

Best Practices – Session 10

Uses of Technology



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Recording telephone conversations

Make sure you're complying with the privacy legislation if you make this a part of your process.



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Internet Privacy and Security Issues

There are two primary areas all firms need to consider.

- protection of information from the outside such as from hackers; and
- protection of information and privacy in your daily, routine business operations.



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Firewalls

High-speed connections expose
you to Risk

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Virus protection

Don't play Russian Roulette with
your data

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E-mail security

- Digital signatures when sender authentication is at issue.
- Encryption when sending information of a defined security level.
- Passwords unique and changed regularly.
- Computers turned off or locked if unattended.
- All messages scanned with virus protection software.
- If a message seems questionable, confirm it.
- Never mass mail to multiple clients using a visible “To” or “CC” address.



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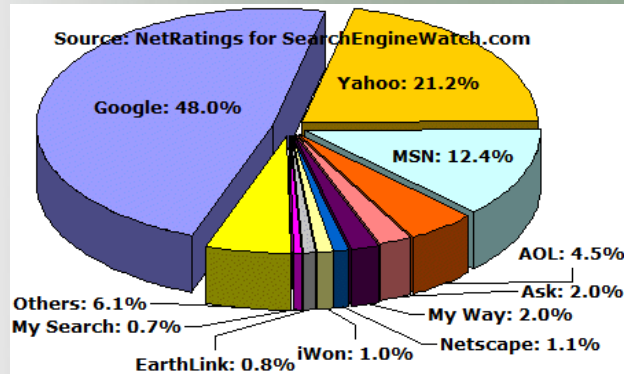
Internet Access & Use

- Optimize your ability to do research on the Internet.
 - Take advantage of sites that have recurring value for your business such as forums, professional association sites, and so on.



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Search Engines



KEY: GG=Google, YH=Yahoo, MSN=MSN,
AOL=AOL, AJ=Ask Jeeves,
OVR=Overture (GoTo), IS=InfoSpace,
NS=Netscape, AV=AltaVista,
LY=Lycos, ELINK=EarthLink.com,
LS=LookSmart

US Digital Media Universe Audience Reach
Home & Work Users, January 2003

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Professional associations

Visit the Advocis website at
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Financial Planning Software

| | Husband | Wife |
|----------------------------|---------|--------|
| Age | 43 | 43 |
| Retire by | 60 | 60 |
| Mortality | 90 | 90 |
| RRSPs | 50,000 | 30,000 |
| Annual savings | 5,000 | 3,000 |
| Non-registered | 50,000 | 20,000 |
| 100% cash – return | 6.5% | 6.5% |
| CPP (early election) | Yes | Yes |
| OAS | Yes | Yes |
| Inflation rate | 4% | |
| Desired income (after tax) | 65,000 | |

| Single Need Illustration | | | | | | |
|------------------------------------|----------|-----------------|------------------|---------------------|----------------|------------|
| Retirement | | Education | | Other | | |
| Desc: Retirement Fast & Fanny Plan | | Tax rate: 25.00 | | Birth year: 1960 43 | | |
| Requirement | \$65,000 | Index | 4.0 | From year | 2020 | To year |
| | | | | | 60 | 2060 90 |
| Investments | Capital | Rate of ret. % | Savings | Index | Accumulated | |
| Non-registered | \$70,000 | 4.875 | \$0 | 4.0 | \$157,227 | |
| Registered | \$80,000 | 6.500 | \$8,000 | 4.0 | \$543,481 | |
| Other revenues | | \$/yr | From year | To year | Index % | Taxable % |
| Fast-C.P.P./ | | \$6,730 | 2020 | 2060 | 4.0 | 100 |
| Fast-O.A.S. | | \$5,440 | 2025 | 2060 | 4.0 | 100 |
| Fanny-C.P.P./ | | \$6,730 | 2020 | 2060 | 4.0 | 100 |
| Fanny-O.A.S. | | \$5,440 | 2025 | 2060 | 4.0 | 100 |
| | | \$0 | 2003 | 2020 | 0.0 | 100 |
| | | \$0 | 2003 | 2020 | 0.0 | 100 |
| Present value of capital + revenue | | \$693,615 | Income available | \$28,172 | | |
| Present value of requirement | | \$1,545,459 | Delay until | 2038 | Age | 78 |
| Capital shortage | | \$851,844 | Stop Need At | 2024 | Age | 64 |
| | | | Savings | \$56,097 | Non-registered | Registered |
| | | | Rate of ret. % | 15.022 | | 13.737 |

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Australian Survey of Financial Plans

“It looked at 124 financial plans offered by a range of special financial planners, including some major banks, and found at least half of them to be borderline or indeed very poor advice” – ABC News – *The World Today*.

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Financial Planning Calculators

The nature of any financial planning calculation is to provide a projection of a future need based on a series of current assumptions, followed by a determination of the ability or willingness of the client to modify present behaviour to address the requirements of this anticipated need.



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Web Services

Advisors should be conscious of two fundamental issues with when it comes to web services.

- Compliance regulations prior to set up; and
- ongoing compliance obligations.



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Web Sites

Cheap sites look like bad
toupees and cheap suits.



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Disaster Recovery Planning

Good judgement usually
comes from experience and
experience usually comes from
bad judgement.



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Technology Training and eLearning

Your budget should include enough dollars to spend on the training as you do on the software itself.



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