

# ProPlanner and ProTracker User Guide



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# 1. Introduction

Our aim is to quickly introduce you to the SuitabilityPro™ ProPlanner system so you can begin using it with as little effort as possible. ProTracker features are highlighted where applicable for those with access to this module as well.

## Key Benefits of Using SuitabilityPro™

- ❖ **Improved Productivity**  
Using best in class financial planning software gives you a marketing edge and allows you to quickly onboard and engage clients, so you can focus on building the financial plan and expedite client decision-making.
- ❖ **Better Advice**  
Goals-based planning serves both emotional and financial needs. The desire to feel safe is a very strong emotional need, which SuitabilityPro™ addresses objectively and transparently.
- ❖ **Better Client Relationships**  
Build a more in-depth understanding of your clients by discovering their core values and helping them set their priorities and financial goals.
- ❖ **Stronger Compliance**  
SuitabilityPro™ provides detailed reporting capability to support your compliance and regulatory requirements and ensuring recommendations are “suitable” for clients.

For additional reference and supporting material and how-to videos visit [www.planplusglobal.com/support](http://www.planplusglobal.com/support).

## 2. SuitabilityPro™ ProPlanner Flow Chart

|  | PROCESS  |
|--|--|
| <b>Step 1</b><br><b>Engagement and Discovery</b>   | <ul style="list-style-type: none"> <li>❖ Register client/s and start the engagement process by setting values and priorities.</li> <li>❖ Conversations around values and priorities will set the foundation for realistic financial goals.</li> </ul>  |
| <b>Step 2</b><br><b>Capture Financial Data</b>     | <ul style="list-style-type: none"> <li>❖ Define financial goals.</li> <li>❖ Capture financial data (asset/liabilities, savings, revenues) and determine which sources of capital and revenue will be utilised to fund each goal.</li> </ul>  |
| <b>Step 3</b><br><b>Developing Suitable Advice</b> | <ul style="list-style-type: none"> <li>❖ Analyse, make adjustments and run scenarios on a goal by goal basis with client to determine best course of action.</li> <li>❖ Manage expectations and risk capacity, show how their current and strategy scenarios would have performed and how this compares with their risk and return expectations. Clients should confirm their understanding and acceptance of the trade-off between downside risk and achieving goal.</li> </ul> |
| <b>Step 4</b><br><b>System Settings</b>            | <ul style="list-style-type: none"> <li>❖ Review profile settings and adjust where necessary.</li> <li>❖ Review planning settings and adjust where necessary.</li> </ul>  |
| <b>Step 5</b><br><b>Presentation and Reporting</b> | <ul style="list-style-type: none"> <li>❖ Generate the <b>ProPlanner</b> report to document and support your recommendations.</li> <li>❖ Generate the supplementary reports for quick overview and client presentations.</li> </ul>   |
| <b>Step 6</b><br><b>Monitor and Review</b>         | <ul style="list-style-type: none"> <li>❖ Review and make adjustments (where necessary) to ensure the plan is still relevant to the client's circumstance over time.</li> <li>❖ Review planning settings regularly to ensure they are still appropriate.</li> </ul>   |

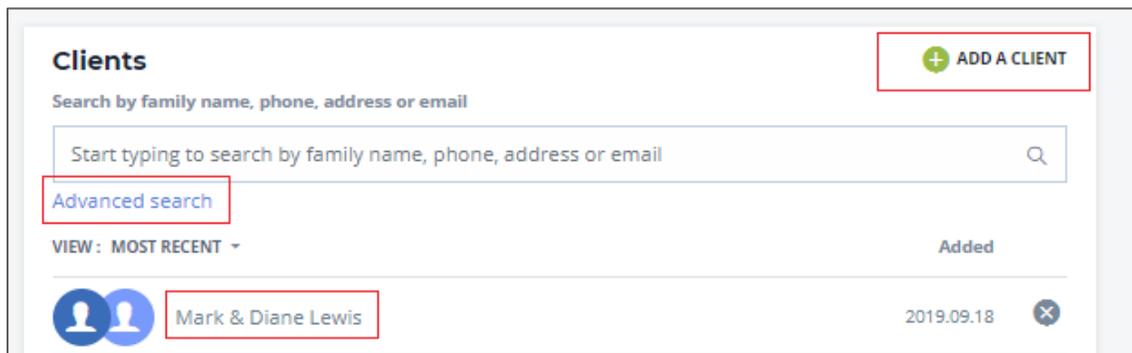
### 3. Step 1: Engagement and Discovery

Discovering your clients' core values and helping them set their priorities are important first steps to ensuring you have a financial plan that aligns with their core values. It will also aid in developing a cleaner, tighter and smoother relationship with your clients.

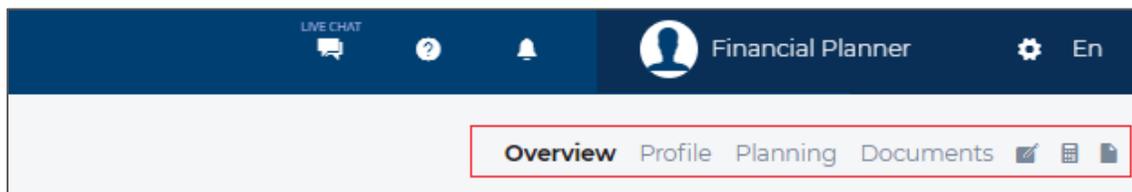
#### 3.1 Client Registration and Personal Info

- a. Once logged in, you'll be prompted to review and verify assumptions that drive the calculations and analytics in the system, these are covered in more details under **6. Step 4: System Settings**. We recommend accepting the default settings for the initial session and familiarize yourself with the system first in order to see how the assumptions are applied. Once you've run a few sample cases, circle back and make adjustments where necessary.

To get started, select **ADD A CLIENT** on the top right of your advisor dashboard. Fill in your client's details, select **SAVE**. For couples, the system will prompt you to enter the partner's details. Then select your client's name to open their file. You will need to do an **Advance search** and change the filters if a client has been set to Private or Inactive, see 3.3 Service Level for more details.



- b. After selecting the client, you'll be presented with the client overview. Here you'll see multiple tiles with summary information about your client's documents, tasks & notifications, portfolios and other information. Select **View more** or the **vertical ellipsis** icon to access more details. To edit personal information and add in family members, select **View more** in the bottom left of the **Family** tile. You can also navigate to **Personal Info** by selecting **Profile** in the top navigation.



- ❖ Select the green arrow to the right to edit client or family member details.
- ❖ It is important to update Country/Territory for Client 1 if they reside in a different planning jurisdiction, the system will default to the advisor's Country/Territory.
- ❖ An email is required if you wish to invite your client to complete questionnaire or access files in the client portal.

- ❖ The inflation rate will default to the system rate set under **Settings**, see **6.2 Adjusting Planning Settings** for more details. Should you wish to apply a different individual rate for your client, check the override box in the personal info details of Client 1 under **Plan assumptions** and enter the desired rate. This will impact the real rate of return and the indexation of goals, savings and revenues for this client only. There is also the ability to apply a fees/costs reduction (**ProTracker** only) that will also impact the real rate of return.

