

Carrier Call Sheet (CLIENT HAS ASSETS)

To Client: "Let's call the carrier so that we can factor in your pension analysis and how much income this account will provide you at retirement. They will ask you to identify yourself and for you to give permission for me to speak on behalf of your account. I'm going to ask some very specific questions that you may not understand, however, I'll explain when we're done. In the event you want to make any changes, I will ask them for the paperwork."

To Carrier: "Hi. I am here with a mutual client and we are attempting to get some more information on their account. They can identify themselves and then I'll ask you some questions."

Client Name: _____ Carrier Name: _____
What is the account number? _____ When was this account was opened? _____
What is the current account balance? \$ _____ What are the current contributions (if any)? \$ _____
What is the tax qualification? 403(b) Roth 403(b) 457(b) IRA Roth IRA 401(k) Non-Qualified _____
What type of an account is this? Variable Annuity Mutual Funds Fixed-Indexed Annuity Fixed Annuity

If Variable Annuity Name of Product: _____ Employer Listed: _____ Third Party Administrator: _____

Are there any portions of this account that are fixed? **Y / N** If yes, how much and what is the fixed rate? \$ _____ / _____ %
Can the non-fixed portion of this account lose value if the stock market goes down? **Y / N**
Are there any bonuses towards their contributions? **Y / N** If yes, how does that bonus _____
What is the mortality and expense fee? _____ What is the average fee for the sub-accounts? _____
Are there any other administrative, maintenance, or annual fees/costs associated with this account? _____
Are there any riders (including income) on this account? **Y / N** If yes, what do they do and what is their cost? _____
How many years is the surrender period? _____ What is the surrender value of the account? \$ _____

If Mutual Funds Name of Product: _____ Employer Listed: _____ Third Party Administrator: _____

What is the average sales load if any? _____ What are the management fees if any? _____
What is the average cost or expense to the funds in addition to management fees? **Y / N**
Are there any other administrative, maintenance, or annual fees associated with this account? **Y / N**
Can this account lose value if the market goes down? **Y / N** What is the surrender value of the account? \$ _____
Are there any income riders or a way to generate a guaranteed lifetime income from this account at retirement? **Y / N**

If Fixed-Indexed Annuity Name of Product: _____ Employer Listed: _____ Third Party Administrator: _____

Are there any portions of this account that are fixed? **Y / N** If yes, how much and what is the fixed rate? \$ _____ / _____ %
Are there any bonuses towards their contributions? **Y / N** If yes, how does that bonus work? _____
What are the client's current index crediting strategies, caps, participation rates, thresholds and/or margins?

Are there any riders (including income) on this account? **Y / N** If yes, what do they do and what is their cost? _____
How many years is the surrender period? _____ What is the surrender value of the account? _____

If Fixed Annuity Name of Product: _____ Employer Listed: _____ Third Party Administrator: _____

What is the fixed rate? _____ % Are there any bonuses towards contributions? **Y / N** If yes, how does that bonus work? _____
Are there any riders (including income) on this account? **Y / N** If yes, what do they do and what is their cost? _____
How many years is the surrender period? _____ What is the surrender value of the account? _____

(If 403(b)/457(b)/401(k)) Any outstanding loans? **Y / N** If yes, What is the balance, payment, and rate? _____

If the client wanted to compare options and change carriers, do you accept 3rd party paperwork or do you require your own? _____

(If the carrier requires their own) Can you email/fax/or mail them the transfer paperwork? **Y / N**

Is there a medallion signature guarantee or notary required? **Y / N** Is Fax OK or do you require originals? _____

For sending paperwork, what is the fax number/address for originals? _____

Is there a surrender charge on the account? **Y / N** What is the % and Dollar amount of the Surrender Charge? _____

Carrier Call Sheet CONTINUED

Summarize/Quick Recap with Client

Current Retirement Account

Proposed Retirement Account *(if applicable)*

(Repeat Client Goal) "You are _____ years old, you want to retire at _____."

(Show Gap on Pension Analysis) "At that age you'll be getting _____ % of your income."

<u>Accumulation Phase</u> <u>(Ages 20 - 40)</u>	<u>Protection Phase (Ages 40 - 60)</u> "You did an amazing job in the first phase, now you need to protect what you've worked so hard for."	<u>Distribution Phase</u> <u>(Ages 60+)</u> Guaranteed Income During Retirement
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"If you had a plan that gave you some upside potential, protected you from losses if the market declines, and gave you a guaranteed income stream to supplement your pension, how would that help you?"

"I'm going to review your situation with my retirement team, look through the plans offered throughout the district, find the best one that can satisfy your needs and help get it in place for you."

Goals for our next appointment:

1. I am going to show you what your income will be at ages: _____
2. If we're able to help and it makes sense, start the set-up process for the retirement account that best suits your current needs.
3. Continue reviewing the other "elements" to identify and protect you from any other exposures.
4. Is there anything else you would like me to look into? _____

Notes: