date is referring to the date that the balance was accounted for.
- Enter a **'Maturity Date'** (if there is one) along with the **'Interest Rate'** of the savings.
- Add the **'Account Number'** for the savings.
- If the savings are added to on a regular basis you can tick the 'Regular Savings' box. Input the frequency of payment along with the amount that is added at each time.
- If, for example, you had not sold this product to your client but between you
  had agreed that you would review it in the future, you are able to tick the
  box next to 'Agreed Review Date', entering in the date in the field next to
  it. This product will then enter your Hotbox on the date specified as a new
  opportunity for review.



#### 4.4.3 Adding an investment as an asset

💼 Case ID - 2647300	Properties Savings	Investments	Company Pensions	Personal Pensions	Other Assets		
Portfolio	Add Investme	ent					
Assets            Protection              Financial Commitments              General (28/02/2018)              Advised Sale (28/02/2018)              Molody Drive, LE12 7UU - Completed              Mortgage Review (28/02/2018)	Owner Investment Type Provider Objective Commencement Date Maturity Date Policy Number Initial Investment Initial Investment Interest Rate Details			Regula Va Re	Investment Frequency Regular Investment Frequency Amount Valuation Valuation Review Agreed Review Date Review Date		
	Fund Name	Code Type	Code	Units	Unit Price	Fund Value £0.00 Edit Fund Details	

To add an investment click on the **'Add Investment'** button underneath the **'Investments'** tab.

- Begin by selecting the **'Owner'** of the investment. The clients you have added at the top level of the case record populate this field.
- Select the **'Investment Type'** from the drop-down menu.
- Choose the investments **'Provider'** from the drop-down menu. Select the **'Objective'** of the investment.
- Input the **'Commencement Date'** of the investment. This is the date that the investment began.
- Enter the **'Maturity Date'** (if there is one) and the policy number for the Investment in question.
- You will need to enter in the **'Initial Investment'** (how much your client first invested) along with the **'Interest Rate'** of the investment.
- If your client pays regularly into their investment you are able to check the 'Regular Investment' box.
  - Select the **'Frequency'** of the payment
  - Select the **'Amount'** that is paid in at each frequent payment.
- Enter the **'Valuation'** of the investment (this is the present day investment valuation) along with the date that this valuation was made.
- If you have agreed with your client that you are both going to review this



investment, you can tick the box **'Review Agreed'**, entering in a **'Review Date'**. This is the date <u>you wish for the review to enter your Hotbox</u>.

- Any further details can be added into the **'Details'** box.
- You can also add in 'Fund Details' by clicking **'Edit Fund Details'** and populate these here.

💼 Case ID - 2647300	Properties Sav	vings Investments	Company Pensions	Personal Pensions	Other Assets	
Portfolio	Add Com	pany Pension				
Assets            Protection              Financial Commitments              General (28/02/2018)                   Advised Sale (28/02/2018)              S9 Melody Drive, LE12 7UU - Completed	Schen Plan / Scheme Date Retirem Income D	Owner  ne Type  ne Name  Soined  other Age  Other Age  Comparison  rawdown Allowed  etirement Allowed		Fix Emplo	Preserved [ Valuation Date ] Current Value ] oution Frequency ] ked Contribution ] oyer Contribution ] Review Agreed ] Review Date ]	<ul> <li>■</li> <li>● 00.03</li> <li>● 00.03</li> <li>●</li> <li>● 00.03</li> <li>●</li> <li>●</li></ul>
	Lump Sum Pe		0.00% 🗘	Units	Unit Price	Fund Value £0.00 Edit Fund Details

#### 4.4.4 Adding a company pension

To add a company pension click on the **'Add Company Pension'** button underneath the **'Company Pensions'** tab.

