



TCF Questionnaires Manual

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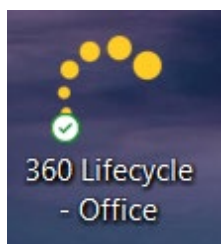
1. Introduction

The object of this manual is to provide you with the necessary navigational support in order to give you the ability to send out an electronic TCF (Treating Customer Fairly) Questionnaire to your existing clients.

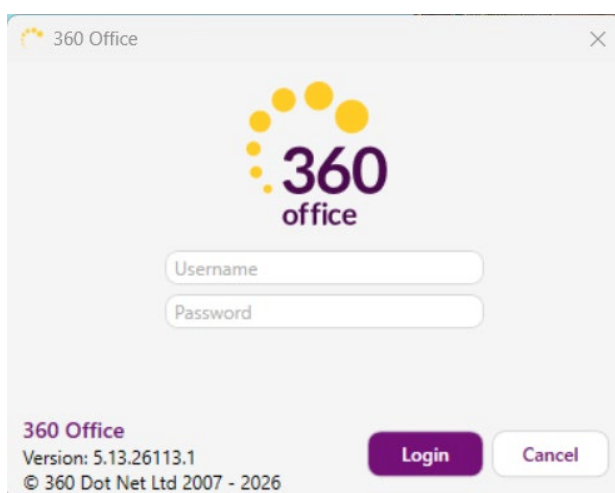
TCF Questionnaire is a simple yet effective Intrinsic approved E-Questionnaire facility which can be sent from your Activity Management System case record on completion of a sale event. This will send an email to your client with a link to complete the TCF questions. The client simply selects from the drop-down box and gives an overall service rating and ticks if they want to discuss future business. If the client selects one or more of the product areas for future business this creates an automatic lead into the adviser Hotbox to contact or refer to a specialist adviser.

The guide focuses particularly on the key navigational points for the TCF process (how to send, how to retrieve and how to action/respond to any feedback received).

2. Getting Started



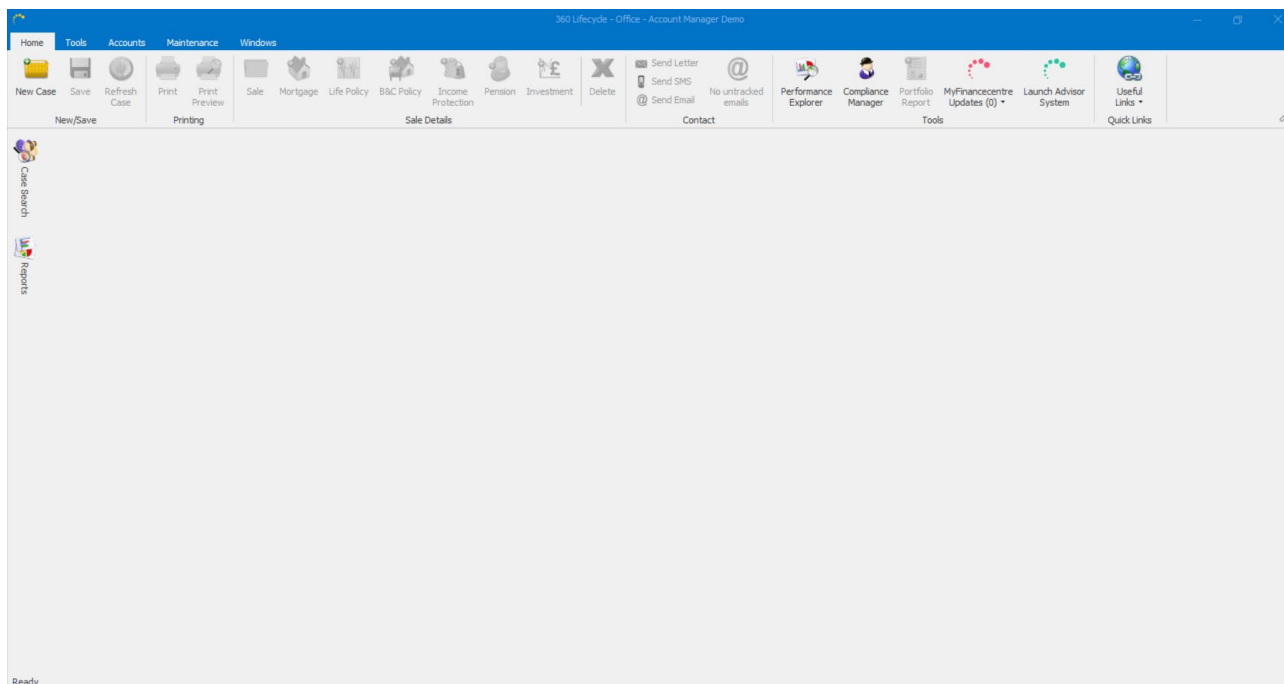
For the purposes of this manual, we will send an electronic TCF Questionnaire from opening a case record from the Office application. Please note however the same functionality is available when viewing/opening a case record from the Advisor application. The following process assumes you have an internet connection and are working in connected mode.



