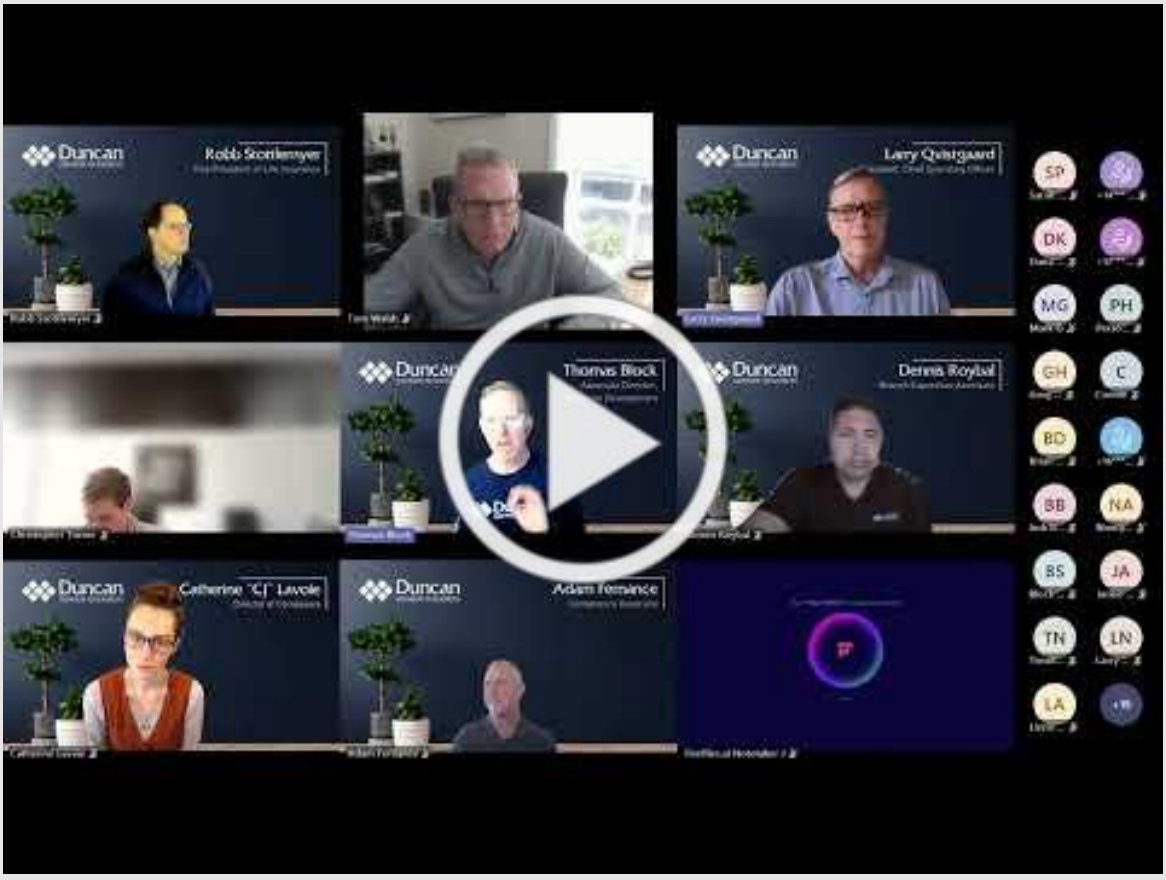
Weekly Connections Call

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.

Nov 4 - Hunter Hawk: Live Demo of the New Cases Platform

Nov 11 - Sam Richter AI: Authentic Insight, Actionable Intelligence

Nov 18 - 2027 Business Planning with Larry

Plan to be a part of our call every Wednesday.

Adam's Compliance Avenue



Trade Review

Slides

Tom's Business Block



Prepare for the New Cases Experience

Beginning November 9, financial professionals and administrative staff will start using the new Support Cases portal in CLIC Workstation. The new experience is designed to make submitting cases easier, provide better visibility into requests, and keep you informed with updates along the way.

A few highlights:

- Simpler case submission using just a Subject and Description
- Easier tracking of open, closed, and action-required cases
- Email and in-app notifications when there are updates
- A more streamlined process for administrative staff
- Automatic migration of existing and historical cases
- Automatic redirection to the new experience if you attempt to access cases through legacy CLIC

Because of year end tasks, please review the available resources before the launch. The resource page includes transition details, FAQs, training materials, and ongoing support information that will help make this a smooth change for everyone.