- Begin by selecting the owner of the pension. The clients you have added at the top level of the case record populate this field.
- Select the **'Scheme Type'** from the drop-down menu.
- Type in the **'Scheme Name'** of the pension policy along with the **'Plan/Scheme Number'.**
- Type in the **'Date Joined'.** This is referring the date that the client took out the company pension.
- Select the clients 'Retirement Age'
- Tick the boxes if either 'Income Drawdown is Allowed' or 'Phased Retirement is Allowed'
- Enter the 'Lump Sum Percentage'
- Tick the box if the pension is 'Preserved'



- In the box provided enter in the 'Valuation Date' along with the 'Current Value' of the pension. This is how much the client's pension is currently worth.
- From the drop-down menu select the **'Contribution Frequency'**.
- Enter the **'Fixed Contribution'** (the premium the client pays into their pension each time)
- If a review on this policy has been agreed between you and your client you can tick the **'Review Agreed'** box, entering in a date you wish for this to drop into your Hotbox as a review.
- You can also add in 'Fund Details' by clicking **'Edit Fund Details'** and populate these here.

💼 Case ID - 2647300	Properties Savings In	nvestments Company Pensions	Personal Pensions	Other Assets		
Portfolio	Add Personal Pens	sion				
Assets Assets Protection Financial Commitments General (28/02/2018) Advised Sale (28/02/2018) 89 Melody Drive, LE12 7UU - Completed Mortgage Review (28/02/2018)	Owner Pension Type Provider Contribution Frequency Plan / Scheme Number Valuation Date		▼ ▼ Inco	Fixed Contribution Employers Contribution Lump Sum Percentage me Drawdown Allowed eed Retirement Allowed Preserved	£0.00 0.00%	<b>+</b>
	Commencement Date Current Value Scheme Retirement Age	·		Review Agreed Review Date		
	Fund Name C	Code Type Code	Units	Unit Price	Fund Value £0.0 Edit Fund Details	

#### 4.4.5 Adding a personal pension

To add a personal pension click on the **'Add Personal Pension'** underneath the **'Personal Pensions'** tab.

- Begin by selecting the **'Owner'** of the pension from the drop-down menu.
- Select the **'Pension Type'** from the drop-down menu.
- Select the **'Provider'** from the drop-down menu.
- Select the **'Contribution Frequency'** from the options available.
- Type in the 'Plan/Scheme Number'.
- Enter the **'Valuation Date'**. This is the date in which the pension was last valued.



- Enter the **'Commencement Date'**. This is the date the client started their pension scheme.
- The **'Current Value'** is the total amount that the client has in their pension fund.
- Select the **'Retirement Age'.**
- Enter the **'Fixed Contribution'** amount (the amount the client pays regularly into their pension, along with their **'Employers Contribution'** (if any).
- Select the 'Lump Sum Percentage'.
- Tick the relevant boxes if the pension meets any of the following:
  - Income Drawdown Allowed
  - o Phased Retirement
  - o Allowed
  - o Preserved
- If a review has been agreed between you and your client for this product tick the **'Review Agreed'** box, entering in a **'Review Date'** (the date you wish for this to pop into your Hotbox as a review.
- You can also add in 'Fund Details' by clicking **'Edit Fund Details'** and populate these here.

💼 Case ID - 2647300	Properties Savings	Investments	Company Pensions	Personal Pensions	Other Assets	
Portfolio	Add As:	set				
C Assets	_					
Protection	Owner		•	Date Acquire		
Financial Commitments	Asset Type		•	Current Valu	e £0	0.00 \$
(E) General (28/02/2018)	Description			Valuation Dat	e	
	Purchase Price	£0.00	•			
89 Melody Drive, LE12 7UU - Completed						
(E) Mortgage Review (28/02/2018)						

#### 4.4.6 Adding any other assets

To add any further assets your client may have, e.g Antiques, Works of Art, etc click the **'Add Asset'** button underneath the **'Other Assets'** tab.

- Select the **'Owner'** from the drop-down menu. The clients you have saved at the top level of the case record populate these options.
- Select the **'Asset Type'** from the drop-down menu.
- Type in a **'Description'** (if needed) for the asset.
- Select the **'Purchase Price'** of the asset (how much the client first paid for the asset)
- Enter in the **'Date Asset Required'** along with the **'Current Value'** and **'Valuation Date'**



#### 4.5 Protection

This is where you will collect information from your clients of any protection policies they may have, whether these have been taken out with you or not. Protection here ranges from protection of their health to protection to the salary, house, belongings, etc.