**Plan assumptions**

|  |
|--|
| <p><b>Inflation</b></p> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">2.1%</div> <input checked="" type="checkbox"/> |
|--|

 **Fees / costs**  0% |

- ❖ The relation section allows you to define the family relationship map, if **Family relationship map** is checked, the family member will appear in the relationship map.

|  |                  |  |
|--|------------------|--|
| <p><b>Relation</b></p> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Child</div> | <p><b>Of</b></p> | <div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">Mark</div> |
| <input checked="" type="checkbox"/> Family relationships map   |                  |  |
| <input checked="" type="checkbox"/> Include in planning  |                  |  |

### 3.2 Values and Priorities

Your clients' core values are important needs or requirements that have helped them to be successful and help them recognize what's important to them. Values are the foundation, that lead the discussion to identify priorities and ultimately establish sound financial goals. Generally, values can be teased out during the initial conversation and some advisors may adopt a more formal process of using a values exercise.

- You can access the Values section by navigating the client menu on the top right of the screen, selecting **Profile > Engagement**. Here you'll be able to set your client's values and priorities.
- You can invite your clients to complete **The Values Discovery app**, developed by Morningstar in conjunction with The Legacy Companies LLC. This is an interactive exercise designed to capture your clients' core values. The app is available for download on iOS and Android app stores. Once your clients have completed the exercise, your clients' core values are captured in SuitabilityPro™. Alternatively, you can manually enter your client's values.

| Values   | Invite sent | Last completed | Method | Actions  |
|--|-------------|----------------|--------|--|
| <div style="display: flex; align-items: center;"> <span>Mark Lewis</span> </div> | -           | -              | -      | <div style="border: 1px solid #ccc; padding: 5px; width: fit-content;"> <ul style="list-style-type: none"> <li style="padding: 5px; margin-bottom: 5px;"> SEND AN INVITE</li> <li style="padding: 5px; margin-bottom: 5px;"> SEND A REMINDER</li> <li style="padding: 5px;"> SELECT VALUES</li> </ul> </div> |

- ❖ Select **SEND AN INVITE** from the **vertical ellipsis** icon, this will launch the side panel.
  - ❖ Customize default messaging as desired, then select **SEND AN INVITE**.
  - ❖ If client has not completed exercise, select **SEND A REMINDER** to send a reminder.
  - ❖ For manual entry, select **SELECT VALUES** from the **vertical ellipsis** icon. Then select the client's five corresponding values from the list. For custom value(s), select **Add A Value** in the top right corner of the side panel. Once you have five values, select **SAVE** to close the side panel.
- c. To enter your client's priorities, select **EDIT** under **Priorities** and you'll be presented with a list of pre-defined priorities to choose from.
- ❖ A minimum of one priority must be checked, and then select **SAVE**.
  - ❖ Priorities can be customized by selecting **EDIT** again, then **EDIT PRIORITY** from the **vertical ellipsis** icon, or **ADD PRIORITY**, a dialogue box will appear, in the last row, check the box and type in the blank text box and **SAVE**.
  - ❖ Priorities can be reorder (drag/drop) based on importance while in **EDIT** mode.



### 3.3 Service Level

Service level allows you to define your client relationship and set review dates as well as give access to other advisors.

- a. You can access **Service Level** by selecting **Profile > Engagement > SERVICE LEVEL**. Select **EDIT** on the top left of the screen to:
- ❖ make your client Private so that it's hidden from view in the search results in the Client tile on the Advisor dashboard. Private clients are still included in the consolidated dashboard results.
  - ❖ add a secondary advisor who will be given access to this client file and can be added to the client's team, see 3.4 Team for more details.
  - ❖ assign a workgroup, where all members of the workgroup will be able to access this client file. See **My Profile** for details on creating **Workgroups**.
  - ❖ define review frequency for the client (Plan, Portfolio), a notification will be triggered when due in the **Tasks & notifications** screen.

**Advisor information**

Primary advisor

Secondary advisor(s)  
 Advisor ID

Workgroup

Private client

Expires  
 Never

Region

### 3.4 Team

Team allows you to define your client's service team.

- ❖ You can access Team by selecting **Profile > Engagement > TEAM**.
- ❖ Select **ADD TEAM MEMBERS** to add a team member. A list of available team members will be shown in a side panel. Only team members who are added as a secondary advisor of the client will appear, see 3.3 **Service Level** for more details.
- ❖ Once members are added they will appear for selection in the pane to the right by checking the checkbox next to the member's name or drag and drop into the pane.

| Team members  | Title    | Company   |
|---|----------|---|
| <input checked="" type="checkbox"/> Financial Planner     | CFP      | Wealth Creation Inc.                                  |
| <input checked="" type="checkbox"/> Financial Planner Two | CFP, CFA | Wealth Creation Inc. <input type="button" value="x"/> |

Financial Planner  
CFP  
Wealth Creation Inc.

## 4. Step 2: Capture Financial Data

Goals-based planning starts with developing realistic financial life goals driven by the client's priorities (and values). Once defined, assign assets and liabilities, savings and revenues to each goal and build your client's portfolio(s).

### 4.1 Your Client's Goals

- a. You can create goals by navigating the client menu on the top right of the screen, selecting **Planning > Goals**. Alternatively, use the quick access on client overview portfolios tile.
- b. Select **ADD A GOAL** on the top left to open the side panel.

- ❖ Select from the predefined Goal type (Retirement, Education or Other), depending on Goal type selected, options in side panel dynamically updates, complete remaining fields.
- ❖ Select the chevron for **Planning horizon** to access the interactive mortality table.
- ❖ Select **SAVE** to return to the Goals summary page or **SAVE/EDIT** to continue editing Goal details (e.g. add tier, currency, indexation, start/end dates).

Goal type

Retirement

Education

Other

Mark Lewis Diane Lewis

Will retire at age

Planning horizon

| Amount                                | Start   | End     |
|---------------------------------------|---------|---------|
| <input type="text" value="\$70,000"/> | 2036 60 | 2075 97 |

- c. For Education goal, there is an added feature to help you determine education cost.
- ❖ Select the search icon to bring up the Education Institution Help side panel.
  - ❖ Select from a list of predefined institutions and approximate costs. For institutions abroad cost is shown in the foreign currency and converted to the home currency.

Education funding for

Jessica

Goal description

Jessica's Education

| Amount                        | Start   | End     |
|-------------------------------|---------|---------|
| <input type="text" value=""/> | 2033 18 | 2036 21 |

## 4.2 Your Client's Assets & Liabilities

- Capture your client's assets & liabilities by selecting **Planning > Assets & liabilities**. Alternatively, use the quick access module list in the top right.
- Select **ADD AN ACCOUNT** on the top left to open the side panel, then:
  - ❖ enter asset/account details,
  - ❖ liability is only applicable for Open accounts and fixed asset type,

- ❖ select a portfolio to associate the asset/account to (if a portfolio was previously created), otherwise select **ADD A PORTFOLIO** to create a new portfolio, see **4.4 Your Client's Portfolios** for more details about portfolios and investment strategies.
- ❖ select **SAVE** to return to the Assets & liabilities summary page.

The screenshot displays a financial management interface. On the left, a sidebar lists 'Liabilities' and 'Total savings' with values such as '\$0' and 'CAD \$0'. The main content area shows 'Asset value' set to '\$13,300' and 'Liability value' set to '\$0'. Under 'Ownership', there is a table with three entries: Mark Lewis (checked, 100%), Diane Lewis (unchecked, 0%), and Jessica Lewis (unchecked, 0%). Below this is a 'Total of ownership' row showing 100%. An 'Associated portfolio' dropdown menu is set to 'Select a portfolio', with a red box highlighting it. At the bottom, there are '+ ADD A PORTFOLIO' and 'Managed' (checked) buttons.