I would also encourage you to share this information with everyone in your office, especially those who regularly submit support cases. The more familiar everyone is with the new process beforehand, the smoother the transition will be on November 9.

If you have questions or need additional help, review the **Support Cases resource page** first, as it contains the latest guidance and training resources.

As always, don't hesitate to reach out through your normal dedicated service experience team if you need further assistance.

Thanks for helping spread the word and ensuring your teams are prepared for this upcoming change.

Wealthbox Integration

Wealthbox integration is now available in CLIC® Workstation, allowing users to import client information from Wealthbox into CLIC Workstation and sync changes between the two systems.

If you currently use the Wealthbox, here's what you should know:

- Your core client data is not changing. The same essential client information you rely on today continues to be supported.
- The updated integration provides cleaner, more consistent data and lays the groundwork for future enhancements

Getting Started

Financial professionals with an active Wealthbox account will have the integration automatically enabled and can begin importing client information using the steps below. Administrative users, and anyone setting up a new Wealthbox account, will need to activate the integration first.

To activate the Wealthbox integration:

1. Open the CLIC Workstation Apps menu
2. Select System Settings > Integrations > Redtail > Connect Wealthbox
3. Enter your Wealthbox username and password
4. Select Connect

Importing Clients from Wealthbox

1. Log in to CLIC Workstation and navigate to Client & Account Services > Client Management from the Apps menu
2. Select Import CRM Client and search for the client(s) you would like to import from Wealthbox
3. Review each client on the preview screen. The system will flag any discrepancies between Wealthbox and Client Management data.
4. For each client, choose one of the following options:
    - Use Wealthbox Data
    - Use Client Management Data
    - Do Not Import

Complete any required fields, such as confirming a legal address, and save your changes.

A detailed user guide with additional information will be available soon.

For questions about CLIC Workstation or the Wealthbox integration, please contact the Digital Experience Team at 855-557-4030 and select Option 4 for CLIC Tech, or email clictech@cir2.com.

Technology Roadmap update

Cambridge's Product Management and Delivery Leadership Team is driving several technology initiatives focused on enhancing tools and resources to better support you and your business.

You are invited to review the Now, Next, Later roadmap on cir2.com for better visibility into the efforts focused on streamlining workflows, improving user experiences, and delivering meaningful enhancements based on your feedback.

Retirement Plan Support - Ascensus

Complex retirement plan questions do not have to turn into hours of research. The Ascensus Advanced Sales Call Center provides access to knowledgeable consultants who can help evaluate specific client situations, explain retirement and savings plan rules, and support business development conversations.

Ascensus Advanced Sales Call Center
1-877-548-1132
Monday through Friday, 8:00 a.m. to 5:00 p.m. Central Time

Use the line for questions involving:

- IRA beneficiary options and required minimum distributions
- Traditional and Roth IRA rules
- Contributions, conversions, and excess contributions
- SEP, SIMPLE, and employer-sponsored plans
- Rollovers and retirement income strategies
- Plan design, selection, and comparisons
- Regulatory or legislative changes
- Plan administrator objections and retirement plan opportunities

Save the number **now** so you have expert support ready for your next complex client conversation.

Ken from Transamerica: AI Client Conversations & YE Planning Connections



Ken Kindberg
Regional Vice President, Asset Management
Email: Ken.Kindberg@transamerica.com

Year-end planning is one of the most valuable opportunities for advisors to demonstrate their expertise beyond investment management.

This presentation provided a comprehensive framework for helping clients navigate critical year-end decisions across tax, retirement, investment, employee benefits, insurance, estate, and education planning. Attendees gained practical strategies, advisor-focused conversation frameworks, and action-oriented planning techniques designed to help clients

capitalize on opportunities, avoid costly oversights, and enter the new year with greater confidence, clarity, and tax efficiency.

From a market perspective, AI is a major topic and Ken introduced research and a brief overview of AI and Wealth Management. With interest rates top of mind and where Advisors have been positioning fixed income, Ken gave a quick overview of where our fixed income team, led by Aegon Asset Management, is finding value on the shorter end of the curve. This was a follow up from the group presentation on the Wednesday call back in August.

MATERIALS FROM THE PRESENTATION:

Transamerica Year End Planning Brochure
Art of AI
TSTIX v Bench Sept2026

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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