



# TCF Questionnaire Training Manual

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## 1.0 INTRODUCTION

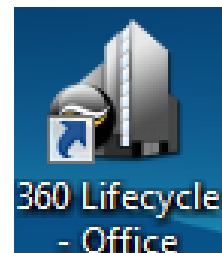
The object of this manual is to provide you with the necessary navigational support in order to give you the ability to send out an electronic TCF (Treating Customer Fairly) Questionnaire to your existing clients.

TCF Questionnaire is a simple yet effective Intrinsic approved E-Questionnaire facility which can be sent from your Activity Management System case record on completion of a sale event. This will send an email to your client with a link to complete the TCF questions. The client simply selects from the drop-down box and gives an overall service rating and ticks if they want to discuss future business. If the client selects one or more of the product areas for future business this creates an automatic lead into the adviser Hotbox to contact or refer to a specialist adviser.

The guide focuses particularly on the key navigational points for the TCF process (how to send, how to retrieve and how to action/respond to any feedback received).

## 2.0 GETTING STARTED

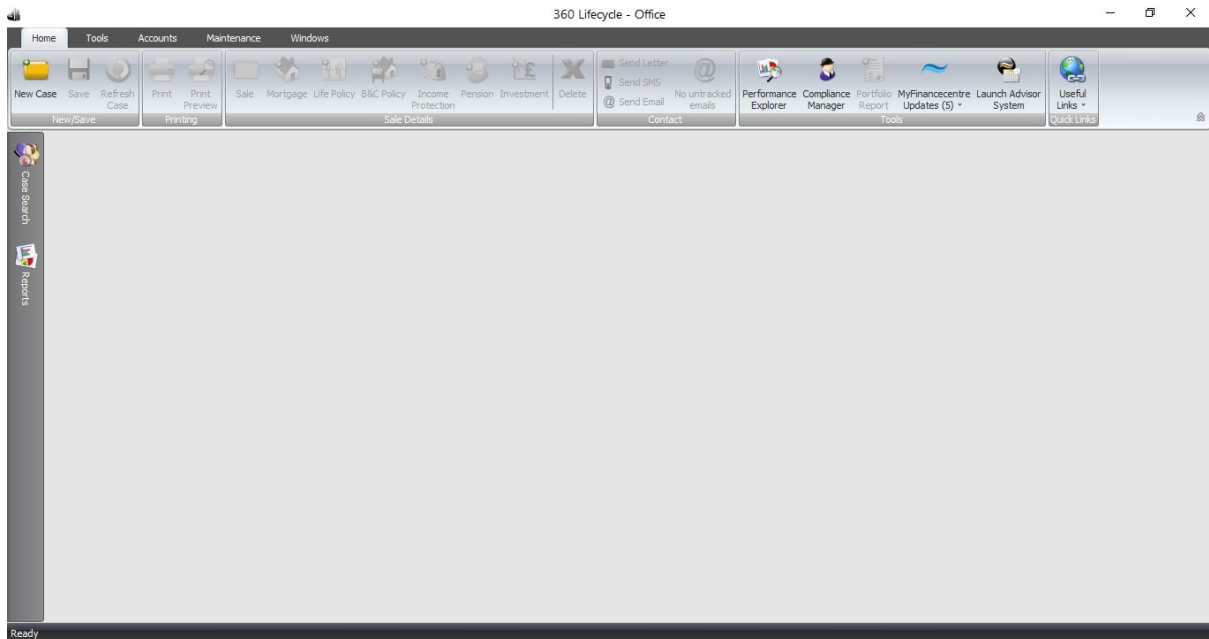
For the purposes of this manual, we will send an electronic TCF Questionnaire from opening a case record from the Office application. Please note however the same functionality is available when viewing/opening a case record from the Advisor application. The following process assumes you have an internet connection and are working in connected mode.




Enter your **Username** and **Password** and click **Login**.

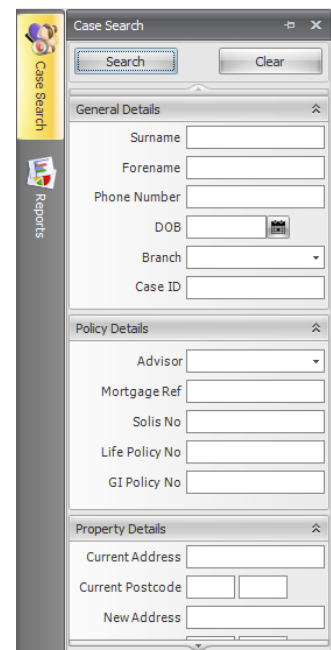
## 2.1 Landing Screen (Office)

Once loaded, you have now arrived at the Office Landing Screen.