- c. Created accounts are shown in the summary screen with primary and secondary **vertical ellipsis** icons for further actions (use the chevron to expand to see the secondary icon).

The screenshot shows the 'Investment Accounts' summary screen. It features a table with the following data:

| Account Name    | Regulatory Type            | Currency | Value 1  | Value 2 | Actions  |
|-----------------|----------------------------|----------|----------|---------|--|
| ML Jessica RESP | Non-registered investments | CAD      | \$13,300 | \$0     | Primary vertical ellipsis icon and chevron icon (highlighted with a red box) |
| Jessica RESP    |                            | CAD      | \$13,300 | \$0     | Secondary vertical ellipsis icon (highlighted with a red box)                |

- d. Use the Accounts primary **vertical ellipsis** icon to:
- ❖ **EDIT ACCOUNT**  
Select to edit account details (regulatory type, account number ...).
    - Review the default **Regulatory type** of each account and update as necessary.
    - All accounts default to be **Included in planning**, uncheck to omit assets from net worth and account summary and planning analysis.
  - ❖ **ADD HOLDING**  
A default holding is automatically created for each account, see secondary **vertical ellipsis** below, select to add additional holdings or the **Add a holding** in top left.

❖ ADD / EDIT SAVING

Select to add a saving for the account. You'll be prompted to associate the saving to a goal (select an existing goal or leave as unallocated and assigned later). For, 3rd party savings, these can be assigned by editing the saving once added.



e. Use the Accounts secondary *vertical ellipsis* icon to:

❖ EDIT HOLDING

Select to edit holding details (product type, ACB, asset allocation ...).

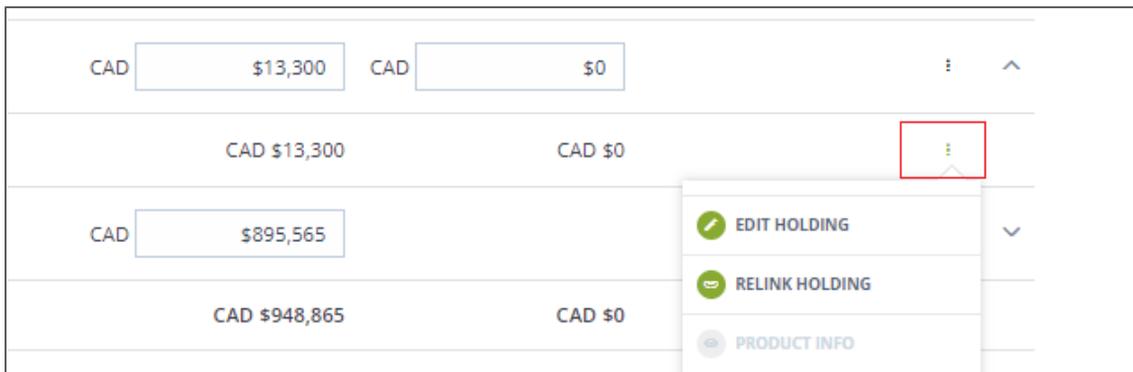
- i. **Allocation** defaults to 100% Cash, review and update as necessary.
- ii. **ACB** defaults to market values, review and update as necessary.
- iii. All **liquid** holdings will be included in the **Cash wedge** analysis, review and update as necessary, see 4.4d Portfolio Analytics for more details.

❖ RELINK HOLDING (ProTracker only)

Select to launch the **Product Search** side panel and link up products from the Morningstar universe to clients' holdings.

❖ PRODUCT INFO (ProTracker only)

Where products are linked, select to access product fact sheets for linked products.



### 4.3 Your Client's Revenues

a. Capture your client's revenues by selecting **Planning > Revenues**. Alternatively, use the quick access module list in the top right. Eligible government retirement benefits/pensions are automatically created when a retirement goal is created. These will appear in your Revenues summary screen.

b. Select **ADD A REVENUE** on the top left to open the side panel, then:

- ❖ select revenue type and owner (if Private pension is select, it is eligible for pension income splitting and associated tax credit in eligible jurisdictions),

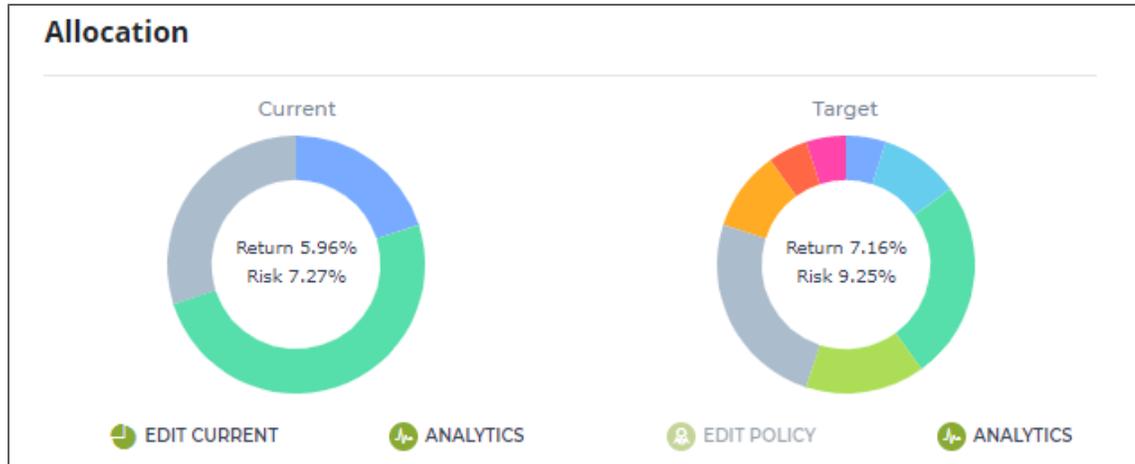
- ❖ enter description, amount, start and end age,
- ❖ select a goal to associate the revenue to (revenue must be allocated to fund a goal),
- ❖ select **SAVE** to return to the Revenues summary page or **SAVE/EDIT** to continue editing (e.g. taxation, currency, indexation).

#### 4.4 Your Client's Portfolios

- Group your client's accounts into portfolios to assess objectives and develop an investment strategy by selecting **Planning > Portfolios**. Alternatively, use the quick access module list in the top right.
- Select **ADD A PORTFOLIO** on the top left and enter the portfolio name, then select **LINK GOALS** to associate goal(s) to this portfolio. On the **LINK PORTFOLIO TO GOALS** screen, you can assign the portfolio to fund a single goal or multiple goals by entering the percentages under each goal.

| Portfolio            | Total / Unallocated | Retirement ... | Jessica's Edu... |
|----------------------|---------------------|----------------|------------------|
| Jessica RESP         | \$13,300<br>\$0     | \$0            | \$13300          |
| Retirement Portfolio | \$895,565<br>\$0    | \$895565       | \$0              |

- c. Created portfolios are shown in the Portfolios summary screen. Select the **more vertical** icon then **PORTFOLIO DETAILS** to review the portfolio and make edits.
- d. The **Portfolio Details** screen enables you to manage the current and target portfolios and make adjustments to linked goals and accounts if required.



