



**Account Access Agreement: Consent for Use and Disclosure of Financial, Banking, Payment and Insurance Information**

**Name of Client Giving Consent:** \_\_\_\_\_

**To The Client:** Please read the following statements carefully.

**Purpose of Consent:** By signing this form, you will consent to our use and disclosure of your protected financial, banking, payment and insurance information to carry out payment activities, creditor negotiation and resolution and insurance coverage determination. A document explaining the use of the Health Information Portability and Accountability Act is available for your use. This consent is given to **At Home FinanceCare, LLC.**, and its duly authorized agents. This may include access to your bank accounts user names and passwords.

**Right to Revoke:**

You will have the right to revoke this consent at any time by giving us written notice of your intention submitted to **At Home FinanceCare, LLC.** Please understand that revoking your consent will not affect any action taken prior to the receipt of your revocation. We may decline to act further on your behalf if you revoke this consent.

**Agreement/Signature: (Must be signed by all parties who have access to accounts)**

I have had full opportunity to read and consider the contents of this consent form. I understand that, by signing this consent form, I give my consent to **At Home FinanceCare, LLC** and its duly authorized agents to its use and disclosure of my protected financial, banking, payment and insurance information to carry out payment activities, creditor negotiation and resolution and insurance coverage determination. If I revoke this agreement or stop working with **At Home FinanceCare, LLC** I will change all passwords I provided to them.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If a legal representative or agent of the client is signing this consent form, the following must be completed:

Representative: \_\_\_\_\_ Relationship to Client: \_\_\_\_\_

(You are entitled to a copy of this consent form after you sign it.)

**Revocation of Consent:** I revoke my consent for your use and disclosure of my protected financial, banking, payment and insurance information for payment activities, creditor negotiation and resolution and insurance coverage determination. I understand that revocation of my consent will not affect any action you took in reliance on my consent before you received this written notice of revocation. I also understand that you may decline to continue business activities on my behalf after I have revoked my consent. I acknowledge it is my responsibility to contact my bank, insurance carriers and any other companies or individuals to change my passwords and user names immediately upon this revocation of consent.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



This agreement outlines our understanding concerning the services At Home FinanceCare, LLC, "AHFC" will be providing to, \_\_\_\_\_, "CLIENT".

**HOW WE WORK:**

We are a mix of senior bookkeeper, software consultant/trainer, professional organizer, project manager, trust administrator and Daily Money Manager. We are experienced professionals who bring clarity and order to an individual/business daily management of bills, budgets and recordkeeping. Assistance is personal and customized. We do this for both personal and small business finances/accounting.

**WORKPLACE & WORK CONTENT CONSENT:**

We will be responsible for finances dealing with:

Personal  Special Needs Trust  Family Trust  Small Business  \_\_\_\_\_

We will be performing work:

At the client site  Remotely, in our own office

By signing this agreement you consent to us having access to your premises (if work will be done onsite) and records. An initial work schedule will be agreed to in the beginning but can change over time with the consent of the client.

**SERVICES WE WILL PROVIDE:**

Our services are customized for each client and can fluctuate depending on needs. This agreement covers the basic services of:

Daily Money Management  Life Affairs Management  Special Project:

*To include:* Online bill payment, categorizing financial transactions using Quicken, account reconciliation, generation of reports, budget creation/reporting, and assistance at year end with tax information needed for your return. These services can be changed as necessary.

**WHAT WE WILL NOT DO:**

- Any activity related to being a "credit services business," or i.e., receiving any form of payment for:
  - Improving a consumer's credit report, history or rating
  - Obtaining an extension of credit for a consumer
- Give advice on investments and trusts
- Income tax preparation, completion and/or filing (we can help to pull info together for tax preparer)
- Provide legal advice

**MANAGEMENT DECISIONS:**

You, the client, are responsible for management decisions and functions, and for choosing your other advisors. You are responsible for establishing and maintaining the controls to monitor ongoing activities performed by AHFC or your other professionals. Our services cannot be relied upon to disclose errors, fraud, or illegal acts that may exist. However, we will inform you of any material errors and of any evidence or information that comes to our attention during the performance of our services.

**SOURCE DOCUMENTS AND INFORMATION:**

We will pay bills plus prepare and compile reports, from information you provide. Our reporting and management of your information is only as good as the source documents we receive in a timely manner. We will decide on the most effective method to get information to AHFC.