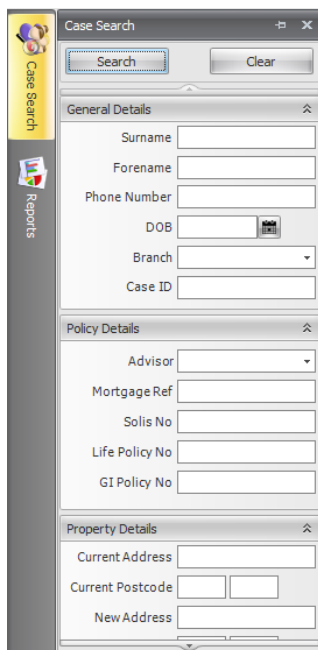
Enter your Username and Password and click Login.

2.1 Landing Screen (Office)

Once loaded, you have now arrived at the Office Landing Screen.



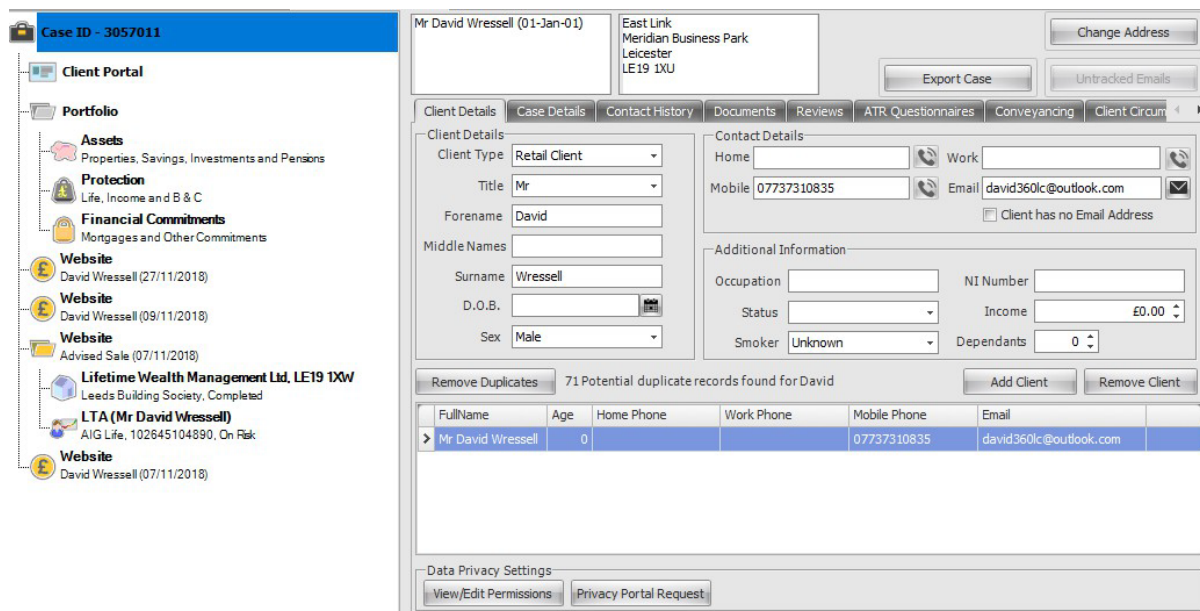
2.2 Client Search



From here, you need to select the customer whom you wish to send the questionnaire to post the sale event. You can locate them by using the Client Search button. Simply type in the policy details or personal details of your customer. Once done, simply select Search.

2.3 Client Record

You will see the client's case record appear. If you select Case ID you can view their general details. At this stage, you must ensure that you have a valid email address for your customer.



