

# Weekly Connections Call



# Duncan

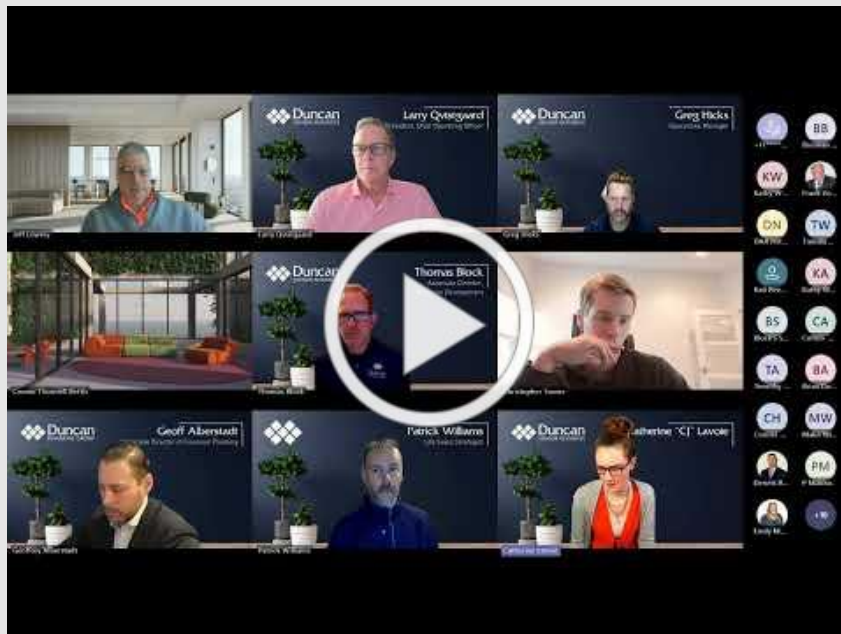
ADVISOR RESOURCES

Making It All Work **Together**

## Today's Connection Call

Click the button below to view the recording of today's call.

[AI Notes](#)



**Do YOU have a topic you would like discussed on the next call? Let us know! Contact your OSJ or reply to this E-mail.**

**SAVE THE DATE FOR INNOVATE!**

# INNOVATE

2026



**Our annual enterprise event Innovate, held May 20<sup>th</sup>-22<sup>nd</sup> at the Omni Resort in Hilton Head, SC, is now live to register!**

You'll notice on the site it says May 19<sup>th</sup>, and that's for those that need to fly in the day before. Unless you plan on flying out at the earliest flight available on Wednesday morning, get in the day before and relax around the resort.

As in the previous years, this is a two-part registration – for the event itself and for the hotel room.

We have an excellent agenda being crafted for you, and we will have Cambridge's CEO Amy Webber in attendance.

[Registration](#)

[Hotel](#)

[Full Website \(Favorite this for updates\)](#)

**SPECIAL DEAL FOR FINANCIAL PROFESSIONALS!**



**Take advantage of this special discount from Zocks!**

We're excited to share that we have partnered with Zocks AI, to bring those affiliated with our Enterprise a **6 month free trial**.

**Zocks AI helps advisors:**

- Analyze client sentiment to improve communication and relationships
- Track advisor performance with detailed scorecards
- Streamline processes with a built-in form filler
- Integrate with eMoney for a smoother planning experience
- Gain practice insights and user data to drive growth

[Schedule your onboarding call here with our DAR account manager to start leveraging Zocks right away.](#), or scan the QR Code below.

**Connecting With You**

I have an issue with compensation!  
Is this product approved?  
Is this an OBA?

When it comes to support, our OSJ enterprise is second to none. But who do you contact? Click the link below and save to your favorites the OSJ contact list. It is the most comprehensive page on who to contact depending on need.

### **[UPDATED DAR OSJ Contact List](#)**

#### **Upcoming Connection Calendar**

Rep calls are happening every Wednesday (Except the week of the Annual Branch Meeting) and we are working hard to fill the schedule.