**RECORDS RETENTION:**

At the beginning of each engagement we work with our clients to establish an organized system for their financial and asset paperwork. We will work together to decide what is scanned and what is saved in paper form. If we scan on behalf of the client, the originals will be shredded unless otherwise agreed. In the process of sorting and organizing paperwork, we may find items that we deem are expendable. We will separate out that paper for the client to review and dispose of at their discretion, or give us permission to do so.

**CONSENT FOR USE AND DISCLOSURE OF FINANCIAL, BANKING, PAYMENT & INSURANCE INFO:**

See Account Access Agreement for account and password authorization use.

**CONFIDENTIALITY:**

We will not disclose that you are a client unless you give us permission to use your name. We will maintain the confidentiality of your confidential information in our care. We will use reasonable precautions to protect your confidential information, but we have no obligation to employ any measures not regularly employed by you in protecting your confidential information. We will assist you to establish practices and procedures to enhance the security of your information.

**FEES:**

Our fees are based on the time required for work performed; the complexity of any technical issues addressed; the need to confirm, research, or gather information; contact other sources; meet or talk with the client's other professionals or team members. We do our very best to give you an estimate of the time our work will take. You can minimize our time by taking on tasks yourself, having organized information or automating many financial transactions. Fees are subject to change.

An initial set-up fee is generally required to get your financial affairs in order so a maintenance system can be established. We start each new client with a retainer paid in advance until sufficient credit is established. Invoices will then be presented either at each session or at the end of the month for time expended. Payment is due upon submission of our bill.

You will also be billed for other expenses incurred related to providing the service such as photocopies, postage, supplies (software, file folders, etc.), and mileage as appropriate. Travel time will be charged at 50% of our hourly rate for travel over 30 minutes each way.

**Setup Fee: \$XXX/hr**

**Maintenance/ongoing (once a regular routine is established): \$XXX/hr billed in 15 minute increments if remote or 2 hour minimum onsite.**

**TERMINATION OF SERVICES:**

You may terminate our services at any time by written notice to us. Subject to any restrictions imposed by ethical considerations, we may terminate the arrangement at any time upon written notice to you.

**CODE OF ETHICS:** See attached.

**LIST OF INDIVIDUALS AT HOME FINANCECARE, LLC IS AUTHORIZED TO PROVIDE INFORMATION TO:**

CPA/TAX PREPARER: \_\_\_\_\_

ATTORNEY: \_\_\_\_\_

INVESTMENT MGR: \_\_\_\_\_

FAMILY MEMBERS: \_\_\_\_\_

\_\_\_\_\_

TEAM MEMBERS: \_\_\_\_\_

\_\_\_\_\_

OTHER: \_\_\_\_\_

OTHER: \_\_\_\_\_

OTHER: \_\_\_\_\_

Agreed:

\_\_\_\_\_  
 Client Signature                      Client Printed Name                      Date

\_\_\_\_\_  
 At Home FinanceCare, LLC Signature                      Printed Name                      Date

## Code of Ethics

At Home FinanceCare, Inc. Daily Money & Life Affairs Managers are committed to providing high standards of client service.

We provide personal business assistance to clients in managing their personal monetary and business affairs. We do not act as tax preparers, investment advisors, or attorneys.

As Daily Money & Life Affairs Managers we:

- Have concern for the well being of our clients
- Shall not exploit our clients financially, socially, emotionally, sexually, physically or in any other manner
- Shall disclose any affiliations that may pose a conflict of interest
- Shall not exploit a relationship with a client for personal or financial gain
- Shall strive to ensure fees are fair, reasonable and commensurate with the services performed
- Shall take precautions to avoid harm to our clients or their property
- Shall respect the rights of our clients
- Shall protect the client's right to privacy and confidentiality
- Shall maintain detailed, accurate, financial records for the client, based on information available from the client
- Shall achieve and maintain high standards of competence
- Shall accurately represent our professional experience and training when requested by our client, client's family or someone looking out for the client
- Shall keep current with issues affecting our clients
- Shall keep current with public and private services available to our clients
- Shall refer our clients to other service providers or consult with other service providers when additional knowledge and expertise are required
- Shall define our role clearly to other professionals
- Shall treat clients, family members, colleagues, and other professionals with fairness, discretion and integrity

*We are members of the American Association of Daily Money Managers and fully concur with and comply to their Code of Ethics above.*

## AGREEMENT

THIS AGREEMENT is made and entered into by and between \_\_\_\_\_ (“the Provider”) and \_\_\_\_\_ (“the Client”). It replaces all previous agreements between the aforementioned parties.