Case ID - 3057011

Client Portal

Portfolio

- Assets**
Properties, Savings, Investments and Pensions
- Protection**
Life, Income and B & C
- Financial Commitments**
Mortgages and Other Commitments
- Website**
David Wressell (27/11/2018)
- Website**
David Wressell (09/11/2018)
- Website**
Advised Sale (07/11/2018)
- Lifetime Wealth Management Ltd, LE19 1XW**
Leeds Building Society, Completed
- LTA (Mr David Wressell)**
AIG Life, 102645104890, On Risk
- Website**
David Wressell (07/11/2018)

Mr David Wressell (01-Jan-01) East Link Meridian Business Park Leicester LE19 1XU

Client Details **Case Details** **Contact History** **Documents** **Reviews** **ATR Questionnaires** **Conveyancing** **Client Circum**

Client Details

Client Type: Retail Client

Title: Mr

Forename: David

Middle Names:

Surname: Wressell

D.O.B.:

Sex: Male

Contact Details

Home: Work:

Mobile: 07737310835 Email: david360lc@outlook.com

☐ Client has no Email Address

Additional Information

Occupation: NI Number:

Status: Income: £0.00

Smoker: Unknown Dependents: 0

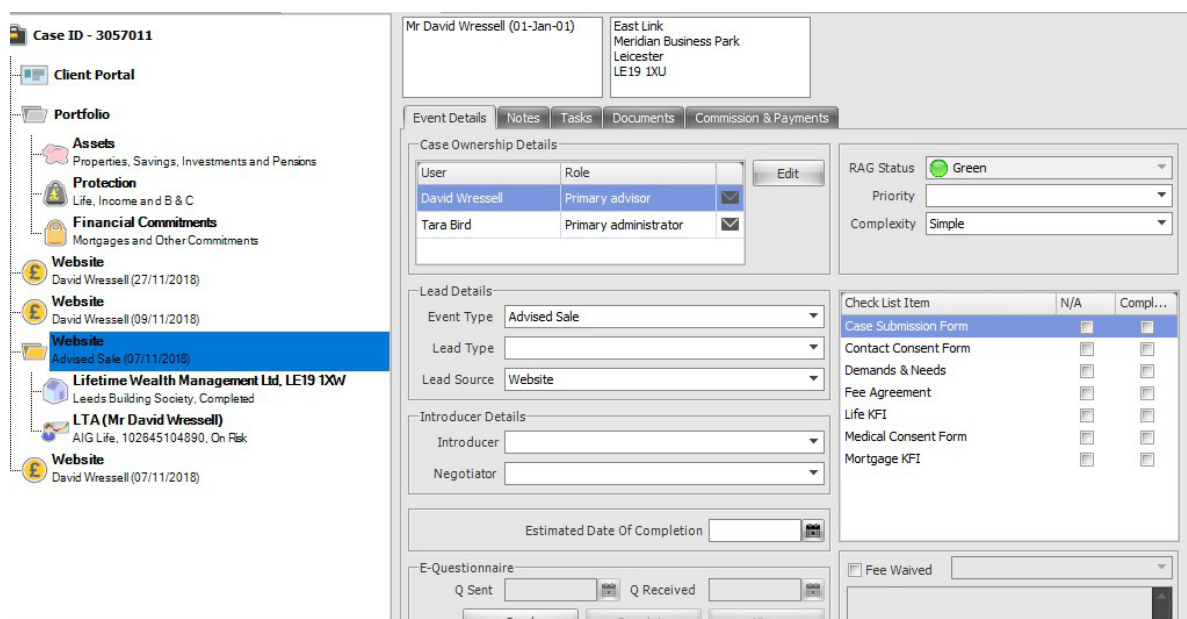
Remove Duplicates 71 Potential duplicate records found for David

FullName	Age	Home Phone	Work Phone	Mobile Phone	Email
Mr David Wressell	0			07737310835	david360lc@outlook.com

Data Privacy Settings

[View/Edit Permissions](#) [Privacy Portal Request](#)

From here, scroll down the data tree until and select the Vanilla 'Client Review' folder which represents a sale event.