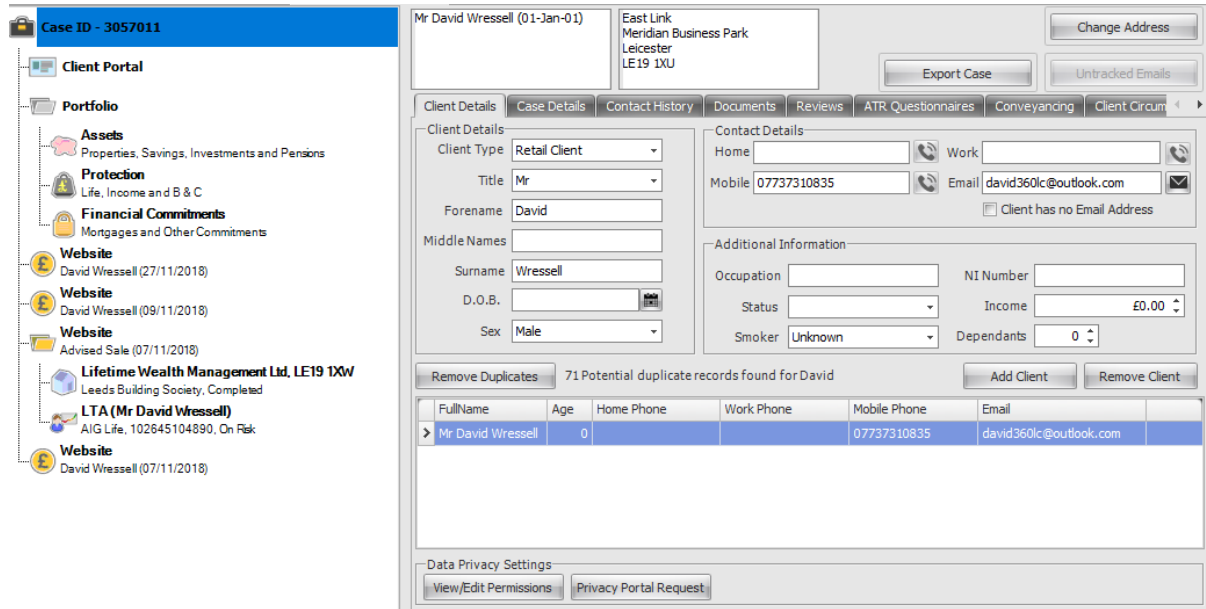
## 2.2 Client Search

From here, you need to select the customer whom you wish to send the questionnaire to post the sale event. You can locate them by using the Client Search button. Simply type in the policy details or personal details of your customer. Once done, simply select Search.