#### 4.5.1 Adding a life policy

🕋 Case ID - 2647300	Life Policies Income Protection	n Building And Contents	3		
Dortfolio	Add Policy				
C Assets					
Rotection	Owner	•	Policy Number		
Financial Commitments	Provider	•	Start Date		
(£) General (28/02/2018)	Policy Type	•	Term (years)	0 🗘	
Advised Sale (28/02/2018)	Life Assured	•	Guaranteed/Reviewable	◎ N/A ○	Guaranteed 🔘 Reviewable
89 Melody Drive, LE12 7UU - Completed	Sum Assured	£0 🗘	Waiver of Premium		
	CIC/SIC Cover	£0 🌲	Purpose		•
(£) Mortgage Review (28/02/2018)	Benefit Type	~	In Trust		
	Premium	£0.00 🗘	Review Agreed		
	Premium Frequency	•	Review Date		

To add a life policy for your client (one that has not necessarily been taken out by you – if you are looking at adding a life policy which you yourself have sold a client please refer to <u>Adding a Life</u> <u>Policy</u>) click on the **'Add Policy'** button underneath the **'Life Policies'** tab.

- Select the **'Owner'** of the life policy from the drop-down menu. (Whose name the policy has been taken out in) The clients you have saved at the top level of the case record populate this menu.
- Select the **'Provider'** from the drop-down menu.
- Choose from the drop-down menus the 'Policy Type'.
- Select the 'Life Assured' (who the policy covers).
- Enter the 'Policy Number'.
- Select the **'Sum Assured'** (the total amount of cover that will provided) along with the
- **'Premium'** that is to be paid accordingly with the payment frequency.
- Select the **'Premium Frequency'**.
- Enter the **'Start Date'**. This is the date the life policy went live.
- Select the **'Term'** of the policy.
- Tick (if applicable), whether the policy is 'Guaranteed' or 'Reviewable'.
- If **'Waiver of Premium'** is included, please tick this box.
- Select the **'Purpose'** of the life insurance from the drop-down menu.



- Tick the box if the policy is written **'In Trust'**.
- If a review date has been agreed tick the 'Review Agreed' box and enter in the date you wish for this to drop into your Hotbox as a review in the 'Review Date'

Life Policies Income	Protection Building And Contents		
Add Po	licy		
Owner	•	Policy Type	<b>•</b>
Life Assured	•	Benefit	£0.00 🗘
Provider	•	Premium	£0.00 ‡
Policy Number		Premium Frequency	
Start Date		Waiver of Premium	
Term	0 ‡	Deferred Period	•
		Review Agreed	
		Review Date	

#### 4.5.2 Adding an income protection policy

To add an income protection policy (one which has not been sold by you) click on the **'Add Policy'** button underneath the **'Income Protection'** tab.

- Select the **'Owner'** from the drop-down menu. (Whose name the policy has been taken out in) The clients you have saved at the top level of the case record populate this menu.
- Select from the drop-down menu which client(s) this policy **'Assures'**. It can be one client or more than one, just click the relevant check boxes
- From the drop-down menu select the 'Provider'.
- Enter the **'Policy Number'** (if known at the time) along with the **'Start Date'** of the protection.
- Select the **'Term'** of the policy.
- From the drop-down menu select the **'Policy Type'**.
- Enter the **'Benefit'** of the income protection policy (how much the provider is prepared to pay the client a month).
- Enter the **'Premium'** of the policy, selecting the **'Premium Frequency'** from the drop-down menu.
- If **'Waiver of Premium'** is included, please tick this box.
- From the drop-down menu select the **'Deferred Period'** of the policy.
- If a review has been agreed between you and your client tick the 'Review



**Agreed'** check box, entering in the date you wish for this review to drop into your Hotbox in the **'Review Date'** field.