Case ID - 3057011

Client Portal

Portfolio

- Assets**
Properties, Savings, Investments and Pensions
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Life, Income and B & C
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Mortgages and Other Commitments
- Website**
David Wressell (27/11/2018)
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David Wressell (07/11/2018)

Mr David Wressell (01-Jan-01) East Link Meridian Business Park Leicester LE19 1XU

Event Details **Notes** **Tasks** **Documents** **Commission & Payments**

Case Ownership Details

User	Role
David Wressell	Primary advisor
Tara Bird	Primary administrator

Lead Details

Event Type: Advised Sale

Lead Type:

Lead Source: Website

Introducer Details

Introducer:

Negotiator:

Estimated Date Of Completion:

E-Questionnaire

Q Sent: Q Received:

[Send](#) [Complete](#) [View](#)

Check List Item

Check List Item	N/A	Compl...
Case Submission Form	☐	☐
Contact Consent Form	☐	☐
Demands & Needs	☐	☐
Fee Agreement	☐	☐
Life KFI	☐	☐
Medical Consent Form	☐	☐
Mortgage KFI	☐	☐

RAG Status Green

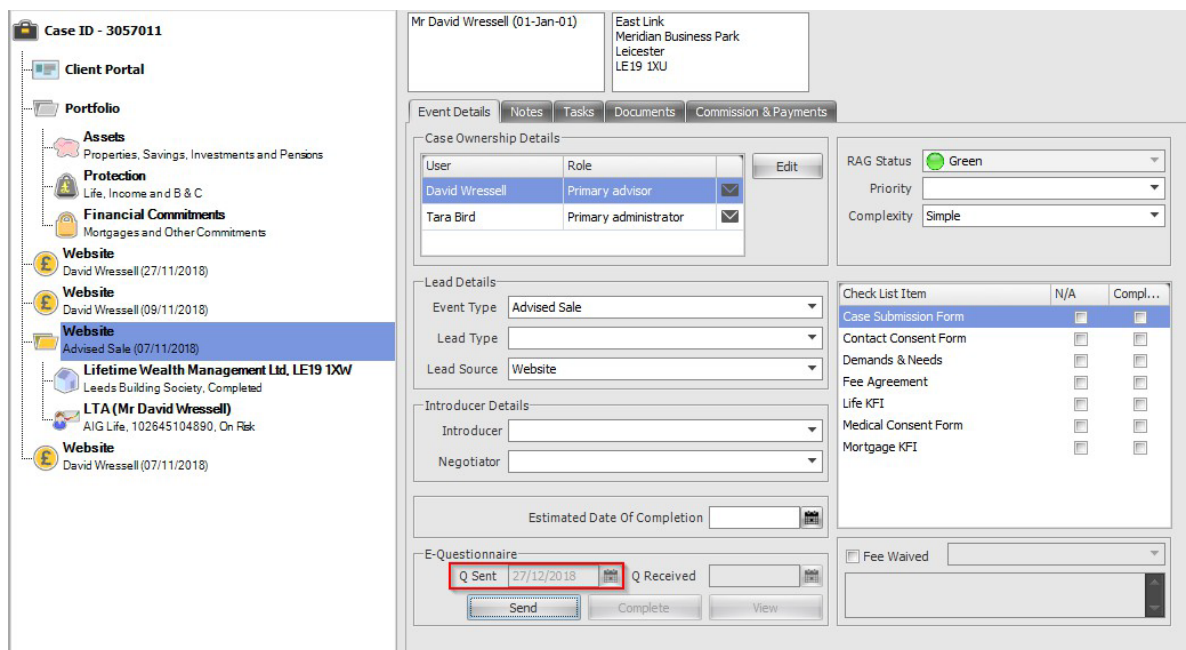
Priority

Complexity Simple

☐ Fee Waived

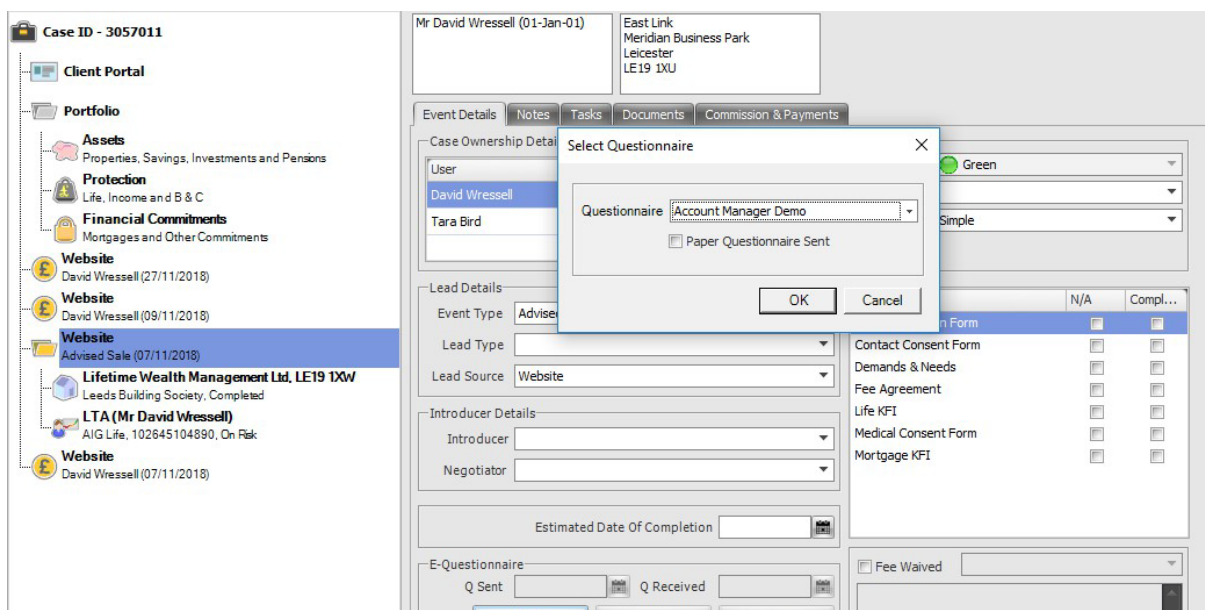
2.4 TCF Access

You will now notice under The Event Details tab the option to send the E Questionnaire, simply select Send and a pop-up box will appear. Simply select the questionnaire from the drop-down menu and then choose OK. *Please note, if there is no client email address captured for an electronic TCF questionnaire to be sent to, then **Paper Questionnaire Sent** will be selected. You can then manually **Complete** the results once the paper questionnaire has been received.*



The screenshot displays the 'Event Details' tab for Case ID 3057011. The left sidebar shows a navigation menu with 'Portfolio' selected. The main content area shows 'Case Ownership Details' with a table listing users: David Wressell (Primary advisor) and Tara Bird (Primary administrator). Below this, 'Lead Details' are shown with 'Event Type' as 'Advised Sale' and 'Lead Source' as 'Website'. The 'E-Questionnaire' section at the bottom shows 'Q Sent' as '27/12/2018' and 'Q Received' as empty. The 'Send' button is highlighted.

Once you have selected Send you will notice that the Q Sent box will have greyed out and a Q Sent date now shows.