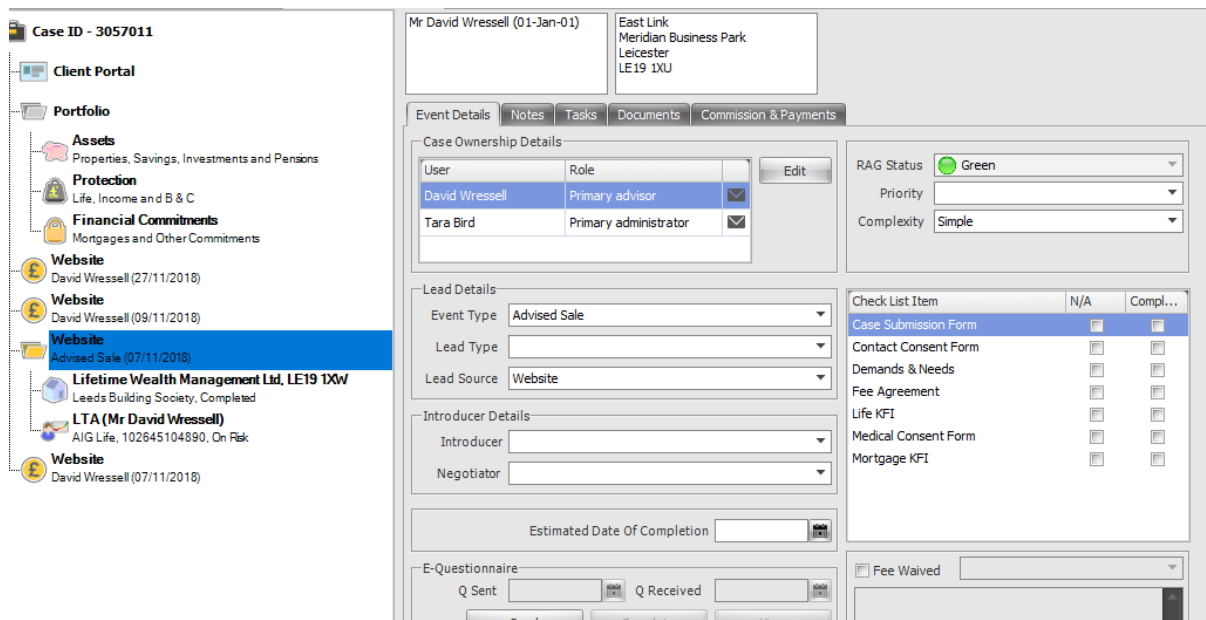
## 2.3 Client Record

You will see the client's case record appear. If you select **Case ID** you can view their general details. At this stage, you must ensure that you have a valid email address for your customer.



The screenshot shows the 'Client Record' interface for Case ID - 3057011. The left sidebar contains a 'Client Portal' and a 'Portfolio' tree with categories like Assets, Protection, Financial Commitments, Website, and Lifetime Wealth Management Ltd. The main area displays client details for Mr David Wressell (01-Jan-01) at East Link Meridian Business Park, Leicester LE19 1XU. The 'Client Details' tab is active, showing fields for Client Type (Retail Client), Title (Mr), Forename (David), Surname (Wressell), D.O.B., Sex (Male), Contact Details (Home, Work, Mobile, Email), and Additional Information (Occupation, NI Number, Status, Income, Smoker, Dependants). A table below shows 71 potential duplicate records found for David, with one record highlighted: Mr David Wressell, Age 0, Home Phone, Work Phone, Mobile Phone 07737310835, Email david360c@outlook.com. Buttons for 'Remove Duplicates', 'Add Client', and 'Remove Client' are present. At the bottom, there are 'Data Privacy Settings' buttons: 'View/Edit Permissions' and 'Privacy Portal Request'.

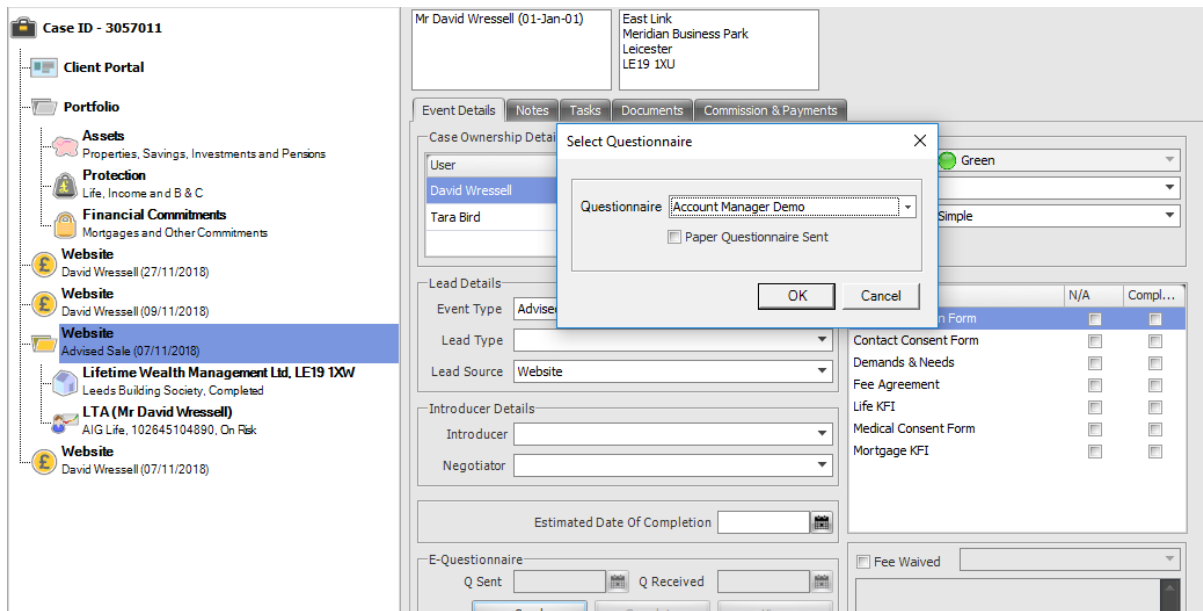
From here, scroll down the data tree until and select the **Vanilla** 'Client Review' folder which represents a sale event.