**WITNESSETH:** That for and in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

**SCOPE OF SERVICES:** The Provider shall perform certain basic financial tasks for the Client, including the following as deemed appropriate by the Provider after consultation with the Client:

- Monitor and reconcile the Client’s bank and credit card accounts;
- Pay the Client’s bills using online bill pay or vendor bill pay services;
- Maintain the Clients’ financial records using financial software;
- Maintain and organize the Clients’ bills and other important records in a cloud-based storage service;
- Assist the Client with budgeting and spending plans;
- Negotiate financial matters with third parties;
- Review and prepare tax packages for the Client’s tax professionals;
- Provide financial reports using available financial data, as requested;
- Prepare financial correspondence for the Client’s signature;
- Interface with the Client’s financial, legal, accounting, and other professionals;
- Work with the Client’s family members, including children, as requested;
- Provide support to professionals charged with settling the estate of a family member; and
- Perform and undertake such other tasks as agreed upon by the Provider and the Client.

**USE OF INTERNET AND COMPUTER:** The Provider uses a computer and smartphone connected to the internet to complete the Client’s work. This includes the use of Quicken, DropBox, 1Password, Excel, and other software and cloud-based services. Every attempt is made to protect the Client’s records from intrusion, including the use of internet security software. The Provider has obtained cyber liability insurance coverage as an additional measure.

**PAYMENT OF BILLS:** The Client agrees to forward all bills and other financial mail to the Provider in a timely manner. The Client may authorize the Provider to pay bills using online bill payment services. In this regard, the Client shall be solely responsible for ensuring sufficient funds are available to pay outstanding bills. In the event insufficient funds are available, the Provider shall have no obligation to make any payment until the Client has made funds available for payment of bills. The Provider shall not be responsible at any time whatsoever for any late fees, service fees, or other charges assessed in the event of a late payment or failure to make a payment.

**BANK AND CREDIT CARD STATEMENTS:** The Client shall also be responsible for timely review of all bank and credit card statements as available. The Provider will attempt to identify fraudulent and unnecessary transactions but is not privy to the Client’s exact spending habits and must be supported in this process by the Client. It is the Client’s responsibility to let the Provider know how they wish to receive these statements.

**ACCESS TO CLIENT’S ACCOUNTS:** Typically, the Provider will access the Client’s financial accounts using the Client’s log-in information (user ID and password). This information will be protected by the Provider in a password vault and the Provider will take care to ensure that each internet site is secure before logging in. Some financial institutions offer alternatives so that the Provider uses a distinct user name and password. The Client is responsible for notifying the Provider if alternatives are preferred.

**SCHEDULE:** The Provider will schedule specific times on a weekly, bi-weekly, or monthly basis to complete work for the Client, depending on the needs of the Client. The Client or the Provider may request phone calls or virtual appointments on a regular or on an as-needed basis.

**SUBCONTRACTORS:** The Provider may request the services of a qualified subcontractor for large projects. This arrangement will be discussed with the Client beforehand. The Client will be billed for the subcontractors’ services and costs, and the Client agrees to pay for such services when billed by the Provider.

**EXCLUSIONS:** The Client expressly acknowledges that the Provider does not provide specific tax, financial, investment or legal advice; consequently, the Provider cannot be the final authority on tax, financial, investment or legal issues. Any such matters should be discussed with the Client's accountant, financial advisor or attorney.

**COMMUNICATION:** To enable the Provider to adequately provide the services requested, the Client expressly agrees to the following:

- To respond promptly and fully to all requests from the Provider. If the Provider is not given sufficient information or time to carry out the duties, the Provider will not be responsible for failure to meet a deadline. The quality of the services, together with time involvement, and therefore fee, very much depend upon the quality and completeness of records and information provided by the Client.
- To make full disclosure to the Provider of all sources of income, expenditures, and other information necessary for the proper handling of bill payments and personal recordkeeping.

**CODE OF ETHICS:** The Provider is bound by the ethical guidelines of the American Association of Daily Money Managers. Except as required by law, the Provider will not disclose any confidential information to individuals without the Client's express consent.

**INSURANCE:** The Provider will maintain professional liability coverage, as well as commercial general liability and cyber liability insurance. The Client may request proof of this coverage.

**HOURLY CHARGES:** The Provider will charge an hourly rate of \$ (add amount). Work for less than one hour will be pro-rated in 15-minute increments. Invoices will be prepared for all work performed. If the Client wishes, invoices will be sent via email prior to processing each payment. Otherwise, the invoices will be saved by the Provider and are available upon request. Any out-of-pocket expenses, such as postage or office supplies, will be billed at the Provider's cost with no additional charge for this service.

**RETAINERS:** In certain circumstances, the Client may be asked to pay the estimated monthly amount at the beginning of each month. Invoices will be prepared, and payments will be charged against the retainer. At the beginning of the following month, the Client will pay any shortage or receive a credit against the upcoming month's retainer for any overage.

**ADDITIONAL PAYMENT TERMS:** In the event that payment is refused or not honored or there are insufficient funds to pay the Provider, the Client shall be responsible for any charges incurred by the Provider, including costs of collection (including but not limited to attorney's fees and expenses), plus a monthly financing charge equal to one and one-half percent (1.5%) percent during each month that payment remains outstanding. The Provider can refuse to provide any additional services until payment in full is received by the Provider.

**CHOICE OF LAWS:** This agreement shall be governed by the laws of the State of (add state).

**TERMINATION:** Once signed by all the parties, this Agreement will remain in effect from the date this Agreement is signed by the Client until it is replaced or terminated. Either party may terminate the Provider's authority to act on the Client's behalf at any time, without penalty. Notice of termination must be in writing. Any electronic or paper records in the Provider's possession will be returned to the Client within fourteen (14) days after termination of this Agreement. It shall be the sole responsibility of the Client to change online passwords after termination of this Agreement.

**NOTICES:** All notices under the terms of this Agreement shall be in writing and shall be deemed to have been given if personally delivered, mailed by overnight prepaid delivery service, or mailed by first class registered or certified mail, postage prepaid, to the addresses set forth below or to such other address as shall be given in writing by either party to the other.

**ENFORCEMENT:** If any party is required to enforce their rights under this Agreement, the prevailing party shall be entitled to their costs, including but not limited to attorney's fees and court costs, incurred in enforcing their rights.

**RELEASE; LIMITATION OF LIABILITY:** The Client expressly releases and forever discharges the Provider from any and all actions, suits, debts, claims, demands, and obligations whatsoever, both in law and in equity, by reason of the products and services provided by the Provider as contemplated by this Agreement. The Client expressly acknowledges and agrees that the Client assumes the risk of loss of equipment and data, and that the Provider, and any affiliate or owner or agent of the Provider, shall not be liable to the Client for any incidental, indirect, special, or consequential damages, lost profits, savings or revenues of any kind, or lost information or data; however caused, whether for breach of warranty, breach of contract, repudiation of contract, or otherwise, whether or not previously advised of the possibility of such damages.

**ENTIRE AGREEMENT; TIME OF ESSENCE; ASSIGNMENT:** This Agreement is the entire agreement among the parties regarding the subject matter dealt with herein. It is expressly agreed by the parties that time is of the essence with respect to this Agreement. This Agreement shall not be (i) modified, amended or changed in any respect except in writing duly signed by all of the parties, nor (ii) assigned or transferred by either party without the prior written consent of the other. This Agreement shall be binding upon and inured to the benefit of the parties and their respective heirs, personal legal representatives, successors and assigns.

**Provider:** FINANCIAL ORDER, LLC  
(add address)

**Client:** (add name and address)

**IN WITNESS WHEREOF**, the parties have duly signed and sealed this Agreement on the dates set forth below.

**CLIENT:**

**FINANCIAL ORDER, LLC**

\_\_\_\_\_  
Name: \_\_\_\_\_ (SEAL)  
Date: \_\_\_\_\_

By: \_\_\_\_\_ (SEAL)  
Name: \_\_\_\_\_  
Date: \_\_\_\_\_

\_\_\_\_\_  
Name: \_\_\_\_\_ (SEAL)  
Date: \_\_\_\_\_



AADMM Webinar by Lynn Plait & Debbie Gilster  
"Work with Remote Clients No Matter Where They Are" - 4/17/19  
Answers to Questions Posted in the Chat Box Not Responded to Verbally

We think we should emphasize: We HIGHLY recommend your first client is NOT remote/virtual only. There is a huge value in learning to be a DMM by servicing clients onsite first and then adapting your processes to work virtually.

Note: A few questions were not answered because they did not directly relate to the topic or because the presenters don't have that information to share.

### **Apps and software**

1. What App or Software do you use to track your time per client?

Debbie: The assumption is you want an actual "timer" to help determine your start and stop times. Since I don't swap back and forth between client jobs a lot, I just jot down the times in a paper log and then enter this into my QuickBooks invoice. If I was doing many clients' jobs in a day, I might consider finding a suitable timer. It just doesn't work that way for me.

Lynn: As I mentioned during the webinar, I find it easier to create an invoice for each client in QuickBooks and just add the time during the day as I complete each client's work.

Chat box comments: *TSheets, Minute7, Grindstone thru Epiforge, Quickbooks Online*

2. Here are the chat box comments on resources:

- *A session at conference about security mentioned this for securely sending - emails: <https://www.securesafe.com/en/>.*
- *Hubdoc - go on their website in the footer and click on Accountants and bookkeepers and book a demo you can get a free version for yourself, then get access to wholesale pricing...at least you used to be able to get a free version for your own use. (See Resource list at end of slides)*
- *Adobe Scan is a great app for scanning.*

3. What minimum internet speeds work for a remote client? I have one with very slow speeds, really gets hard to screen share or review a document together.

Debbie: Anything that is too slow for you to get your work done! This is different for everyone. Try hiring a computer consultant to help advise.

### **Quicken**

4. Quicken on Web - requires separate license per file/client - correct? Otherwise, can see other client's data???

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Debbie: Read through the "Quicken 2019/Quicken Web & Mobile Info" slide at the end of the presentation. I think I answered your question. If not, email me.

5. Can you explain how to keep the data file on your computer especially using Quicken for Mac and Dropbox? I've been having issues with losing account setup each time we backup and restore. Please explain how you keep Quicken data in your Dropbox. I've been using backup and restore and always loose clients bank account setups each time which is very annoying to have to bother client each time we transfer back and forth for verification.

Debbie: Dropbox is meant as a backup storage place only for Quicken. They will not support you if you keep your actual data file here. If you are backing up to Dropbox from one computer and then going home let's say to your computer and doing a Restore, you should not have these issues. A proper backup will give you a Quicken data file backup. I suggest you call Quicken for support on this. With that said, it is technically feasible for you to keep the data file in Dropbox and use it from there on both computers. You just need to make darn sure the sync has occurred. DON'T do this unless you know what I'm talking about and DO make regular backups in case there is a problem.

6. Why Excel for budgeting and not within Quicken? Does the data get exported from Quicken to Excel for budgeting?

Debbie: You can export any Quicken report to Excel. I like to use Excel to create the budget so that I can add notes and do formulas. I then manually enter this budget into Quicken if my client wants/needs regular budget vs actual reports. I have a budget template and the columns are: Category, Monthly Average (for each sub-category), Monthly Total (for each Category), Notes/Assumptions. Since I don't use Excel to show budget vs actual, the Quicken reports give YTD and %'s (which Lynn adds to her spreadsheet).

Lynn: I use Excel exclusively for budgeting. I never had the patience for making Quicken budgeting work. Mind you, I love Quicken, just not the budgeting. I make my categories in both match and just spend a few minutes manually transferring the data monthly. My columns are similar to Debbie's, but I also have a column for yearly amount and percentage. I like clients to see that they've spent a certain percentage of each category at a certain point of the year. I use percentages only for categories (not subs).

### **Operational**

7. When you provide a report in Dropbox, what format is it? pdf? excel? Do you review them together?

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Debbie/Lynn: Reports can be any format, depending on what the client requires - you will generally export to a PDF or Excel file. Most will be PDF's. We like PDF files so they cannot be modified unless the recipient software that allows this.