The screenshot displays the 'Event Details' tab for Case ID 3057011. A 'Select Questionnaire' pop-up box is shown over the 'E-Questionnaire' section. The 'Questionnaire' dropdown is set to 'Account Manager Demo'. The 'Paper Questionnaire Sent' checkbox is checked. The 'Send' button is highlighted.

2.5 The Electronic TCF Completion Process

Assuming an electronic questionnaire was used, from this point the TCF will have been sent to your client via email. Below is how it will appear in their inbox. Within the email will be a hyper link which will take your customer directly to the E Questionnaire.

Once your client has clicked onto the link, it will then take them directly to the TCF Questionnaire.



By simply scrolling down the page, the client can view the questions and answer accordingly.

Your Advisor: David Wressell, Your Administrator: Tara Bird	
My adviser took the time to understand my circumstances and my financial needs	...Please Select ▼
The advice my adviser gave me was clear and easy to understand	...Please Select ▼
The product or service my adviser recommended met my needs	1 - Strongly Disagree
The written information I received from my adviser was clear and easy to follow	2
My adviser explained the cost of the advice to me	3
My adviser was easy to contact, and available to help me with queries when required	4
My adviser treated me in a friendly, courteous, and helpful manner	5 - Not Sure
My adviser contacts me on a regular basis to review my needs	6
We kept our promise (see above) in all dealings with you	7
Service Standards post-sale (during the processing of my case) were excellent	8
	9
	10 - Strongly Agree
	...Please Select ▼
	...Please Select ▼
	...Please Select ▼
	...Please Select ▼

Your client also can add comments by free text and select whether they require Additional Advice in the future.

Additional Advice		
Moving House ☐	Re Mortgage ☐	Buy To Let ☐
Mortgage Protection ☐	Family Protection ☐	Income Protection ☐
Buildings And Contents ☐	Pensions ☐	Inheritance Tax Planning ☐
Savings And Investments ☐	Long Term Care ☐	Private Medical Insurance ☐
Wills ☐		

Once the questionnaire has been completed, all the client needs to do is select **Submit Questionnaire**.

