

## COVID-19 PROGRAM CHECKLIST

More than ever, Canadians need sound and professional financial advice. They're worried about their retirement. They're worried about the sustainability of their small business. They're worried about saving for their child's education.

Financial Advisors across Canada have answered the call to offer pro-bono assistance during the COVID-19 pandemic. To ensure obligations are met, we have created this simple checklist to follow prior to offering your assistance through a dedicated program such as **Advocis Connect**.

REMEMBER...

- ✓ Check personal work agreements with your MGA or dealer to ensure you are not prohibited from participating in a program such as **Advocis Connect**
- ✓ Ensure that a scope of services document is provided by the administrators of any program for which you may sign up during the COVID-19 pandemic. All financial advisors participating in **Advocis Connect**, for example, are provided such a document
- ✓ When you are matched with someone through a program such as **Advocis Connect**, and the relevant scope of services document is signed by both the advisor and client, an actual relationship between the advisor and client is formed. Therefore, the client is a *bona fide* client to the advisor, even if limited in scope
- ✓ You must complete Know Your Client (KYC) in sufficient depth to understand, for example, his/her cash flow and liquidity needs to fulfill the obligations under the scope of services
- ✓ Be sure to address any conflicts of interest
- ✓ Be sure to confirm with your E&O Insurance provider that such a program would be covered
- ✓ Follow the Advocis Professional Code of Conduct