Administration

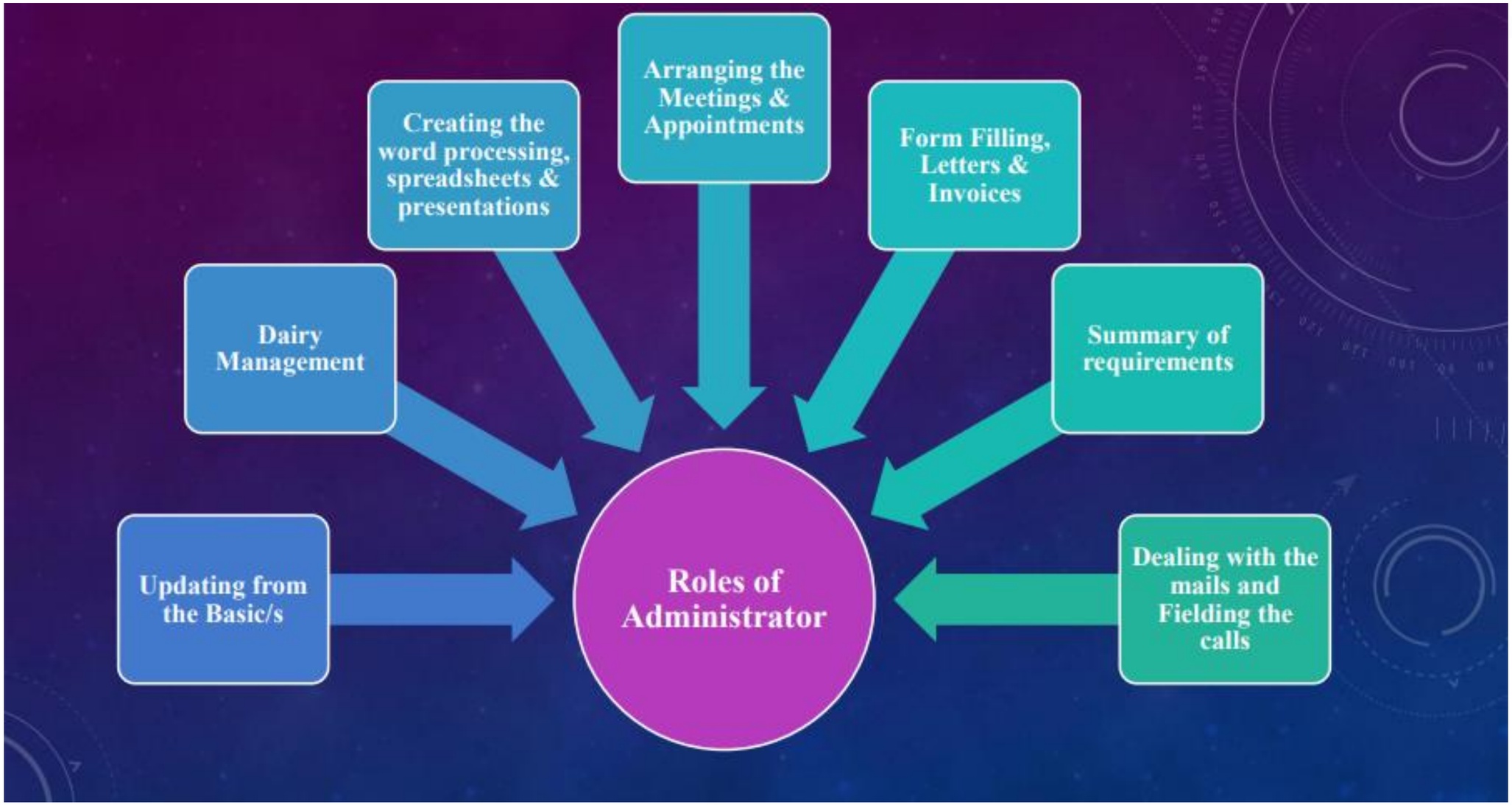


WHAT IS ADMINISTRATION?

- Administration can be defined as the universal process of the organizing people, setting up the major objectives and identification of general purposes.

- It involves storing, processing, retrieving and disseminating of information that supports to the organization. Administrator’s have all the authority to interact with the people directly.

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ROLES OF ADMINISTRATOR

- Greet clients and prospective clients and ensure they are treated in a friendly and professional manner, making them feel welcomed and important.

- Ensure all client queries and problems are answered and solved in an efficient and professional manner, handle queries limit to the role (as required). This may involve – liaising with fund managers/insurance providers on behalf of the clients.

- Build and establish relationship by taking time to talk to the clients, showing genuine interest and using questioning technique to determine needs.

- Maintain integrity and confidentiality of all client information.

- Completing general administration tasks as requested by advisors (ie. Non-SOA workflow including client updates as required).