- ❖ The current portfolio
 

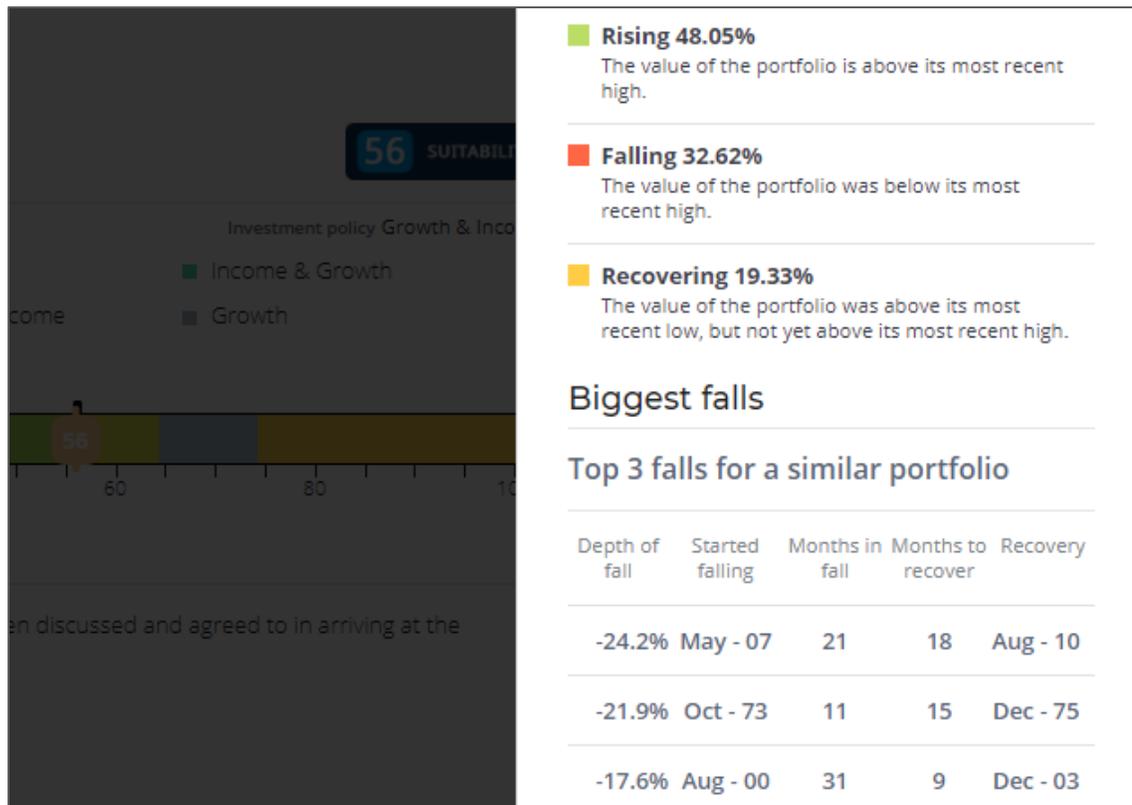
If the account(s) associated with the portfolio are all 100% Cash, you can enter the portfolio allocation by selecting **EDIT CURRENT**. If you have entered individual allocation(s) for the linked account(s) then you will need to amend the allocation(s) under accounts. Once completed, the system will calculate the risk and return using historical data, see **6.2 Adjusting Planning Settings** for more details about the capital market assumptions applied.
- ❖ The target portfolio
 

There are seven default investment policies<sup>1</sup> each with a corresponding portfolio. The system will initially assign all target portfolios to the lowest investment policy. Like the current portfolio, the target portfolio is shown with the risk and return and the asset class breakdown.

To accept or adjust the target portfolio, select **EDIT** on the top right of the **Portfolio Details** page then choose from the drop list under **Investment strategy**, ensure to document the reason for your selection under **Explanation & documentation**, see **4.3 Goal Analysis and Recommendation** for more details on analyzing goals and making investment strategy recommendation. If you wish to apply a custom allocation to the target portfolio, select **EDIT > EDIT POLICY**. Any adjustments made here will only apply to the selected client's target portfolio, see 6.2 Adjusting Planning Settings to adjust the default investment policy allocations.
- ❖ Analytics - Pattern and depth of falls, efficient frontier and cash wedge
 

On selection, the **ANALYTICS** function opens a side panel showing how the portfolio would had performed over the last 40 plus years using historical representative indices. The monthly performance data of the portfolio are categorized as Rising, Falling or Recovering and the biggest falls by depth are identified.

The portfolio is also plotted against the efficient frontier (**ProTracker** only), see **6.2 Adjusting Planning Settings** for more details about the capital market assumptions applied, and any short-term liquidity shortfall that may arise over the next three years are identified under the Cash wedge section. This is particularly useful where the client has multiple goals over different time frames. If there are no goals in the next three years, the cash wedge is not shown. These analytics, in conjunction with the risk capacity analysis (see **5.1e Risk Capacity**), assist in managing client's expectations.



- ❖ Time horizon  
The system automatically assigned a time horizon for the portfolio by working out when the client will need 1/3 or more of the money based on the associated goal(s).
- ❖ Linking goals and accounts  
You'll be able to make edits to any linked goals by selecting **EDIT > LINK GOALS**. Changes to linked accounts will need to be made under the **Asset and liabilities** screen by going to **EDIT ACCOUNT > Associated portfolio**. Portfolios created while entering accounts (4.2) will not be linked to goals yet, ensure to link them up first before moving to the goal analysis.

## 5. Step 3: Developing Suitable Advice

Developing suitable advice involves assessing your client's assets and income and implementing strategies to ensure their expenses over time and throughout different life-stages are met.

## 5.1 Goal Analysis and Recommendation

The **ProPlanner** system allows you to analyse, make adjustments and run scenarios on a goal by goal basis giving you the flexibility to confidently demonstrate your value of advice and manage your client's expectations.

Goal analysis comprised of multiple sections illustrating various outcomes to support your recommendation. Note that all analysis on the **Goal Analysis** screen is calculated using the values stored at the point of first view. **You must resync the strategy scenario following any subsequent changes to goals, assets and liabilities, savings, revenues for the changes to be applied in the goal analysis.**

- a. To start the goal analysis process, select the **more vertical** icon then **VIEW ANALYSIS** in the Goal summary screen.
- b. High-level analysis  
Shows a summary of goal projections, surplus/shortfall and the percentage of goal achieved.
  - ❖ Select the sync icon to manually sync/recalculate the "strategy scenario" following any changes to goals, assets and liabilities, savings, revenues.
  - ❖ All amounts are shown in net present value (NPV).
  - ❖ Surplus/shortfall are net after tax.
  - ❖ The income goal is the annual/lump sum amount desired.
  - ❖ The income available is the annual/lump sum amount possible.

| Present value \$                     |   | Current situation  |   |
|--------------------------------------|---|--------------------|---|
|                                      |   |                    |  |
| <b>Pensions &amp; other revenues</b> |   | \$582,209          | \$582,209   |
| <b>Net investment withdrawals</b>    | + | \$773,242          | \$2,839,487   |
| <b>Total income pre-tax</b>          | = | <b>\$1,355,450</b> | <b>\$3,421,695</b>  |
| <b>Taxes</b>                         | - | \$169,545          | \$1,062,623   |
| <b>Net after-tax income</b>          | = | <b>\$1,185,906</b> | <b>\$2,359,072</b>  |
| <b>Goal after-tax</b>                | - | \$1,498,842        | \$1,498,842   |
| <b>Surplus / shortfall</b>           | = | <b>\$312,936</b>   | <b>\$860,230</b>  |
| Income goal                          |   | \$70,000 (60/58)   | \$70,000 (60/58)  |
| Income available                     |   | \$55,303 (60/58)   | \$99,027 (60/58)  |

- c. Summary of assumptions  
Define the planning assumptions for the current and strategy scenarios. You can select from pre-defined current, target and investment policy assumptions or enter custom assumptions.
  - ❖ Weighted return and standard deviation

The system will default to the Target rates (if more than one portfolio is used to fund the goal, it will use the weighted average rates). Selecting any other strategy scenario will apply the selected strategy's rates for projections.

