

First-Call Preparation Checklist

Use this before a first call to name the decision, gather only the right high-level records, and avoid sending sensitive documents through the public website.

BEST FOR

Anyone unsure whether the next step is a map, scorecard, worksheet, or referral question.

USEFUL OUTPUT

A cleaner first conversation with less document confusion.

Before anything moves, make the decision visible.

Income

Tax

Portfolio

Insurance

Estate

Documents

Advisor fit

Next action

This worksheet is for preparation and conversation only. Do not enter SINs, account numbers, passwords, trade instructions, full statements, or tax slips. Confirm the secure route before sending sensitive records.

Name the decision

- Retiring soon or already retired
- Reviewing advisor fit, fees, or service
- Business-owner or corporate-to-household question
- Tax document, insurance, estate, or inheritance question

Gather lightly

- Recent account summaries, not full statements yet
- Benefit or pension estimates
- Current advisor questions
- Insurance or estate-document notes
- Tax-year context and missing-record questions

Area	Question	What to clarify
If the issue is retirement	Bring estimates and income questions	Do not move accounts yet.
If the issue is advisor fit	Bring fee/service questions	Do not start transfer forms yet.
If the issue is documents	Bring a list of records	Confirm secure route first.
If the issue is professional scope	Bring the question	Accountant/lawyer/tax specialist may be needed.

Notes for the first conversation

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