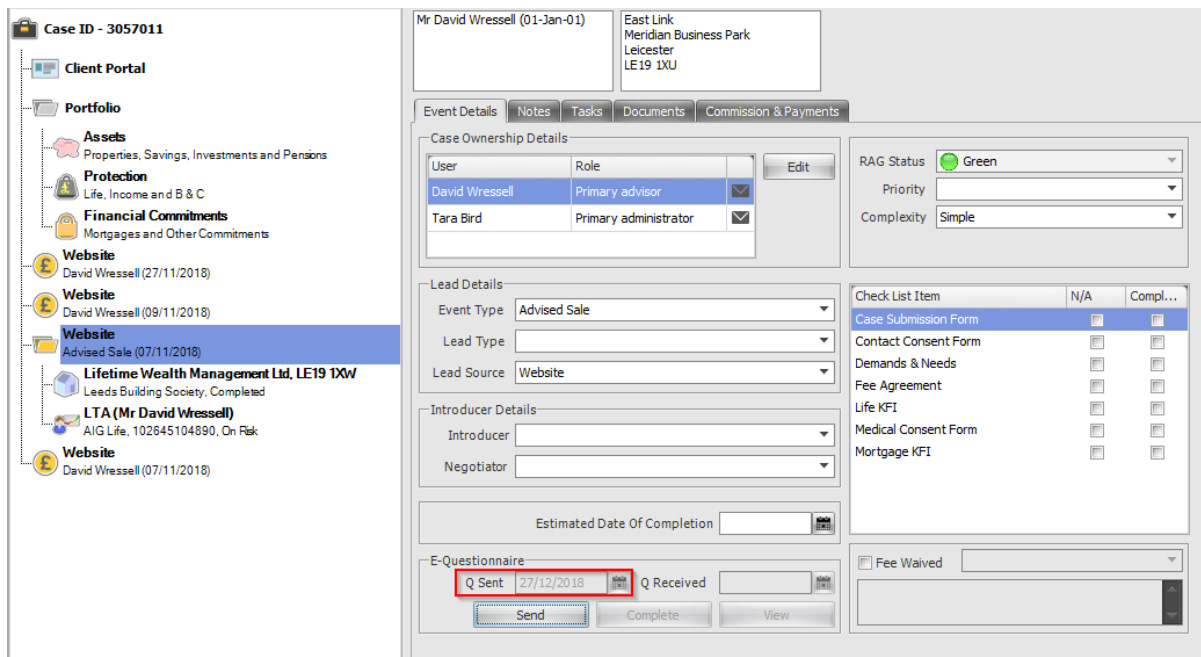
The screenshot shows the 'Client Record' interface for Case ID - 3057011, now displaying the 'Event Details' tab. The left sidebar is the same as in the previous screenshot. The main area shows event details for Mr David Wressell (01-Jan-01) at East Link Meridian Business Park, Leicester LE19 1XU. The 'Event Details' tab is active, showing 'Case Ownership Details' (User: David Wressell, Role: Primary advisor; Tara Bird, Role: Primary administrator), 'Lead Details' (Event Type: Advised Sale, Lead Type, Lead Source: Website), 'Introducer Details' (Introducer, Negotiator), 'Estimated Date Of Completion', and 'E-Questionnaire' (Q Sent, Q Received). On the right, there are 'RAG Status' (Green), 'Priority', 'Complexity' (Simple), and a 'Check List Item' table with columns 'N/A' and 'Compl...'. The table lists items like Case Submission Form, Contact Consent Form, Demands & Needs, Fee Agreement, Life KFI, Medical Consent Form, and Mortgage KFI, each with checkboxes for completion. A 'Fee Waived' dropdown is also visible at the bottom right.