- ❖ Income tax rates

Define the average tax rate to apply for projections, for retirement goals, you can choose to apply full graduated tax calculations during retirement as well.

- ❖ Optimization options

If no, the system uses the default order of depletion; open accounts follow by tax deferral investments. If yes, the optimization strategy brings taxable income up to the first or second tax bracket in the earlier years of the withdrawal strategy, ideally depleting registered accounts sooner. This feature is only available for Canada and United States.

- ❖ Other options (only available for Canada)

- i. Corporate class tax deferral rate and period (years)<sup>ii</sup>

- ii. Portfolio turnover period (years)

Controls when to trigger income shifts from deferred to realized gains for tax purposes, considered to be like portfolio rebalancing. The default portfolio turnover will be 5 years.

You can set the current and the strategy scenarios to have two different portfolio turnover periods to compare the impact of using products and methods that minimize the realization of capital gains.

d. Planning alternatives

Run what-ifs modelling to see the impact on the strategy scenario, an interactive and collaborative tool for optimising your client's outcome.

- ❖ Toggle the income goal to reduce income if there is a shortfall or increase if there is a surplus.

- ❖ Adjust start/end age of the goal and savings.

e. Use of investment capital

Shows the depletion (shortfall) or accumulation (surplus) of client's investment assets over time.

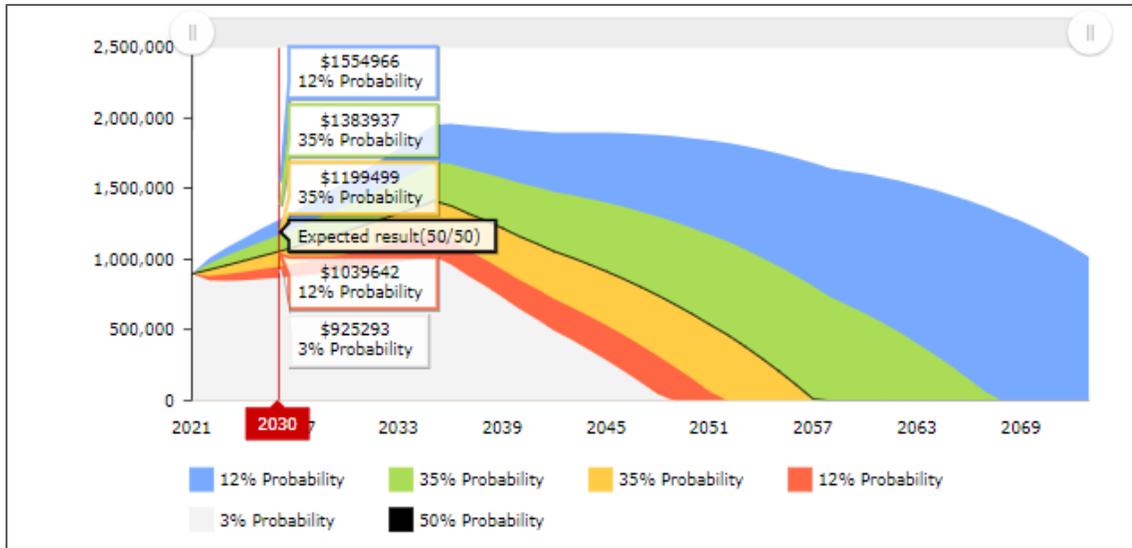
f. Risk capacity: certainty of outcome, favorable and unfavorable markets and value at risk

Most clients start with unrealistic expectations about risk and return. Unrealistic expectations can quickly become unfulfilled expectations and unfulfilled expectations tend to cause grief for all concerned. Now is a good time to start educating (new) clients about risk and return and risk capacity, the level of financial risk the client can afford to take without jeopardising the achievement of important financial goals.

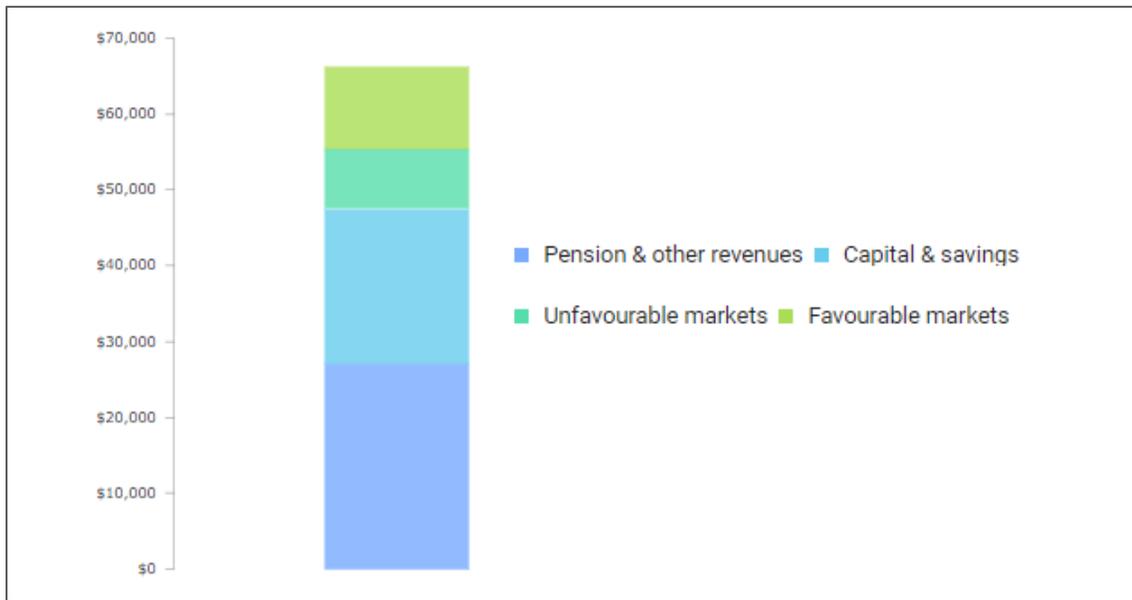
The **ProPlanner** system provides a practical and dynamic process to test risk capacity by asking the client to specifically confirm their acceptance of the relationship between the downside risk and achieving the goal through various analysis and illustrations. We believe this incorporates the client's level of flexibility for the goal and acceptance of the risks with the recommended or desired investment profile.

