Docupace

Advisor Process Overview

The Docupace Advisor Transitions Program is designed to help transitioning advisors re-paper all client accounts simultaneously as they are transitioning from one firm to another. Due to SEC/FINRA regulations, the acquiring firm cannot have access to client information until your affiliation is complete.

In order to move your clients and accounts, you will need to complete new account paperwork—a very labor-intensive process. Docupace has worked closely with your new home office to ensure you have the required forms to successfully move accounts.

Why Advisor Transitions?

Docupace enables advisors to save time, money, and effort with a cloud-based advisor-transition solution that quickly pre-populates the correct account paperwork.

All newly made account forms are pre-filled and ready to mail or e-Sign upon affiliation with the new firm.

Documents are stored in a secure and compliant cloud-based vault.

Your lines of business are covered including direct mutual funds, insurance, brokerage, and advisory.

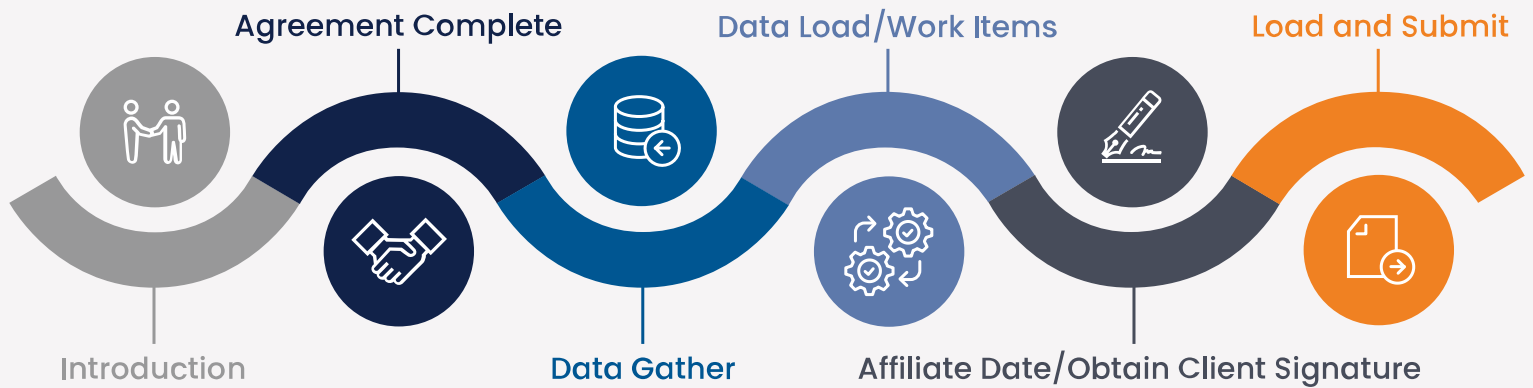Significantly reduces NIGOs (Not In Good Order) allowing you to get back to "business as usual".

Hands-on, concierge service throughout the process.

Allows for more timely account opening and processing of transfers.

Overview of a typical timeline for a transitioning advisor

Introduction to affiliate date = 6 weeks

Agreement Complete

Data Load/Work Items

Load and Submit

Introduction

Data Gather

Affiliate Date/Obtain Client Signature

Week 1

Introduction to Docupace Advisor Transitions Process

Docupace receives a request from the firm to set up an introduction call. Your team attends the call with the transition/recruiting member of the broker-dealer and Docupace's Advisor Transitions team. The agenda for the introduction call will include:

- Target Affiliation Date
- Account Totals
- Overview of the Process
- Master Service Agreement
- Data
- Printing Options

After the call, Docupace will send a follow-up email with the following attachments:

- Advisor Transitions Agreement and Attestation to Privacy and Compliance
- Timeline/Next Steps Checklist
- Data Template

Week 2

Data Gathering

Docupace will assist you in gathering data from multiple sources. The data files are reviewed to determine what information can be used to populate the data template.

- Advisor to run reports out of identified sources. Docupace may have user guides available to assist.
- Initial spreadsheet is uploaded for analysis to the Docupace site.
- Upon completion of analysis, Docupace will post the upload spreadsheet for your review.
- Once review is complete, a final version of upload spreadsheet is uploaded to begin account packet creation process.

Week 3–5

Data Load / Work Items

The Advisor Transitions tool will create a work item for each account defined on the upload template. Each work item will include the required forms as well as a library of optional forms applicable to the account type. Prior to your affiliation date, you and your team may:

- Review work items, adding optional forms when applicable
- Notify Docupace when all forms are ready to be printed if using "Print and Ship"
- Print all account bundles that will be physically signed and prepare for client mailing

Week 6

Target Affiliation Date

Obtaining Client Signatures

Once affiliated with your new firm, you are ready to obtain the necessary client signatures.

- e-Signature: Allows client to electronically sign all required forms
- Physical signatures: Account forms are provided to clients and returned to you for submission

Load and Submit

Signed forms and data are electronically transmitted to the broker-dealer for processing.

- Physical forms are uploaded to the Advisor Transitions tool. Once uploaded successfully, forms are securely submitted to the home office
- e-Signed forms are electronically submitted upon completion of e-Sign ceremony by all signors

Every successful transition is the result of good planning, preparation, and teamwork.

The foundation results in a well-planned, smooth transition process with minimal disruption to your clients, staff, and revenue.

Transform your operations: docupace.com