## 2.4 TCF Access

You will now notice under the Event Details tab the option to send the E Questionnaire, simply select **Send** and a pop-up box will appear. Simply select the questionnaire from the drop-down menu and then choose **OK**. *Please note, if there is no client email address captured for an electronic TCF questionnaire to be sent to, then **Paper Questionnaire Sent** will be selected. You can then manually **Complete** the results once the paper questionnaire has been received.*



Once you have selected **Send** you will notice that the **Q Sent** box will have greyed out and a Q Sent date now shows.



## 2.5 The Electronic TCF Completion Process

Assuming an electronic questionnaire was used, from this point the TCF will have been sent to your client via email. Below is how it will appear in their inbox. Within the email will be a hyper link which will take your customer directly to the E Questionnaire.

Once your client has clicked onto the link, it will then take them directly to the TCF Questionnaire.

### Account Manager Demo Satisfaction Survey



accountmanagerdemo@360lifecycle.c  
o.uk

Thu 27/12/2018, 12:41  
You ▾



Dear Mr David Wressell

Here at Account Manager Demo we value your opinion and would like to hear your views with regard to the recent business you have entrusted to us.

There are only ten questions where we ask you to give different aspects of our service a rating between 1 and 10, so it should only take a couple of minutes of your time. It will be immensely useful to us so we can continually evaluate how well we are looking after you.

Whether its good or bad we would like to hear your opinion.

Simply [click here](#) to complete our customer satisfaction survey.

Regards

Account Manager Demo

By simply scrolling down the page, the client can view the questions and answer accordingly.

**Your Advisor: David Wressell, Your Administrator: Tara Bird**

My adviser took the time to understand my circumstances and my financial needs	...Please Select
The advice my adviser gave me was clear and easy to understand	...Please Select
The product or service my adviser recommended met my needs	1 - Strongly Disagree
The written information I received from my adviser was clear and easy to follow	2
My adviser explained the cost of the advice to me	3
My adviser was easy to contact, and available to help me with queries when required	4
My adviser treated me in a friendly, courteous, and helpful manner	5 - Not Sure
My adviser contacts me on a regular basis to review my needs	6
We kept our promise (see above) in all dealings with you	7
Service Standards post-sale (during the processing of my case) were excellent	8
	9
	10 - Strongly Agree
	...Please Select
	...Please Select
	...Please Select
	...Please Select

Your client also can add comments by free text and select whether they require **Additional Advice** in the future.

**Additional Advice**

Moving House <input type="checkbox"/>	Re Mortgage <input type="checkbox"/>	Buy To Let <input type="checkbox"/>
Mortgage Protection <input type="checkbox"/>	Family Protection <input type="checkbox"/>	Income Protection <input type="checkbox"/>
Buildings And Contents <input type="checkbox"/>	Pensions <input type="checkbox"/>	Inheritance Tax Planning <input type="checkbox"/>
Savings And Investments <input type="checkbox"/>	Long Term Care <input type="checkbox"/>	Private Medical Insurance <input type="checkbox"/>
Wills <input type="checkbox"/>		

Once the questionnaire has been completed, all the client needs to do is select **Submit Questionnaire**.

This is the screen that will appear once the TCF has been submitted.