Life Policies Income Protecti	on Building And Contents	
Add Policy		
Owner		▪ Building Cover £0 🗘 🥅 Accidental Damage
Provider		Contents Cover £0 🗘 🕅 Accidental Damage
Туре	,	<ul> <li>Personal Possessions Included</li> </ul>
Policy Number		Renewal Date
Covered Property	,	Review Agreed
No Claims Discount		Review Date
Premium	£0.00 ‡	
Premium Frequency	Ŧ	
Specified Items		
Claim History		

#### 4.5.3 Adding a buildings and contents policy

To add a buildings and contents policy (one which has not been sold by you) click on the **'Add Policy'** button underneath the **'Building and Contents'** tab.

- Select the **'Owner'** from the drop-down menu. (Whose name the policy has been taken out in) The clients you have saved at the top level of the case record populate this menu.
- Select the provider of the policy from the drop-down menu.
- From the drop-down menu select the **'Type'** of insurance given, e.g, contents only.
- Select from the drop-down menu the property covered (if applicable). If the property here is not available, you will need to refer back to <u>adding a</u> <u>property</u>. Remember to save your changes.
- Select the **'No Claims Discount'** from the drop-down menu.
- Enter the **'Premium'** of the policy.
- You are able to enter in the boxes any **'Specified Items'** to be covered and details of the clients **'Claim History'.**
- Enter the amount of **'Building Cover'** and/or **'Contents Cover'**, ticking whether **'Accidental Damage**' is included.



- Tick the box if **'Personal Possessions'** are included in the policy terms.
- Enter the **'Renewal Date'** of the policy in the field provided.
- If a review has been agreed between you and your client you can tick the **'Review Agreed'** box, entering the **'Review Date'** in the field provided.

#### **4.6 Financial Commitments**

This is where you will collect information from your clients of any financial commitments they are tied to. The purpose here is to establish a fuller picture of your clients' needs and demands by taking into account any commitments they have that have not been sold by you. Financial Commitments here range from your client having a mortgage, a credit card, a personal loan, even a store card in credit.

#### 4.6.1 Adding a mortgage

To add a mortgage (one which has not been sold by you) click on the **'Add Mortgage'** button underneath the **'Mortgages'** tab.

ſ	Mortgages Financial C	ommitments		
	Add Mortgag	je		
	Owner		Repayment Amount	£0.00 🗘
	Lender		Interest Only Amount	£0.00 ‡
	Scheme		Interest Rate	0.00% 🗘
	Reference		Property	<b>.</b>
	Start Date		Repayment Method	•
	Deal End Date		MMP	£0.00 ‡
	Term (years)	0 ‡	ERP Payable	
	Review Agreed		ERP End Date	
	Review Date		Balance	£0.00 ‡
			Balance Date	1
	Penalties			
	Details			

- Select the **'Owner'** of the policy from the drop-down menu. The owner here refers to whose name(s) is on the policy terms. The clients you have saved at the top level of the case record populate this menu.
- Choose from the options available in the drop-down menu the **'Lender'** of the mortgage.
- Select the **'Scheme'** of the mortgage from the drop-down menu.



- Enter the **'Reference'** of the mortgage (if known).
- Enter the **'Start Date'**. This is the date that it was agreed the mortgage would begin.
- Input the **'End Date'** of the mortgage. This is the date that the mortgage will expire.
- Enter the **'Term'** of the mortgage in years.
- If a review has been agreed by you and your client, you can tick the 'Review Agreed' box and enter the date that you wish for this review to enter your Hotbox in the 'Review Date' field
- You are able to enter any details about the mortgage in the **'Penalties'** and **'Details'** boxes.
- Input the **'Repayment Amount'.** This is how much in total the client will need to repay.
- Enter the **'Interest Only Amount'** of the mortgage along with the **'Interest Rate'**.
- Select the **'Property'** that the mortgage relates to from the drop-down menu. If the property in question does not appear here, you will need to add it as a property in assets. Please refer to <u>adding a property</u>
- Select the **'Repayment Method'** from the drop-down menu.
- Enter the **'MMP'** (Monthly Mortgage Payment).
- If the mortgage is part of an 'ERP' (Emergency Repair Program), tick the 'ERP Payable' box, entering in the 'ERP End Date'.

Mortgages	Financial Commitme	nts			
Ad	dd Commitment				
			1		
	Owner	-	Interest Rate	0.00% 🗘	
	Provider	•	Secured		
	Reference		Property	•	
	Start Date		Monthly Payment	£0.00 ‡	
1	Term (years)	0 ‡	ERP Payable		
	Туре		ERP End Date		
Amount	Outstanding	£0.00 ‡	Review Agreed		
			Review Date		
	Details				
				]	

- To add any other financial commitments your client may have click on the 'Add Commitment' button underneath the 'Financial Commitments' tab.
- Select the **'Owner'** from the drop-down menu. The owner here refers to



whose name(s) is on the policy terms. The clients you have saved at the top level of the case record populate this menu.

- Select the **'Provider'** from the drop-down menu.
- Enter the **'Reference'** number of the commitment along with the **'Start Date'** of the commitment in question.
- Type the **'Term'** of the commitment; how long the client is to be held to this commitment.
- Select the **'Type'** of the commitment from the drop-down menu.
- Input the amount that the client still has outstanding to pay on the commitment.
- There is a box where you can enter any further necessary **'Details'** of the commitment.
- Select the **'Interest Rate'** and tick the check box if the commitment is **'Secured'**
- If the client has a property tied into their loan you can select this from the **'Property'** drop down menu.

## **4.7 Portfolio Report**

The Portfolio Report is located under the home tab and provides a complete summary of everything entered in the Portfolio section of a case record. As you are adding and updating the portfolio file, the portfolio report will also update keeping it up to date. It provides a form of documentation to give to clients or to keep for your own records.

When you are inside any case record the Portfolio Report Button shown below will be enabled.

Clicking this button will show you the Portfolio Report Headers Screen. You can edit these headers and their corresponding paragraphs to personalise the report to suit your client.



Clicking this button will show you the Portfolio Report Headers Screen. You can edit these headers and their corresponding paragraphs to personalise the report to suit your client.



Introduction	Asset Section Liability Section Protection Section Conclusions Section
	n add an introduction here. This will be displayed on the front page of the o report next to the two graphs showing assets and liabilities.
This inti	roduction can be as long as you wish and you are allowed <b>Bold</b> , <i>Italics</i> and <u>underline</u> .
You can	also <b>mix</b> and match fonts. You are also allowed:-
• 1	Bullets Points
•	And Numbering
•	And Indenting
	natting can be accessed from a right click menu. Alternatively you can compose your ohs in Microsoft Word and then pasted them in here.

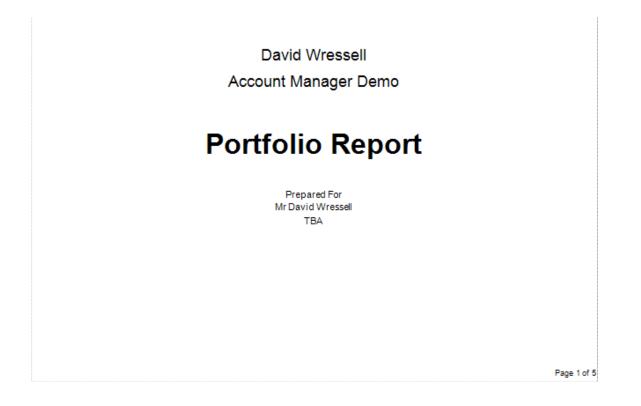
The remainder of the header pages work in the same way except they also allow you to enter a title for the section.

Portfolio Report Headers	
Company Test Company	*
Introduction Asset Section Liability Section Protection Section Conclusions Section	1
Liability Section Title Outstanding Debt	
Below is a list of all the outstanding debt we have on your records. It is vitally important that you keep us up to date with any changes in your current position that we can continue to advise you correctly.	n so
OK	Cancel

Each section can be customised in this way. Although you can use each section as you see fit, one use for the conclusion may be for you to remind your client of all your products and services.



Once you are happy with your Portfolio Report headers select '**Ok**'. This will open your portfolio report.



The report contains a headed title page with your company logo, your name and the clients name and address. The report is automatically time date and stamped. The below section of the portfolio gives a breakdown of the clients assets and liabilities in a graph.

