DOCUMENT TYPE

Client Onboarding Pathway

JUNE 2023

phundex

Client Onboarding Pathway

When to use

We've developed this Pathway to help you structure your client onboarding process. It is handy for new wealth and asset management clients but can also be adjusted for any client where an initial assessment of suitability is required.

Any of the Stages and Tasks can be amended to suit your requirements. Task Forms can be amended and you can upload your own client documents to adjust the Tasks to suit your process.

Once you have customised the process to suit your intake and review process, you can set it as a custom Pathway for everyone to use, ensuring the same robust process is used for all new clients.

Client Onboarding Process

What's included

We've listed here the Stages and Tasks for this Pathway. We've also included a list of the Task Forms where you can capture documents, and any sample documents included as part of the Pathway

STAGE	TASKS	TASK FORMS	TASK DOCUMENTS
Pre-Client Admin Process	• New Client Onboarding Notification • Set up New Client Record • Client Background Checks and SmartSearch • RM Request ID/AML Documents • Create Electronic Client File • Notification Client File Ready for Onboarding • RM-Update CRM System • Request Structure Chart	• Advise Operations of Details • Operations-Set up New Client Record • Compliance-Client Background Check and SmartSearch • Operations-Create Electronic Client File • Notify RM that Client File Ready for Onboarding • RM-Update CRM System • Request Structure Chart	

STAGE	TASKS	TASK FORMS	TASK DOCUMENTS
Initial Client Meeting	• Initial Presentation • Onboarding Process Guidelines • Meeting Note • Confirmation to Proceed	• Initial Presentation • Onboarding Process Guidelines • Meeting Note Details • Confirmation to Proceed	
Client Due Diligence	• Provide Introduction Documents for Client Review • NDA Information Gathered	• Client Introduction Documents • Name of Individual or Company • Address • Position • Email Address	

STAGE	TASKS	TASK FORMS	TASK DOCUMENTS
Client Due Diligence	• OneNDA Word V2 • Key Client Contact • Client Identification Requirements - Non Individual • Client Identification Requirements - Individuals • Client External Screening • Risk Rating • COO Review • Authorised Signatories Information • Authorised Signatures - Cygnetise Link	• Contact First Name • Contact Last Name • Contact Email Address • Contact Phone Number • Contact Mobile/Cell • Client Identification Requirements - Non Individual • Corporate Registers • Client Identification Requirements • Client External Screening Results • Define Risk Rating • Documents to Review • COO Review Comments • Authorized Signatories Form • Cygnetise Authorized Signature List for Clients	• OneNDA

STAGE	TASKS	TASK FORMS	TASK DOCUMENTS
Legal	• Appoint layers • Legal Documents & Contracts Review • Final Legal Documents Sign Off • Legal Opinion Review • Legal Opinion Sign Off	• Advisor Appointment • Legal Documents & Contracts • Documents Signed Off • Legal Opinion Review • Legal Opinion Sign Off	
Suitability and IP	• Complete Risk Score • Review Risk Score • Enhanced Due Diligence (if required) • Create IPS for Client	• Complete Risk Score • Complete Risk Score Sheet for Client • Review Risk Score Sheet & Assign Score • Enhanced Due Diligence (if required) • IPS for Client	

STAGE	TASKS	TASK FORMS	TASK DOCUMENTS
Suitability and IP	• Create High Net Worth Statement • Complete Tax Self Certification Form • Complete W-8Ben/W-9-Ben/W-8IMY • Signed Investment Management Agreement • Signed Investment Policy Statement	• Create High Net Worth Statement • Complete Tax Self Certification Form • Complete W-8Ben/W-9-Ben/W-8IMY • Signed Investment Management Agreement • Signed Investment Policy Statement	