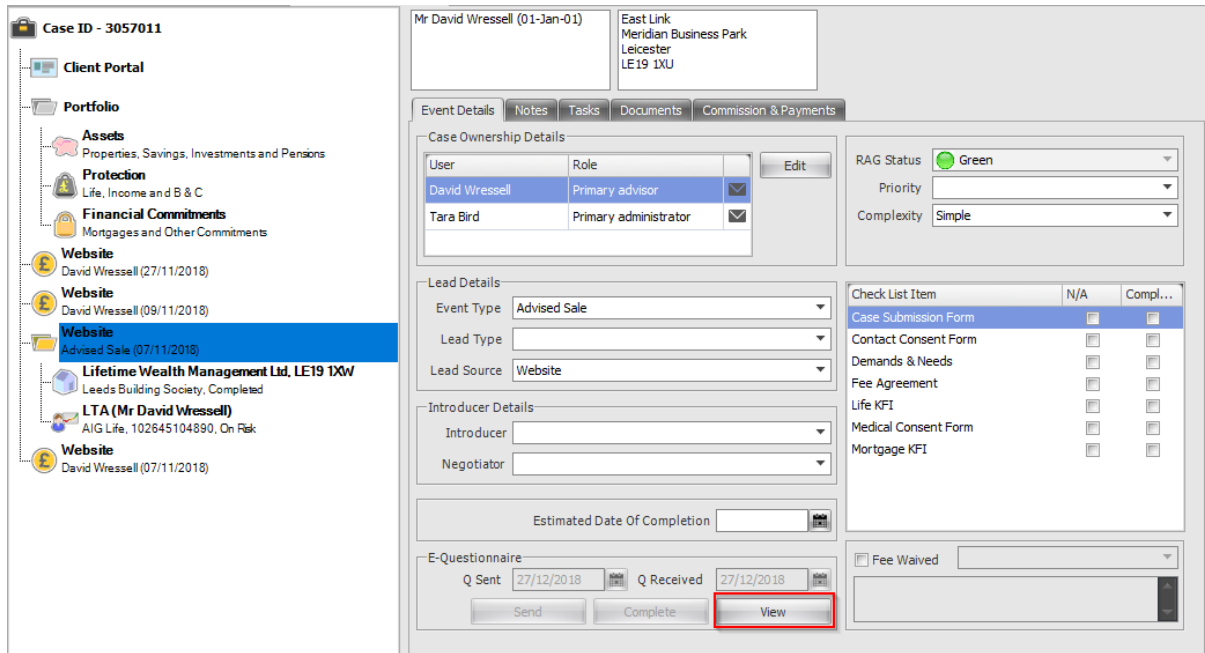
Once Again, thank you for choosing Account Manager Demo.

We greatly appreciate you taking the time to complete our TCF Customer service Questionnaire.

Many Thanks

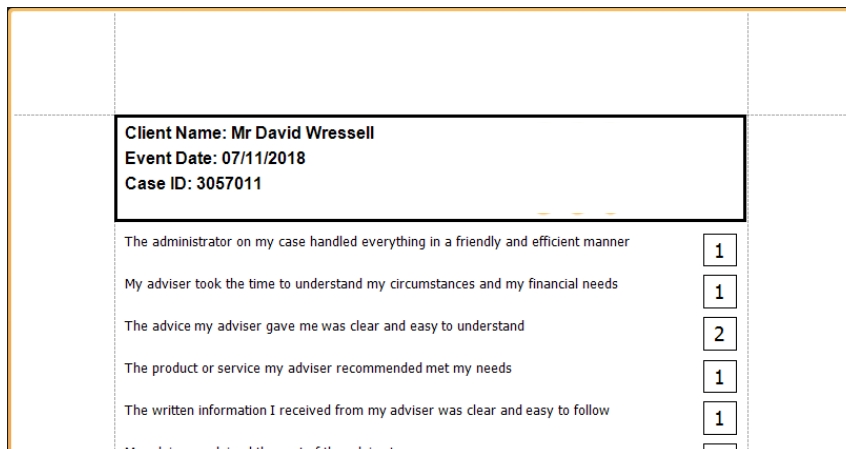


In order to view the TCF Questionnaire, simply return to the system and select **View** in the client's case record.



The screenshot shows the 'Case ID - 3057011' record for Mr David Wressell. The interface includes a left-hand navigation menu with categories like Client Portal, Portfolio, Assets, Protection, Financial Commitments, Website, and Lifetime Wealth Management Ltd. The main content area is divided into several sections: Case Ownership Details (listing David Wressell as Primary advisor and Tara Bird as Primary administrator), Lead Details (Event Type: Advised Sale, Lead Source: Website), and E-Questionnaire (Q Sent: 27/12/2018, Q Received: 27/12/2018). The 'View' button in the E-Questionnaire section is highlighted with a red box.

Once loaded, you can view the results.