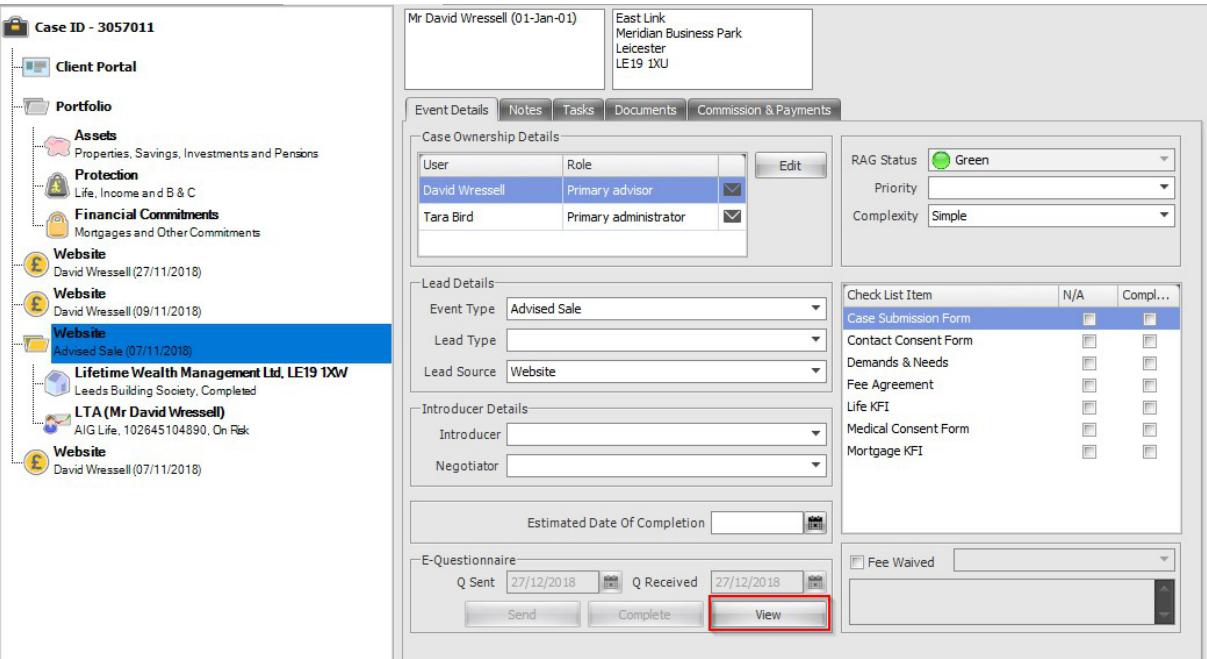
This is the screen that will appear once the TCF has been submitted.

Once Again, thank you for choosing Account Manager Demo.

We greatly appreciate you taking the time to complete our TCF Customer service Questionnaire.

Many Thanks

In order to view the TCF Questionnaire, simply return to the system and select View in the client’s case record.



The screenshot displays the 360 lifecycle system interface for Case ID 3057011. The left sidebar shows a navigation menu with categories like Client Portal, Portfolio, Assets, Protection, Financial Commitments, Website, and Website. The main content area is divided into several sections: Client Details (Mr David Wressell, 01-Jan-01), Event Details (Notes, Tasks, Documents, Commission & Payments), Case Ownership Details (User, Role, Edit), Lead Details (Event Type, Lead Type, Lead Source), Introducer Details (Introducer, Negotiator), E-Questionnaire (Q Sent, Q Received, Send, Complete, View), and Check List Item (Case Submission Form, Contact Consent Form, Demands & Needs, Fee Agreement, Life KFI, Medical Consent Form, Mortgage KFI). The 'View' button in the E-Questionnaire section is highlighted with a red box.

Once loaded, you can view the results.