May 6 - **Road to Innovate: TPF**

May 13 - **Road to Innovate: Corebridge**

May 20 - **NO CALL: SEE YOU AT INNOVATE!**

June 3 - **DAR Financial Planning Team**

**Plan to be a part of our call every Wednesday.**

#### **CJ's Compliance Corner**



#### **Smarsh Monitoring for Teams**

Below is the list I wrote down from my meeting with Jim Silvers when our organization initiated the process. I highly recommend scheduling time with him or someone on his team if you want an overview of next steps when you are ready to move forward.

**To schedule with Jim click [here](#).**

**To schedule with Matt click [here](#).**

**To schedule with Sasha click [here](#).**

#### **Setting up Cambridge-compliant Teams surveillance through Smarsh:**

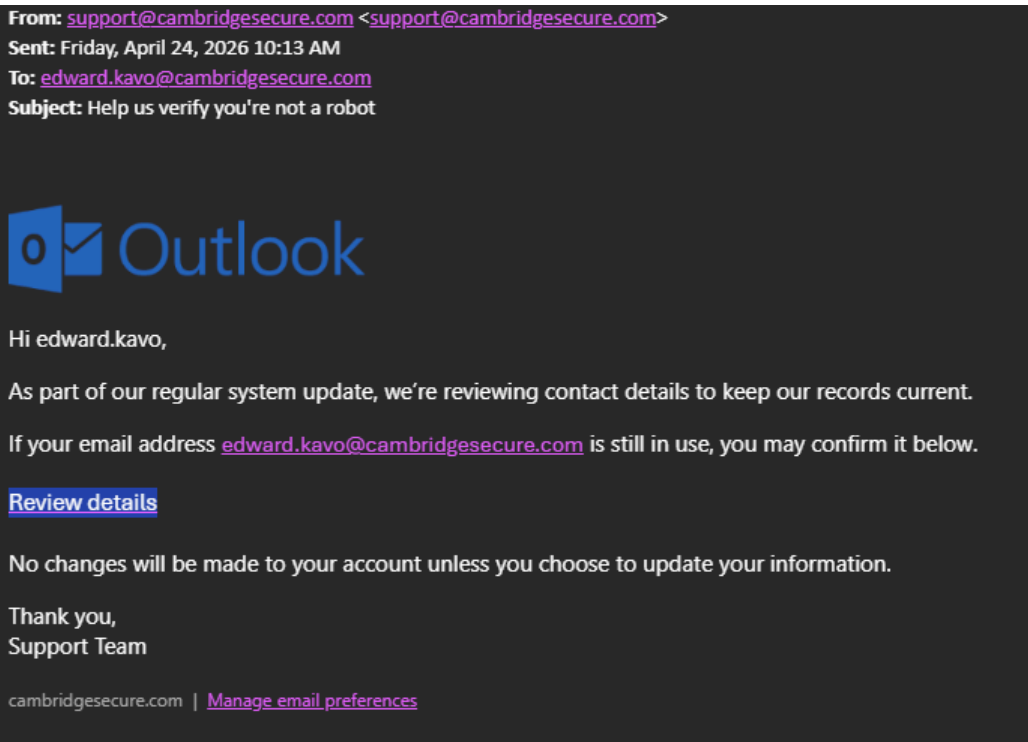
- Admin access needed to the Microsoft/Office 365 control panel
- Purchase Addon : E5 DLP and Data Governance. License needs to be applied to each user once purchased [Microsoft charges \$7-10 per month per user]
- Once assigned, these need to be connected to Smarsh token. Jim or at Cambridge requests Smarsh token: [jim.silvers@cir2.com](mailto:jim.silvers@cir2.com) or [michaela.despain@cir2.com](mailto:michaela.despain@cir2.com)

- Screen share session with Microsoft/Office 365 admin and Cambridge Compliance Communications team to enable archiving. Admin needs to put our credentials into their system. [Please make sure that the admin user can sign in to <https://admin.microsoft.com/>] Use this link [30-min meeting for tech support](#) to create the meeting.
- Send test messages to users ton confirm successful archiving
- Smarsh charges \$10 per month per user for archiving

## Phishing Campaign

Please be aware of the phishing campaign pictured below that has been circulating lately. Please delete the message and do not interact with the content.

