

Weekly Rep Call

Click [HERE](#) to listen to a recording of this week's rep call.

Call Notes (Click on the [red](#) links to learn more):

Compliance/Administration

- Transactions in illiquid investments

- When submitting exchanges, disclose key factors motivating the product switch:
 - Is there a step-up to the death benefit?
 - What is the comparison between living benefit amounts available to the client?
 - Is there a surrender fee?
- Concentration concerns in illiquid investments
 - When annuity concentrations is over 50%, CIR asks for the following additional information:
 - Does the client own his or her home?
 - What amount of other annuity holdings are liquid?
 - What additional assets are liquid in case of an emergency?
 - Is there any additional source of income?
 - Does the client have any debt - if so, what amount?
 - Why was this investment chosen over other investment options discussed?
 - Sometimes you will also be asked why was this particular annuity chosen over other annuities
 - Why is it appropriate for the client to exceed CIR concentration guidelines?
- Have questions prior to submission? Reach out to your OSJ for guidance on what additional inquiries may need to be included on the transaction documentation

- Upcoming deadlines!

- [Annual Compliance Questionnaire & Firm Element](#) requirements are due October 30th!
 - Annual Compliance Questionnaire [guide](#)
 - Firm Element [guide](#)
 - **You can check the completion status of your Firm Element in Knowledge Center University:**
 - [www.cir2.com](#) > Education & Events > Knowledge Center University (clickable graphic on the right-hand side of screen)
 - Click "ME" from menu at the top of the screen

- If "2019 Firm Continuing Education" shows in this section, click on it to access the training sessions that are still needed (must complete **one** class within **each** category: Cyber-security, Anti-Money Laundering, Annual Compliance Meeting, Elective Firm Element)
- If "2019 Firm Continuing Education" does not show under "Me" section, click "Completed Learning" from menu on the left-hand side of the screen and you should see it listed there with the ability to print your completion certificate

Due to the large number of advisors attempting to complete the Annual Compliance Questionnaire as a result of CIR's recent reminder E-mail, we are receiving reports of delayed access, error messages and inability to submit the completed questionnaire. CIR would recommend that advisors wait a day, or even a few days, until traffic slows down to return to the questionnaire.

Practice Management

- Goals and Planning for 2020

CIR Strategic Business Coach, Tonia Pfeifer

- The CIR practice management team's goal is to be the liaison to help advisors find the resources
 - Road-map to revenue **consultation**:
 - your CIR consultant will go over specific goals you have for yourself, in areas including:
 - time management
 - building value proposition
 - defining your market
 - digital strategies
 - building compliant online presence
 - office technology
 - **Truelytics** consultations
 - software solutions, including:
 - CRM
 - cyber-security
 - financial planning
 - administrative support solutions
 - **RPM** program
 - yearlong commitment
 - assigned a CIR business coach to help you develop both business & personal goals, identify and improve on weaknesses
 - assigned an accountability partner, a fellow advisor, to help keep each other on track
 - attendance quarterly 2-day conferences
 - presentations centered around value-add experiences (not products)

For more information:
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