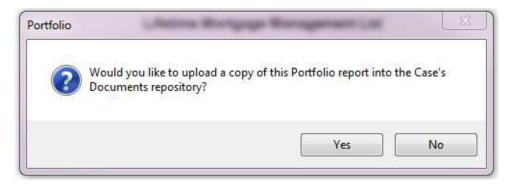


				This is the introduct	on for the Portfolio Repo
	Tipe	Percentage	Amount		
	Properties	0.00%	60.00		
	Investments	0.00%	60.00		
	Savings	0.00%	60.00		
	Other Assets	0.00%	60.00		
	Pensions	0.00%	£0.00 £0.00		
Lisbility Summary					
County Scheday					
	Type	Percentage	Amount		
	Mortgages	0.00%	60.00		
	Secured Loans	0.00%	00.03		
	Financial Commit	0.00%	40.00 40.00		
		100/18	- BU-00		

The assets and liabilities are then further broken down to include policy specific information.

You can customize your report by adding a watermark (by clicking on the **'Watermark'** icon on the tools bar), adjust the background colour as well as the scale of the report.

The Portfolio Report can be printed, saved or exported in various file formats including PDF, HTML and CSV. Once printed/saved or exported, when you come to close the report the system will prompt you as to whether you would like to automatically save a copy of the report into the case document library where it will be saved as a PDF document.





## **5.0 CLIENT COMMUNICATION**

There are three methods by which you are able to communicate with your client through the system: sending a letter, sending an SMS and sending an email. All communication is added to the documents/contact history of the case record.

## 5.1 Sending a Letter

To send a letter to your client, open their case record and click on the **'Send Letter'** icon under the home tab.



	•
Required Data	
Mortgage	V
Life Policy	T
GI Policy	
Income Protection	Ŧ
Pension	Ŧ
Investment	▼

A screen will appear for you to select the letter you wish to send from the **'Letter Template'** drop down menu. To create your own letter template please refer to <u>Creating A Letter</u> <u>Template</u>.

Simply select the letter to send. If the letter corresponds to a product, eg a mortgage, you will use the **'Mortgage'** drop down menu to select the correct sale. (NB: Not all

letters will require you to do this),

Click **'OK'**. A screen will appear with your letter. Here you can make amendments before clicking on the **'Print'** button to print out your letter.

Remember to click **'Save'** or **'Save & Close'** for the letter to be saved into the **'Documents'** of the case record.



## 5.2 Sending an SMS

To send an SMS to your client click on the **'Send SMS'** icon under the home tab. You will need to have the case record open.



	[ <sup></sup>
MobileNo	
SMS Message	· · · · · · · · · · · · · · · · · · ·
From	360LIFECYCLE

A screen will appear for you to select the correct clients phone number along with the **'SMS Message'** you wish to send.

The **'SMS Message'** is populated from the SMS templates.

You can edit the message when it falls

into the box or write your own message.

NB: There is a character limit of 160 characters allowed per text message.

## 5.3 Sending an Email

To send an email to your client click on the 'Send Email' icon under the home tab. You will need to have the case record open.





The system will open a blank email through your default email client e.g., Outlook where you are able to add to the message body. Click on **'Send'** once you have composed the email. This will be sent to your client and a copy of the email will be audited in the documents section of the case record (provided Email integration is enabled).

From within the Case Record, you can also email clients and other users within the database by selecting the email icon next to the relevant party.

Conta	ct Details						
Home	e		0	Work	0		
Mobile	07718073235	;	0	Email dhan3	360lc@outlook.com		
				Clie	ent has no Email Address		
	Event Details	Notes	Tasks	Documents	Commission & Payments		
ſ	Case Ownersh	ip Details			·		
	Advisor Mark Dryden 🔻 💟						
	Referrer				▼ 🖂		
	Case Owner	Mark Dr	yden		-		

This will open a new email in your default mail client and pre-populate the email next to the icon selected.

#### 5.3.1 Email Integration

Email integration allows you to send emails from the system to your clients and that email to then be saved as a document to your clients case record.