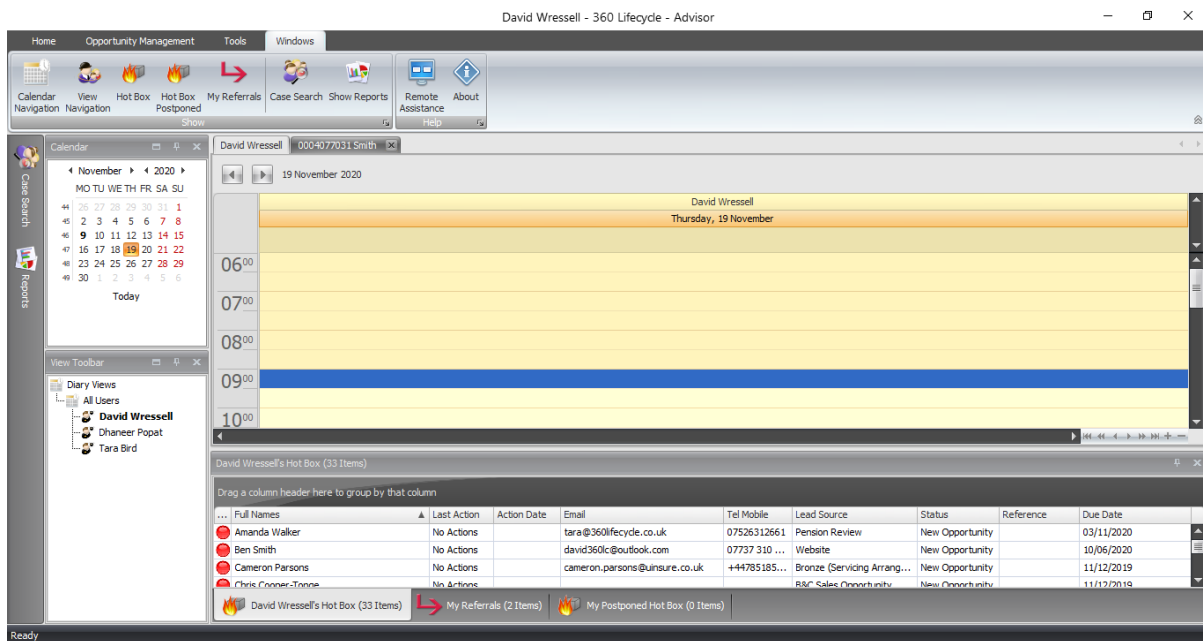


The screenshot displays the TCF Questionnaire results for Mr David Wressell. The client name, event date (07/11/2018), and case ID (3057011) are shown at the top. Below, five statements are listed with corresponding scores in boxes:

- The administrator on my case handled everything in a friendly and efficient manner: 1
- My adviser took the time to understand my circumstances and my financial needs: 1
- The advice my adviser gave me was clear and easy to understand: 2
- The product or service my adviser recommended met my needs: 1
- The written information I received from my adviser was clear and easy to follow: 1

## 2.6 Hotbox

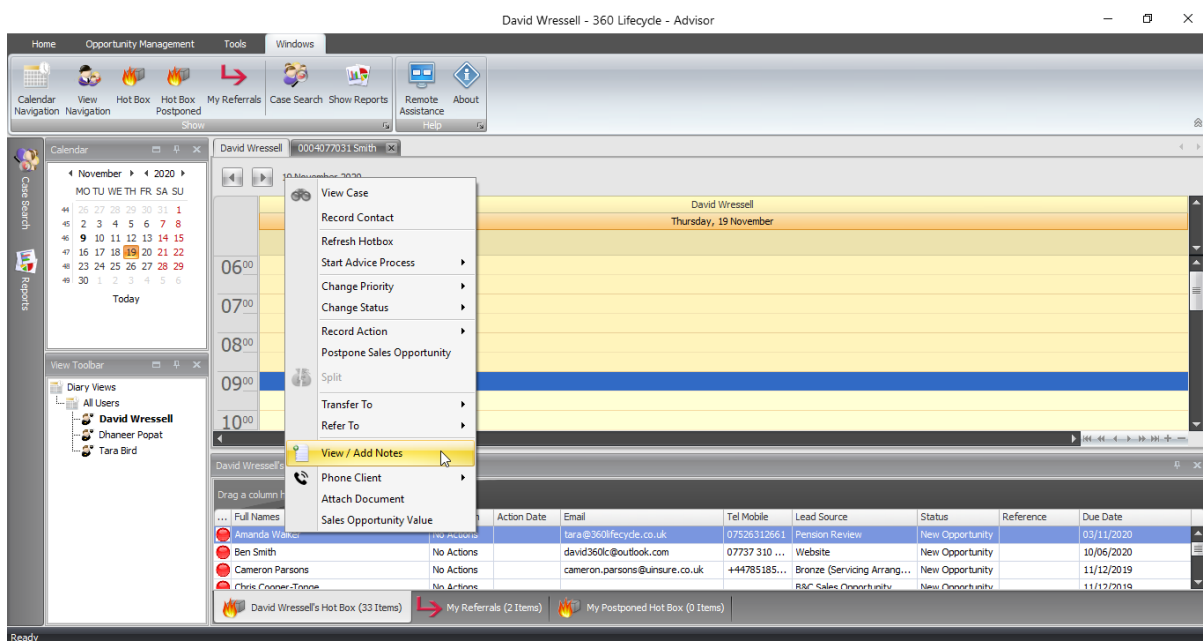
Note that any Additional Advice options that have been ticked will automatically create a sales opportunity for the Servicing Advisor on the case. In order to demonstrate this, simply log into Advisor via the icon on your desktop screen. You will now arrive at the landing screen.