- ❖ Certainty of outcome (CoO)

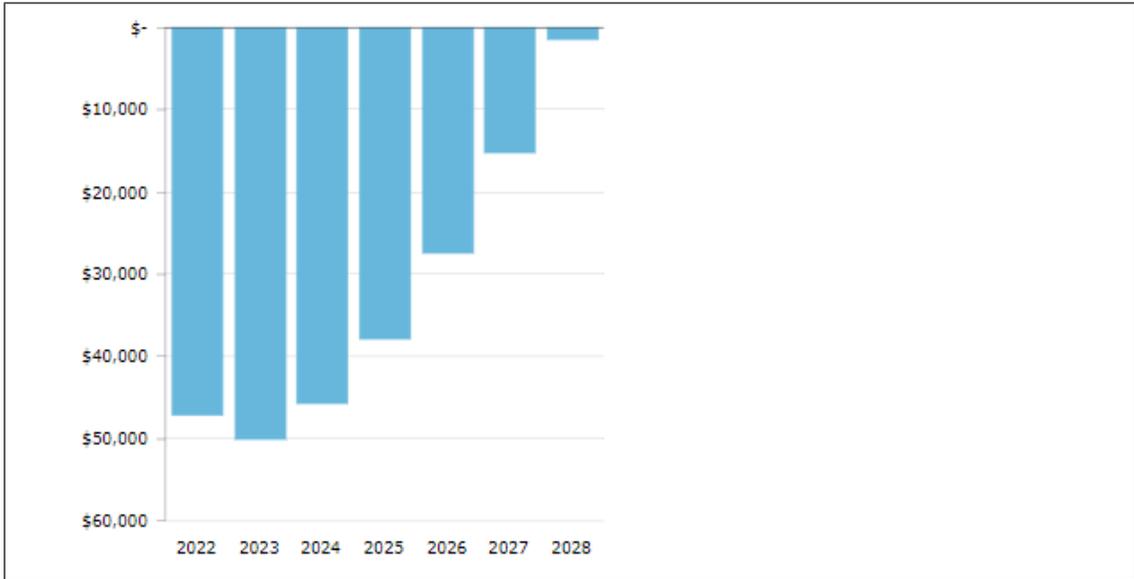
Shows the range of possible outcome for the Strategy portfolio over the time horizon using stochastic modelling.



- ❖ Favorable and unfavorable markets  
Shows the income range if we have unfavourable markets (2sd below the mean) and if we have better than expected markets (2 sd above the mean).

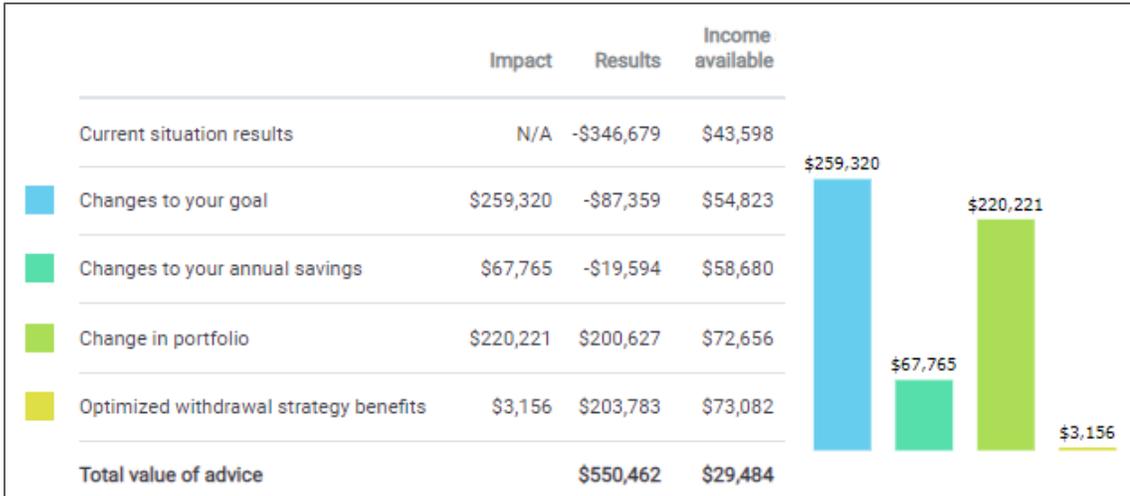


- ❖ Value at risk (VaR)  
Shows the size of potential falls on a year by year basis and how long it would take to recover in value.



g. Value of advice

Measures the improvements to the client's current scenario, resulting from planning recommendations made in the summary of assumptions and or planning alternatives to the strategy scenario. This component will allow you to communicate the value of your recommendations in a very tangible way.

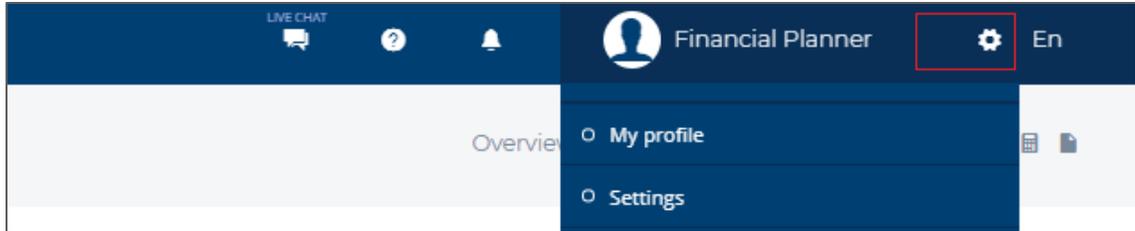


## 6. Step 4: System Settings

To help you get started, the **Pro**Planner system is pre-configured with default assumptions that drive the advice process. It is recommended that you review them to ensure they align with what you want and expect to see.

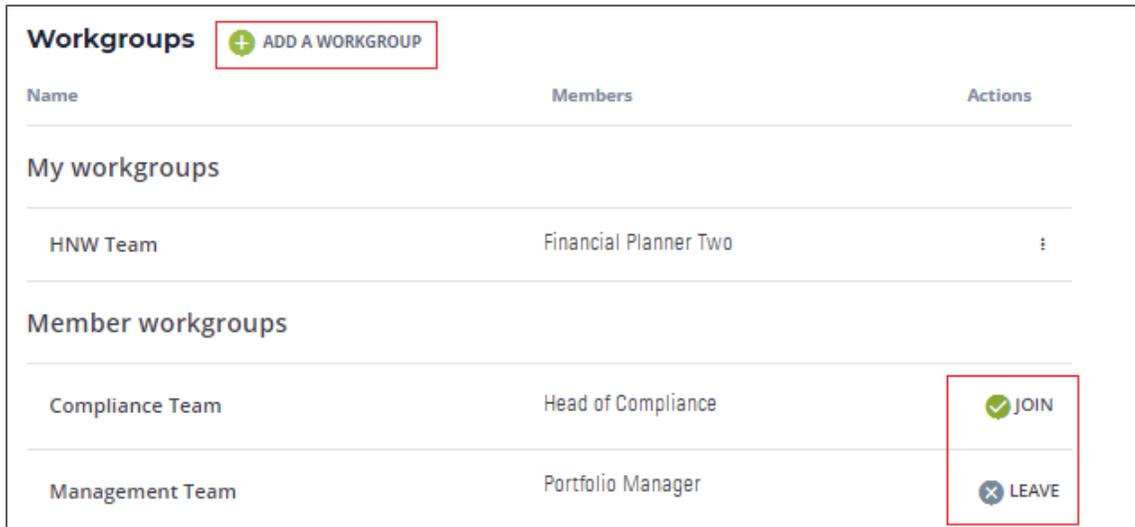
### 6.1 Adjusting Profile Settings

Select the **gear** icon on the top right of the screen then **Settings** to review and adjust your personal profile if required.