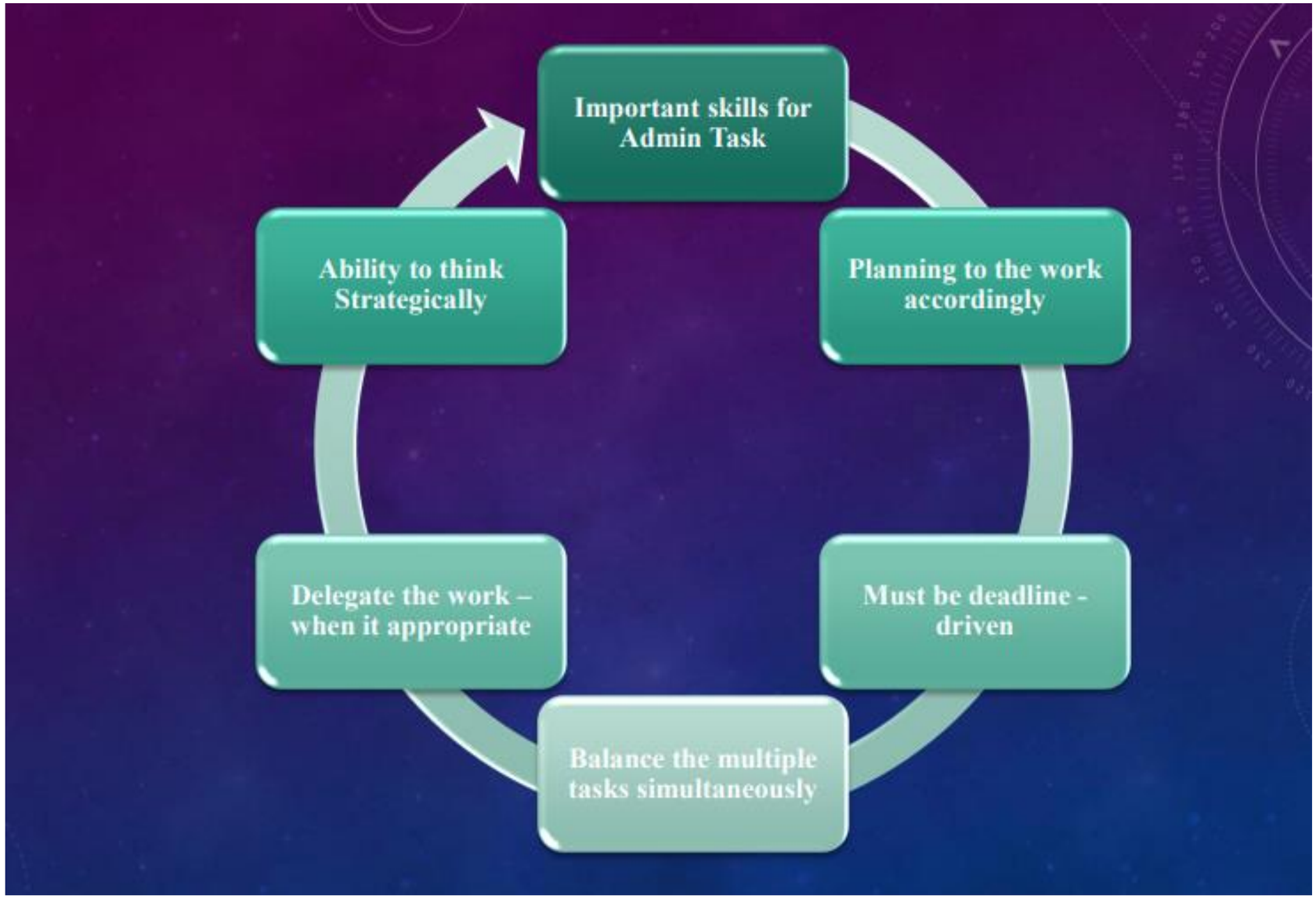
- Assist advisors with obtaining product information and completing the Research.

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ROLES OF ADMINISTRATOR

- Prepare relevant documents, applications for client meetings.
- Become competent with using other Financial Planning tools, calculators and risk quoting software.
- Attend and participate in compliance meetings to gain an understanding of relevant issues and keep up to date with all compliance issues.
- Assist with filling the forms, client data entry, running reports, maintaining the files and keeping the document details tidy.
- Typing and formatting the critical work & Manage the booking of meetings as required.
- Produce any documents or correspondence as required by other verticals/Team members.
- Follow up on any outstanding information from the client (eg. Master Fund, Managed Investments, direct shares, insurance proposals).
- Complete the Compliance Checklist for all the new business/task.

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CARISMA SOLUTIONS

NATURE OF ADMIN JOBS IN FP

- Provider calls /Third Party Authority
- Fact Find
- Threads/Tasks
- Meeting documents preparation
- Emailing documents to clients
- Annual Reviews
- Fee Disclosure Statement & Consent
- Checklist

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NATURE OF ADMIN JOBS IN FP

- Archiving clients
- Generating reports from platforms
- IPS mapping & refreshing
- IPS updation
- File note preparation
- Downloading & renaming statements
- Providing source documents

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