Due to the increase in phishing attempts, Cambridge has established a dedicated mailbox for financial professionals to report suspicious emails for analysis. Please forward any E-mails you would like their team to review to: [securityreview@cir2.com](mailto:securityreview@cir2.com).



## Tom's Business Block



### Contrafirm Awareness Table

On **April 30**, the [Contrafirm Awareness Table](#) — a cir2.com resource that outlines transfer-related requirements and considerations for delivering firms, helping support accurate and efficient processing — will be easier to access with fewer clicks.

The table will be accessible under Business Resources > Managing Your Business Resources, with a new navigation dropdown for Contrafirm Awareness Table.

This resource can also be accessed by entering Contrafirm Awareness into the search bar.

## Updates in Indy

CLIC<sup>®</sup> Workstation users can now use Indy, Cambridge's AI-powered assistant, to quickly access the same Cambridge contact information currently available on the [cir2.com](https://cir2.com) **Contact Us** page.

This capability helps you connect with the right teams faster and provides a more consistent, reliable support experience.

Try asking Indy questions such as: *“Who is the team liaison for my Service Experience Team?”* *“What is my Service Experience Team number to call?”* and *“What is the direct phone number for Performance Reporting?”* to experience the new functionality.

## Referral Bonus Reminder

Second quarter is heating up and there's plenty of Financial Professionals out there that are making decisions on changing firms. The big box store options like LPL, Oasis, and Cetera are still bleeding out advisors because of service issues. Right now, I have serious discussions going on with 3 LPL advisors.

As a reminder, all active Financial Professionals AND administrative assistants (both registered and non-registered) are eligible for the Cambridge referral bonus of 4%.

2% of their verified GDC is given to you on their first day joining Cambridge. 2% of their actual GDC will be sent to you after 12 months at Cambridge. All you need to do is make an introduction and let me handle the rest.

## Cambridge Ignite

I know we are still in the midst of Innovate season, but in the next week Cambridge Ignite registration will open up. **This will be the 30<sup>th</sup> annual Ignite conference that will be held at the Gaylord Palms in Kissimmee, Florida. Dates are September 16-18<sup>th</sup>.**

Keep in mind, you get conference credits based on your previous production (Oct 1 2024 – Sept 30, 2025) starting at \$300 (GDC \$50k-\$99,999k). As we have done historically, we will have an enterprise dinner on

Thursday night. Can't wait to see so many of you in Florida.

## Business Opportunity - Road to Innovate: Reflecting on 2025



### Reflecting on Innovate 2025

Big energy, big ideas, and even bigger purpose! Our 2025 Innovate Branch Meeting was one for the books — and we're still feeling the momentum.

This is what drives us: helping financial professionals connect with their "why" and empowering them every step of the way. We're excited to share more soon —

**Innovate 2026 is coming up quickly at the Omni Resort in Hilton Head, South Carolina, and you don't want to miss it!**



**View the Innovate 2025 Sponsor Panel Discussion to the left!**



**View the Innovate 2025 Executive Update Panel to the left!**

## Team Oak Feedback Form

A feedback form is now available to make it easier to share experiences with Team Oak at Cambridge [here](#).

The form is flexible, and you may complete as much or as little as your schedule allows.

Your feedback and timely review of these items help us coordinate effectively with Team Oak leadership and improve the overall experience for our branch. Forms should be submitted directly to CJ ([catherine.lavoie@duncanar.com](mailto:catherine.lavoie@duncanar.com)).

Thank you for your participation!

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