To enable Email Integration, you will need to log into 360 Advisor or Office, click on the **Tools** menu and then on **User Settings**.



er Settings				X		<b></b>		Change Passwor
User Details	SortRefer Account	Fee Wording			prmance eport	Document Library	View Statements	Reset Preference
User Details –		•				Documents	Pay 🔺	Settings
E	Branding Image		~	•				
	SMS ID	360 DOTNET		•	hange Ad	dress		
	Address	East Link Meridian Business Park Leicester LE19 1XU	*		ntracked E			
	Job Title	Account Manager		*		3		
	Phone	0845 6592 360		*	hac.com			
	Mobile	07737 310 835			mail Addre			
	Email	david.wressell@360lifecycle.co.uk						
E	Email Disclaime <del>r</del>	☑ Enable Email Integration 🗌 Enable Diary Integrat	Ţ	*	£31,341	L.00 ¢		
		Enable Phone Integration (applies next login)			sbentley@	mac.com		
Default C	ase Administrator		•					
MyFinancecer	ntre Administrator		•					
		ОК	Cance	1				

When you send an email (see <u>Sending an Email</u> for instructions on how to do this) a copy of this email is saved into the <u>documents</u> section as an audit trail. The Email Tracking part of the system means that when your client replies to the email sent a copy of that email will also save into the documents section of the case record providing further audit.

When you click on '**Send Email'** the system will open a new email through your default email client, e.g MS Outlook.

				RE: 2974219 - Wresse	I [TRACKING ID 2c49cc83-49	931-4a5c-a65c-4ef2d2657fa1] -	Message (HTM
File	Messag	je Insert	Options Format Text Revi	ew Help 🛛 Tell me	what you want to do		
aste	K Cut È Copy ✓ Format ipboard	P	$\begin{array}{c c c c c c c c c c c c c c c c c c c $	· · · · · ·	Attach Attach Signature File * Item * * Include	Assign Policy + High Importance Tags	View Templates My Templates
= • end	To Cc	David Wress     pa@360lifecycl					
nu	Bcc Subject	RE: 2974219 - \	Wressell [TRACKING ID 2c49cc83-4931-	4a5c-a65c-4ef2d2657fa1]			

David Wressell Account Manager 360 Dot Net Ltd

You will notice that the email address 'pa@360lifecycle.co.uk' has automatically populated the 'CC' field. For a copy of your clients reply to be added to the case



record this address needs to be kept here and the client will need to 'Reply To All' when replying to your email.

In the **'Subject'** field of the email you will see 'TRACKING ID' followed by a long ID number. Again, this tracking ID needs to remain in the subject field for the system to be able to attach it back to the relevant case.

Once your message is composed simply click on the **'Send'** button. A link will be created in the system between you and the case record and your client.

When your client replies to the email they will need to click on the **'Reply All'** button. This will 'CC' <u>pa@360lifecycle.co.uk</u> which will then allow for the reply to be saved back into the case record.

#### • What happens if the client does not click on 'Reply all'?

As long as your client sends the email to your correct email address you can then forward it on to <u>pa@360lifecycle.co.uk</u> to attach it to the case record. (Provided that the TRACKING ID is still in the subject field).

# • What happens if the client does not reply with the TRACKING ID number or the correct message subject?

If the client changes the email subject or removes the TRACKING ID the email will then be put into **'Untracked Emails'**.



'Untracked Emails' is a feature which will show you any emails which the system is unable to save to a case record. Once an email is in here you will then be able to match it up to the relevant case.

## **6.0 LETTER TEMPLATES**

Letter templates are found in 360 Office under the **'Maintenance' 'General'** tab in **'Standard Letters**'. Letter templates are used when sending a letter from a case record. Please refer to <u>Sending</u> <u>a Letter</u> to see how this is done. **Please note you may not have the 'Maintenance' option as this is permission based. If not** 



#### please speak to your system administrator.

## 6.1 Adding a new letter template

To add a new letter template, click on '**Standard Letters**' under the general tab in 360 Office.