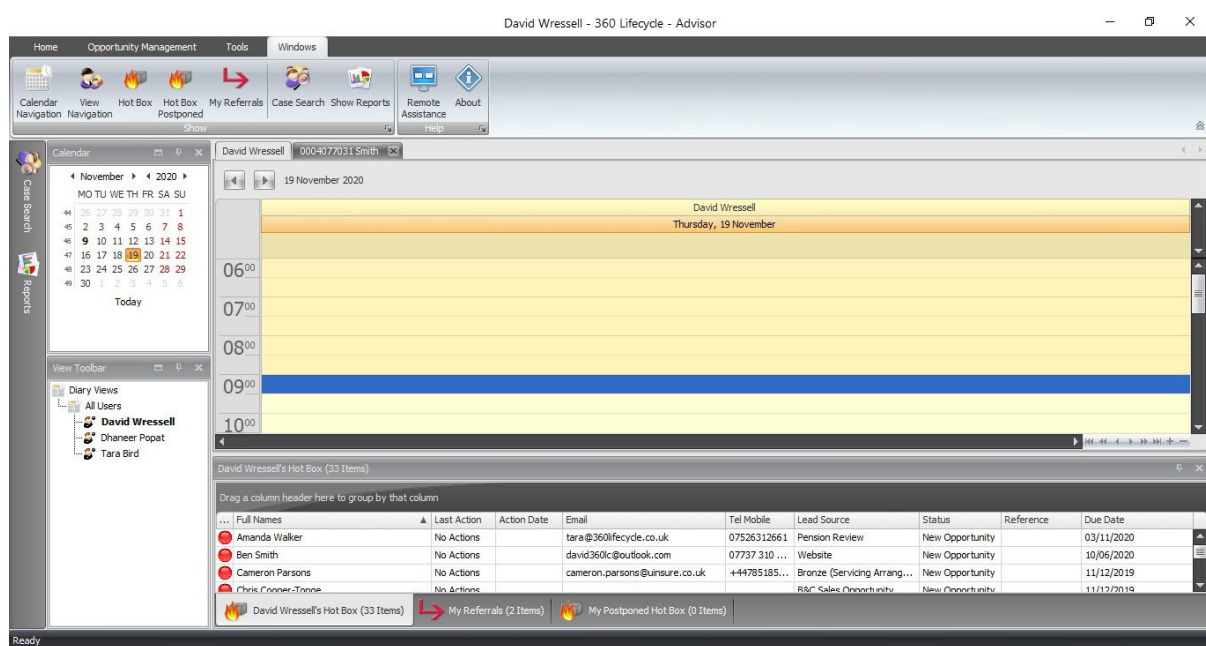


The screenshot shows the TCF Questionnaire results for Mr David Wressell. The questionnaire is titled 'Client Name: Mr David Wressell', 'Event Date: 07/11/2018', and 'Case ID: 3057011'. The results are displayed in a table with five rows, each containing a statement and a rating from 1 to 5.

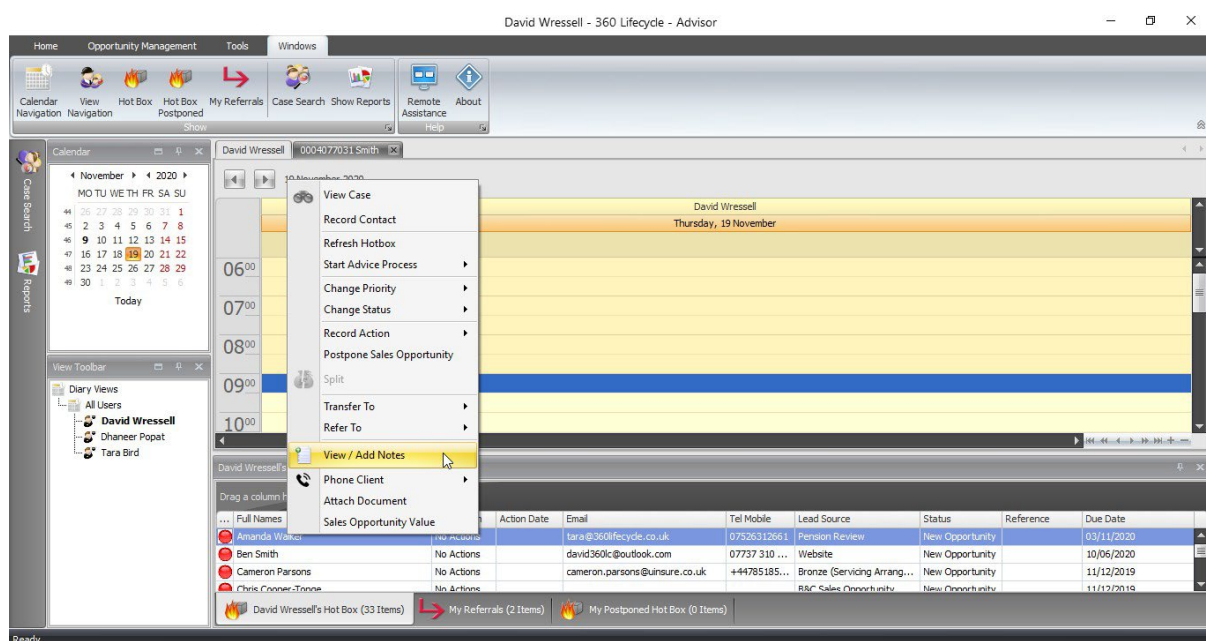
Statement	Rating
The administrator on my case handled everything in a friendly and efficient manner	1
My adviser took the time to understand my circumstances and my financial needs	1
The advice my adviser gave me was clear and easy to understand	2
The product or service my adviser recommended met my needs	1
The written information I received from my adviser was clear and easy to follow	1