The screenshot shows the 'David Wressell - 360 Lifecycle - Advisor' window. The main area displays a calendar for 19 November 2020. Below the calendar is a table titled 'David Wressell's Hot Box (33 Items)'. The table has columns for Full Names, Last Action, Action Date, Email, Tel Mobile, Lead Source, Status, Reference, and Due Date.

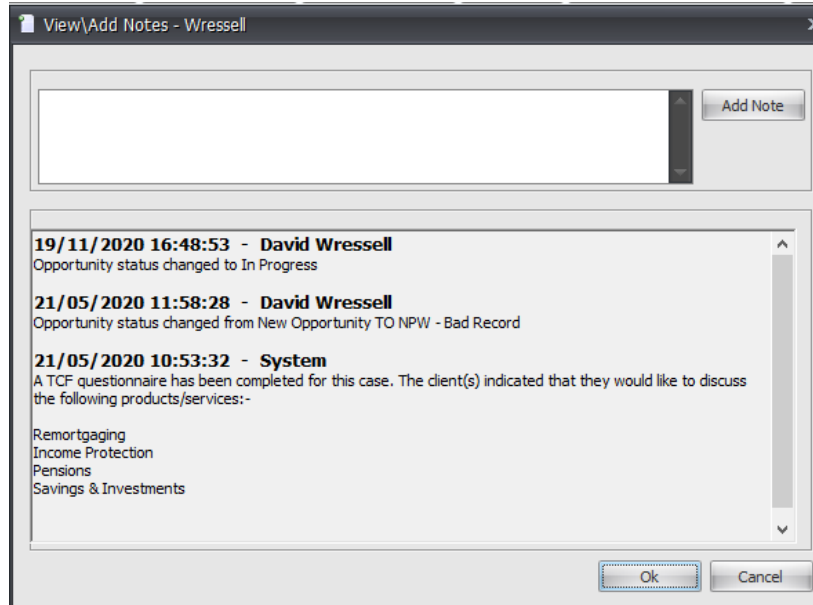
Full Names	Last Action	Action Date	Email	Tel Mobile	Lead Source	Status	Reference	Due Date
Amanda Walker	No Actions		tara@360lifecycle.co.uk	07526312661	Pension Review	New Opportunity		03/11/2020
Ben Smith	No Actions		david360c@outlook.com	07737 310 ...	Website	New Opportunity		10/06/2020
Cameron Parsons	No Actions		cameron.parsons@unsure.co.uk	+44785185...	Bronze (Servicing Arrang...	New Opportunity		11/12/2019
Chris Crooner-Tonne	No Actions				B&R Sales Opportunity	New Opportunity		11/12/2019

In order to confirm the details of the opportunity which has been created from the electronic TCF, simply right click the opportunity and select **View/Edit** notes from the drop-down menu.



The screenshot shows the same interface as above, but with a context menu open over the first row of the table. The menu items are: View Case, Record Contact, Refresh HotBox, Start Advice Process, Change Priority, Change Status, Record Action, Postpone Sales Opportunity, Split, Transfer To, Refer To, View / Add Notes (highlighted), Phone Client, Attach Document, and Sales Opportunity Value.

Once selected you can clearly see what additional items the client would like to discuss.



## 2.7 TCF Reports

Please note that within the Reports section of Office the below TCF Reports will allow you to monitor TCF Questionnaires Outstanding, TCF Questionnaires Received and TCF Questionnaires Sent.

The 'Questionnaires Outstanding', 'Questionnaires Received' and 'Questionnaires Sent' reports can be found within the 'Client Contact Reports' within the Office Reports as per the screen shot below.