Choose Letter Template	2
	*
<new></new>	
Acceptance Letter (rate Additional Documents T Additional Information	To Lender for B & C
Advisor Leaving Letter Annual Review Coverin	
Annual Review Coverin	
Annual Review Coverin	

Select **<New>...** from the drop-down menu and then click on **Ok**. This will open up the letter template editor screen.

Simply type out and format your letter into the template. By navigating through the Home, Page Layout, Insert, Design and Format tabs, you can tailor the letter template specifically to your needs.

You can add a variety of mail merge fields into

your template by right clicking on the document and selecting 'Insert Merge Field' from the menu.

	Insert Merge Field	Address Line 1	
X	Cut	Address Line 2	
	Сору	CaselD	
	Paste without Formatting	County	
ĥ	Paste	Full Correspondence Address	
<b>a</b>	Increase Indent	Mailing Name	
<b>4</b>	Decrease Indent	Postcode	
A	Font	Salutation	
्या	Paragraph	Servicing Advisor Email Address	
=¶  8=	Bullets and Numbering	Servicing Advisor Full Name	
		Servicing Advisor Phone Number	
	Bookmark	Town	
8	Hyperlink	Mortgages	•
<b>F</b>	New Comment	Life Policies	•
		Buildings Contents	۲
		Income Protection	•
		Pensions	•
		Investments	۲
		System Settings	•
		Signature Images	•

Once you are happy with your template click on the **'Save and Close'** icon under the File menu.





You will be prompted to add a template name. Enter a title and click on 'Ok'. The template has now been added to your database letter templates.

Provide Template Name	
Please Enter a Title for the New Letter Template.	OK Cancel

If you wish to save the template to your local documents on your computer select **'Save As'** under the file menu.



Select where on your computer you wish to save the document and click 'Ok'.

## 6.2 Amending an existing letter template

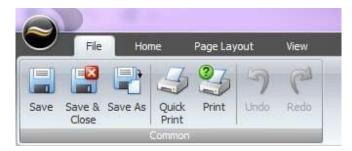
To amend an existing letter template navigate to **'Standard Letters'** under the 'Maintenance' 'General tab' in 360 Office.

Select the letter you wish to amend from the drop-down menu and click 'Ok'.



Choose Letter Templ	ate
10.	*
<new></new>	
According to Latter (r	i di sete
Acceptance Letter (r Additional Document	
Additional Informatio	n for B & C
Advisor Leaving Lett	And all the second s
Annual Review Cove	ing Letter
Income Protection	Ť
Pension	*
Investment	
lander (serender (	

This will open the letter template editor. Simply add your amendments to the letter and select the **'Save'** from the file menu.



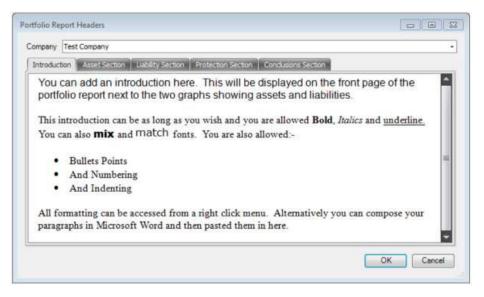
Exit the template editor



# 7.0 CREATING DEFAULT PORTFOLIO REPORT HEADERS

To create your default portfolio report headers you need to log into 360 Office. Under the Maintenance tab select 'Portfolio Report Headers' from the General icon. **Please note you may not have the 'Maintenance' option as this is permission based. If not please speak to your system administrator.** 

Clicking this button will show you the Portfolio Report Headers Screen. Select your company from the drop-down menu. If you have more than one company set up on your 360 database you can create differing default portfolio headers to tailor the portfolio report to your own company needs.



As shown above you can tailor and format your portfolio report headers with different fonts, bullet points or even copy and paste from a word document.

The remainder of the header pages work in the same way except they also allow you to enter a title for the section.





Each section can be customised in this way. Although you can use each section as you see fit, one use for the conclusion may be for you to remind your client of all your products and services.

Once you are happy with your Portfolio Report headers select '**Ok**'. This will save the headers and default them to all future portfolio reports that you create.