#### a. About Me

- ❖ Review and update your personal information and upload an avatar.
- ❖ Create Workgroups to share client files with a group of users, this feature is like the “secondary advisor” feature which allows you to share with a single user.
  - i. Select **ADD A WORKGROUP**, enter a name for the group add members then press **Save**.
  - ii. Select the **vertical ellipsis** icon to edit (add or delete members).
  - iii. Member workgroups are groups you have been invited to join. Select **JOIN** to join the workgroup or **LEAVE** to leave the workgroup.



#### b. Subscription

Manage your Suitability**Pro**<sup>TM</sup> subscription by selecting **Manage**, this will take you to our subscription management portal.

- c. Branding  
Customize SuitabilityPro™ to match your branding for screens, documents/report (coming soon), and the client portal (coming soon).

## 6.2 Adjusting Planning Settings

Select the **gear** icon on the top right of the screen then **Settings** to review and adjust the planning assumptions if required.

- a. Capital market assumptions  
Define the rate of return and income distribution data to be used in projections and calculations. Default rates are based on historical real return for each asset class combined with a forward-looking inflation assumption to arrive at forward-looking expected returns. The standard deviations, and correlation coefficients are then used to dynamically calculate the risk and return of current, target and implementation portfolios.

To customize the **Rates of return**, select the **RATES OF RETURN** tab then **EDIT** in the top right. When defining your rates of return, it is important for you to be able to support your assumptions with reasoning that is prudent and practical as opposed to merely choosing a rate of return.

- ❖ **Methodology** determines whether the system applies the nominal rates as shown in calculations (nominal) or the real rates as shown and add inflation assumption (real). For real methodology, you can customize the inflation rate to apply on an individual basis.
- ❖ **Rates to apply** determines whether the system uses the default rates supplied or select the Custom radio button to enter your preferred rates.
- ❖ **Inflation** determines whether the system uses the default rate supplied or select the Custom radio button to enter your preferred rate.
- ❖ Once all selections are made and entered, check the box to accept changes and select **SAVE CHANGES**.

To customize the **Income distribution**, select the **INCOME DISTRIBUTION** tab then **EDIT** in the top right. When defining your rates of return, it is important for you to be able to support your assumptions with reasoning that is prudent and practical as opposed to merely choosing a rate of return.

- ❖ **Distribution to apply** determines whether the system uses the default percentages supplied or select the Custom radio button to enter your preferred percentages.
- ❖ Once all selections are made and entered, check the box to accept changes and select **SAVE CHANGES**.

- b. Investment policies  
Define the target investment strategies' allocations, maximum and minimum ranges to be used in projections and calculations. The target portfolios' asset allocations were determined using historical index data and efficient frontier analysis to represent typical portfolios selected by advisors across the risk spectrum.

To customize the investment policies, select **EDIT** in the top right then select the **Custom** radio button. A minimum of 4 and maximum of 12 policies can be configured.

- ❖ Select **ADD A POLICY** to add a policy, a side panel will appear for you to enter the policy name and the asset allocation.
- ❖ Select the **vertical ellipsis** icon next to the policy name then select **DELETE POLICY** to delete a policy or **EDIT POLICY** to rename a policy.
- ❖ Select **TARGET** to toggle between the target view and the min/max view.
- ❖ Once all selections are made and entered, check the box to accept changes and select **SAVE CHANGES**.

Investment policies  Default  Custom

+ ADD A POLICY

VIEW: TARGET-POLICY RANGE MIN / MAX POLICY: BY ASSET CLASS

All Income Income

| Asset class | Return | STDEV | Min | Target | Max  | Min  | Target | Max   |
|-------------|--------|-------|-----|--------|------|------|--------|-------|
| Cash        | -0.4%  | 1.7%  | 90% | 100%   | 100% | 3.5% | 8.5%   | 13.5% |

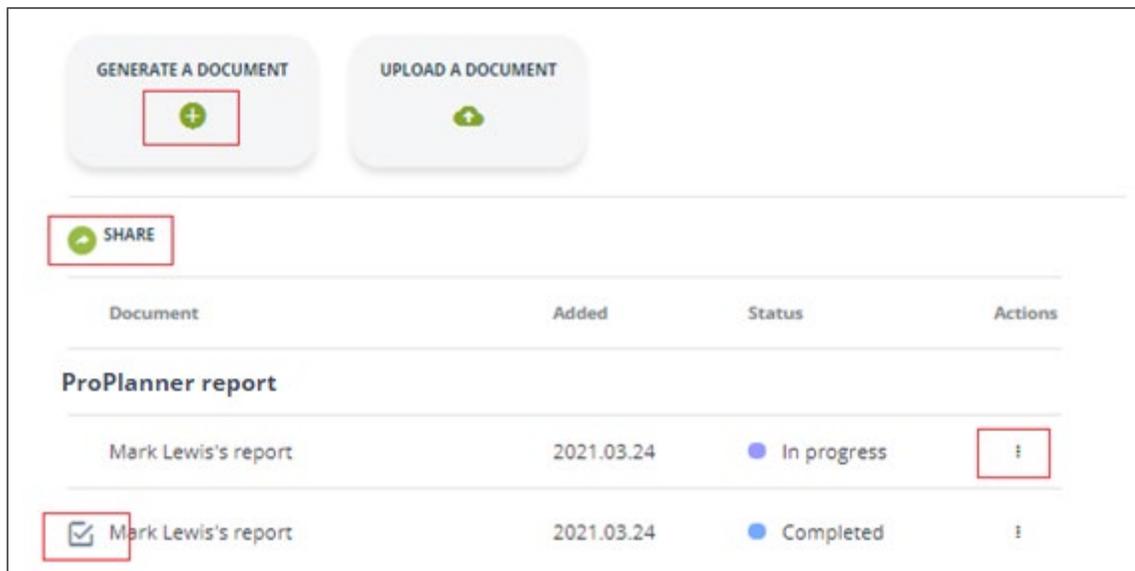
## 7. Step 4: Presentation and Reporting

A well-presented plan ensures your clients understand the strategies and the value of your recommendations and ultimately commits to it.

### 7.1 The Document Centre

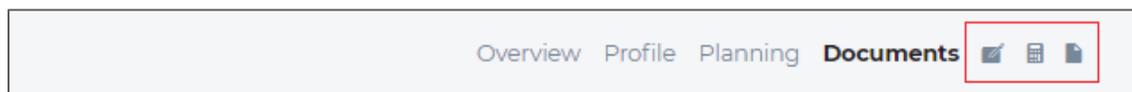
The document centre stores all your client's document in one place allowing for quick access and reference. Here you can generate the **ProPlanner** report, upload supporting materials and share them securely with your clients.

- The **ProPlanner** report details the basis of your recommendations. The system provides a checklist of each component in **ProPlanner**, allowing you to select and tailor each report to meet your client's individual needs. You can generate the **ProPlanner** report by navigating the client menu on the top right of the screen, selecting **Documents**. Alternatively, use the quick access on the client overview document tile.
- Select **GENERATE A DOCUMENT** to create your client's **ProPlanner** report, you'll be able to choose and select which components you wish to include in the report. Once the report is generated, select the **more vertical** icon to download, delete and share the document with your client. To share multiple documents, use the check mark selection and the global share icon.
- Generated or uploaded documents can be shared with clients by updating the status to completed first. Client will then be invited to access the shared documents in the client portal.