2.6 Hotbox

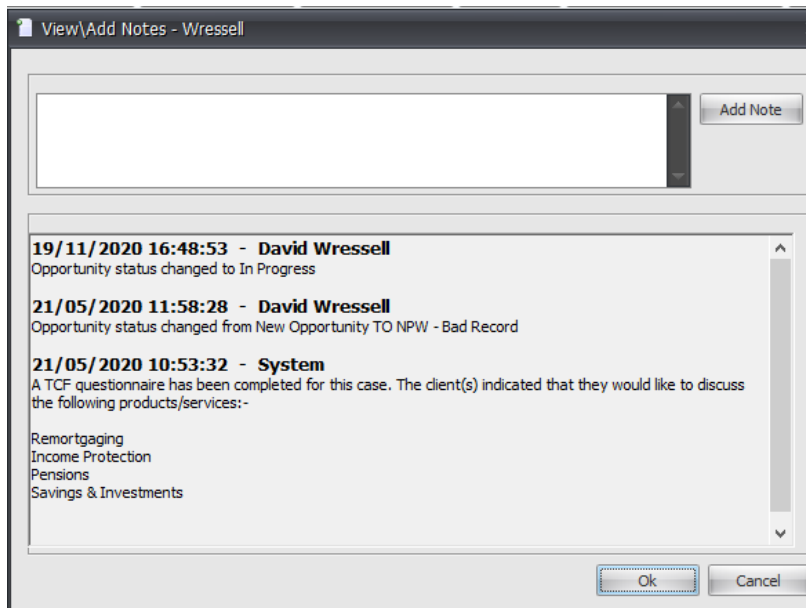
Note that any Additional Advice options that have been ticked will automatically create a sales opportunity for the Servicing Advisor on the case. In order to demonstrate this, simply log into Advisor via the icon on your desktop screen. You will now arrive at the landing screen.



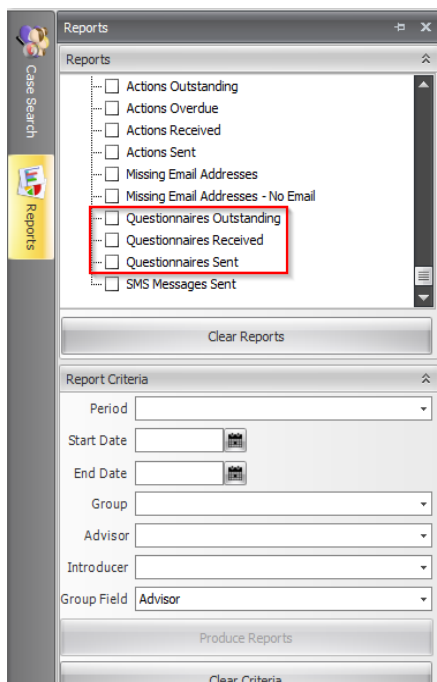
In order to confirm the details of the opportunity which has been created from the electronic TCF, simply right click the opportunity and select View/Edit notes from the drop-down menu.



Once selected you can clearly see what additional items the client would like to discuss.



2.7 TCF Reports



Please note that within the Reports section of Office the TCF Reports below will allow you to monitor TCF Questionnaires Outstanding, TCF Questionnaires Received and TCF Questionnaires Sent.

The 'Questionnaires Outstanding', 'Questionnaires Received' and 'Questionnaires Sent' reports can be found within the 'Client Contact Reports' within the Office Reports as per the screen shot below.

Information Classification Procedure

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