

Weekly Connections Call



Duncan

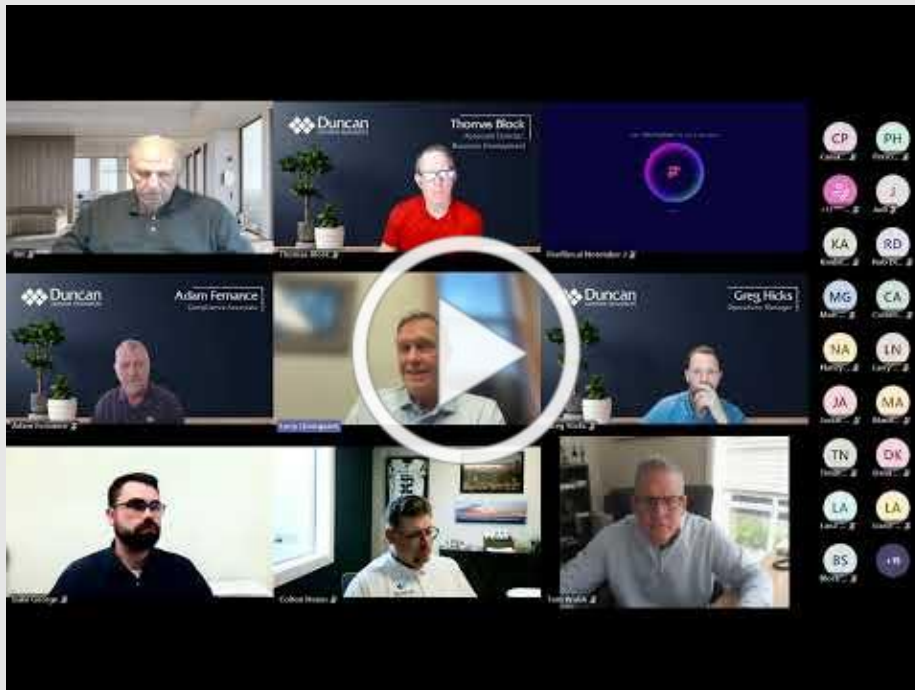
ADVISOR RESOURCES

Making It All Work **Together**

Today's Connection Call

AI Notes

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



Connection Calls are every [Wednesday](#).

Got an idea for a call? [Reach out to Thomas Block.](#)

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, and we are working hard to fill the schedule.

October 7 - **Stay tuned...**

Plan to be a part of our call every Wednesday.

Adam's Compliance Avenue



Documentation & OSJ Tips

[View today's slides here.](#)

Tom's Business Block



RPM 2027 Enrollment

Real Practice Management (RPM) enrollment is open to financial professionals looking to evolve their practice in 2027. RPM is a complimentary, customizable coaching program designed for professionals seeking to evaluate their business more deeply and implement strategies that enhance efficiency, streamline operations, and support goals such as accelerated growth, improved client retention, or a smooth transition into retirement.

All candidates will complete an onboarding process to ensure alignment with program expectations and the level of commitment needed to fully benefit from the experience.

RPM includes:

- Three face-to-face interactive group meetings alongside other financial professionals
- Monthly coaching calls with a Cambridge strategic business coach
- Monthly peer calls with financial professionals in the program
- Structured assignments to support application of key concepts between sessions

The RPM coaching program is offered at no charge to qualifying financial professionals. Financial professionals are responsible for hotel accommodation and travel costs to and from each session. Seats are limited to 40 financial professionals per room and are filled on a first-come, first-served basis.

2027 In Person Workshops | Orlando, Florida

- Session 1: March 15-16, 2027
- Session 2: June 28-29, 2027
- Session 3: September 27-28, 2027

If you're interested in the program, please reach out to me Thomas.block@duncanar.com

New Status Indicators for Auto-submitted Paperwork

New submission status updates now provide clearer insight into e-signed paperwork auto-submitted through the CLIC[®] eSignature process.

After generating a Trade Key, check the Status column in the Associated Paperwork section on the Actions tab in CLIC to view the outcome of your submission.

- Submitted: Awaiting Receipt — The completed envelope has been submitted and will update with the proper status within 10 minutes
- Submission Received — Your submission was received successfully, and no additional action is needed
- Submission Received: Home Office Follow-up Required — The submission was received successfully; however, manual intervention by the home office is required before processing can continue
- Action Required: Resubmit via WebCapture — Your completed envelope was not received successfully and must be resubmitted through WebCapture

This enhancement applies only to e-signed paperwork through the CLIC eSignature process. Users submitting wet-signed documents or e-signed documents from other sources should continue to use WebCapture.

New Financial Planning Engagement Workflow Now Available

A new financial planning engagement workflow is now available in CLIC[®] Workstation. Designed to provide a more integrated experience, the new workflow streamlines the process of creating, signing, and submitting financial planning engagements.

To use the new workflow:

- Log in to cir2.com and select CLIC Workstation from the Apps menu
- Open a client record by going to Client & Account Services > Client Management
- Select the Planning tab

Once engagement documents have been signed, they move directly into Document Supervision for review and approval. Existing engagements created in the legacy CLIC system will not be visible in CLIC Workstation. Engagements created in CLIC Workstation will become visible in the legacy system after they have completed the Document Supervision review and approval process.

The legacy workflow is not being retired at this time, and no immediate action is required. However, we encourage you to explore the new workflow. The enhanced experience was created to reduce system switching, minimize duplicate data entry, and simplify the overall process of creating and managing financial planning engagements.

For step-by-step instructions, review the new [Financial Planning Engagement User Guide](#).

Are you interested in learning more about how financial planning can fit into your practice?

Please reach out to Geoff.Alberstadt@duncangrp.com

Ignite Breakout Remix



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This session focused on evolving annuity book-of-business reviews from a reactive, one-off activity into a proactive, repeatable strategy. We emphasized that clients, markets, and financial goals change over time, making consistent policy reviews more important than ever. Rather than waiting for opportunities to surface, advisors are encouraged to systematically identify and prioritize cases, helping uncover overlooked assets, address changing income needs, and provide greater value through ongoing guidance and portfolio alignment



Using analytics, prioritization frameworks, and structured review processes, this presentation demonstrated common review outcomes such as enhancing income solutions, shifting toward growth objectives, or validating a client's current strategy.

MATERIALS FROM THE PRESENTATION:
[Slides](#)



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).

Thank you for your participation!

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