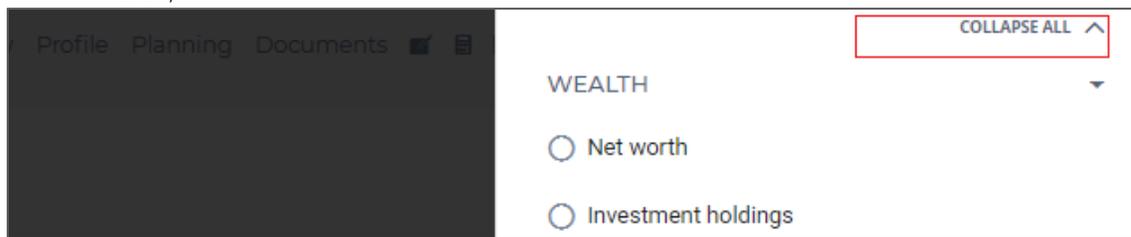


### 7.2 Report Side Panel – Supplementary Reports

In addition to the **ProPlanner** report, supplementary reports are also available for quick overview and client presentations.

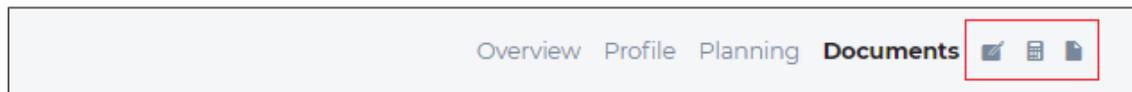


- a. You can generate the supplementary reports by navigating the client menu on the top right of the screen, selecting the **Report** icon.
- b. Select the chevron to open the available reports, select the desired the report, criteria and format, then **SAVE**. Available reports include:
  - ❖ Net worth: a summary of your client’s net worth.
  - ❖ Investment holdings: a summary of your client’s investment holdings
  - ❖ Portfolio rollup analysis: a summary of the current, target and implementation portfolios (**ProTracker** only).
  - ❖ Detailed implementation strategy: a summary of the implementation strategy against current (**ProTracker** only)
  - ❖ Fund rollup: a factsheet for select fund (**ProTracker** only).
  - ❖ Tax audit: a detailed tax audit spreadsheet showing year by year tax breakdowns.
  - ❖ Goals and Objectives: a summary of your client’s goals and objectives (coming soon).
  - ❖ Combined Investment: a summary of your client’s current and recommended strategy (coming soon).



### 7.3 Notes

The notes feature allows you to add additional commentary to the client’s file in support of your recommendation.



- a. You can add notes by navigating the client menu on the top right of the screen, selecting the **Notes** icon then **ADD A NOTE**.
- b. Select the **Note type**, enter commentary and other details depending on the type selected, then **SAVE**. Available note types and categories include:
  - ❖ Client notes
 

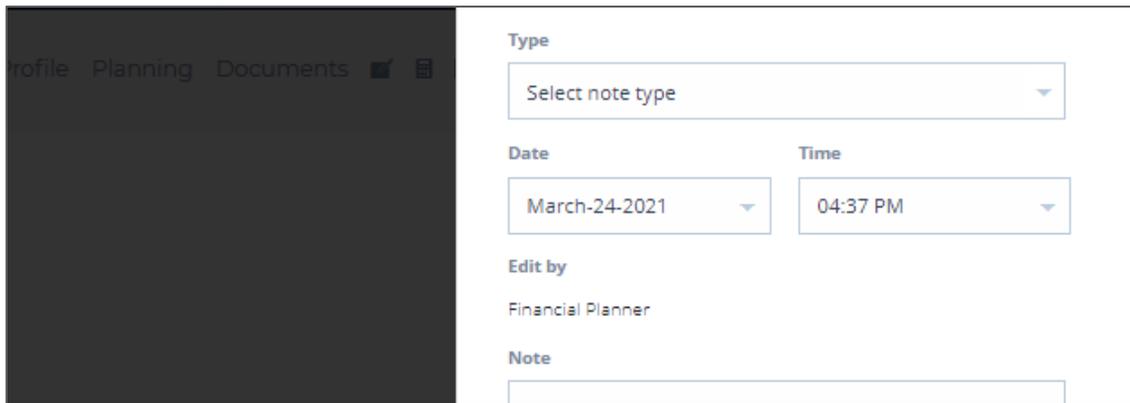
These are external notes and includes the following types, notes marked with an asterisk \* as pulled into generated documents in a pre-defined location.

    - i. Contact log
    - ii. Investment commentary\*
    - iii. Protection commentary\*
    - iv. Savings commentary\*
    - v. Structured products commentary\*
  - ❖ Advisor notes
 

These are internal notes and includes the following types:

    - i. Funds & wealth

ii. Loan notes

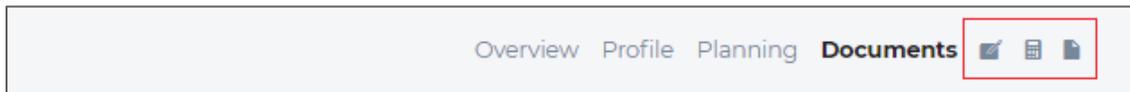


- c. You can search notes by navigating the client menu on the top right of the screen, selecting the **Notes** icon then search by all notes, client or advisor notes or by note types.

## 7.4 Calculators

The calculators feature allows you to complete simple and reasonably complex financial calculations in support of your recommendation.

- a. You access the calculators feature by navigating the client menu on the top right of the screen, selecting the **Calculator** icon, a category and the desired calculator.



- d. Available calculators and categories include:

❖ Insurance calculators

i. Long term care

Helps you calculate the amount of long-term care insurance that may be required in order to protect your client's estate from the erosion caused by future long-term care expenses. The calculations allow you to see the future value and present value of the estate erosion caused with no coverage or with coverage of a specified percentage.

ii. Critical Illness

Helps you calculate the total amount of critical illness insurance that your client will require. It illustrates the replacement of annual income for a specified number of years, plus any lump sum costs the client may experience such as exceptional health costs not covered by existing health insurance or government programs, possible costs to lifestyle changes and so on.

❖ Loan calculators

i. Loan amortization (coming soon)

Helps you calculate loan payments or balance at any point in time before or after the loan date and creates an amortization schedule for your client.

ii. Debt consolidation (coming soon)

Helps you calculate the benefits of debt consolidation for your client. Any existing loans entered under **Asset & Liabilities** will pre-populate the calculator. You need to identify

the loan rates and terms of each loan to be able to do a full analysis.

iii. Leverage

Helps you calculate the net benefit (or loss) of leverage for your client over a range of returns from borrowing to invest using Interest-only or term loans.

## 8. Step 5: Monitor and Review

Though a financial plan may have a 20-year time horizon, it will probably have a half-life of only a few years. A major review/redo of a plan should involve a re-assessment of the client's goals and priorities to ensure the plan is still relevant to the client's circumstance over time.

Finally, periodic review of planning assumptions (capital markets) that drive the advice process is recommended to ensure they are still appropriate.

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<sup>i</sup> For more details about the target policy ranges see the Suitability and Professional Judgement Matrix guide [https://planplusglobal.com/SP\\_Suitability\\_PJM.pdf](https://planplusglobal.com/SP_Suitability_PJM.pdf).

<sup>ii</sup> Corporate Class tax deferral rate and period: A feature to model corporate class investments, a process of shifting investment income from interest and dividends to deferred gain for tax purposes. User can set a percentage and a Corporate Class deferral period. This allows you to specify the portion of interest and dividends that is to be shifted to capital gains and for how long. relevant.