8. Do you ever move money into the bill pay account or does the client need to do this?

Debbie: If you must have a separate bill pay account, it is most efficient if an auto transfer is setup to move the money. With your budget, determine how much, plus contingency is needed, and then have that transferred. If you have bills where the amounts fluctuate, you will need enough cushion money. While this is good in theory, most clients will give you access to most of their accounts so you can categorize just about everything.

Lynn: I have a clause in my contract that a client initials if I am allowed to transfer funds. Most of my clients leave a cushion in their bill pay account or the account that I use and have a certain amount transferred in monthly. If they run low, I either send an email to their investment advisor and copy the client or just let the client know, depending on our agreement. I have fired clients who will not keep enough money for me to pay the bills. This is no different whether they are local or remote.

9. If you only do virtual work, how are you handling the first appointment? How is it different from an onsite client?

Lynn: I'd do a phone call initially. If anything makes you think that this is not the right fit, help them find someone else. (Just make sure it's not your own jitters!) If you want to proceed, then decide if the client can afford to bring you out for that first appointment. They should cover your costs, the time you work, and some payment for travel time. Be reasonable about it. You might comp them an hour for the meet and greet time and charge 50% for travel time. If you feel okay doing this, you might instead do a virtual meeting or two or three. It is possible to get to know a client without that physical contact. Remember I worked virtually with my clients when they were local, and we have great relationships.

Debbie: The "initial assessment" meeting is the same whether you are sitting with the client or not. It's just harder to see their face and determine if they are hiding anything from you...and vice versa. It's about establishing trust and seeing if you like this client. You also have to ask standard questions like # of accounts, if they overdraw, who else has access, how much is on autopay, etc. This will give you a feel for the amount of setup time/effort and ongoing work, PLUS give you a feel for initial retainer to get.

10. Lots of questions were asked about Retainers and being sure you got paid. We wanted to add...

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Debbie: You have to screen the client as best you can when you start to even know if they can afford you. You also have to have some ballpark of what it might take to get them up and running. Not much different from an onsite client but you can't "see" them. Get a retainer for every "new" job. If they balk at paying you that is a sign they may not be able to afford you (or they don't know how much they have!) When the retainer is up, get more before you continue working. Try to break the work into mini-projects if you can. Then decide later if you can move away from this (which hopefully you can). If you have any qualms about the client, have and keep the Retainer system.

Lynn: I agree with Debbie. The reason I don't get retainers is that my clients have plenty of money. I have gotten retainers in the past and always think it's a good idea if you have any concerns about being paid. I also have talked to some new DMMs who bill monthly. If you do the work bi-monthly, bill each time. Don't wait for your money!

11. How do you handle check payments to service providers that can't do online banking? E.g. "old school" handyman or carpenter for small town beach house?

Debbie/Lynn: Here are various options - 1) Let the client handwrite them a check; 2) If you have POA/signature authority on account, you send it; 3) Get them to agree to let you send it through online bill pay so the bank mails the check (most will do this); 4) Use Zelle, Venmo, or something like it to send money. Assume these vendors do not take a credit card.

12. Do you have specific target marketing in your area or out of state marketing for getting new remote clients?

Lynn/Debbie: We have enough work coming in using our current marketing techniques, so we haven't tried anything new. Use your existing methods of marketing, it works! It's the same for onsite and remote clients. We discussed this in webinar.

*Chat box comment: Try Bark.com*

13. Do the banks require you to sign a bank-specific POA form for account access?

Debbie: Each bank is different but yes, they want you to have this level of authority or be a co-signer on the account to have a login account. Sadly, the banking industry does not have a solid solution to handle the need for a professional like us to login to someone else's account on their behalf. That is why you need a solid legal account access agreement, liability insurance and a tolerance for some risk. Carefully vet out your client AND especially if older, their family, for any red flags. Don't take a client you feel uncomfortable with. It isn't worth it.

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Lynn: This isn't different whether the client is local or remote. I explain to a new client that we can go a variety of ways, but basically it boils down to 1) client contacting their bank and asking how bank wants to handle it; 2) sharing log in info with me. Most choose to take the second option. Remember that comment I made about American Express. Take a look online and see where you can be added as an account manager. AMEX makes it easy! The larger the bank, the easier it will also be. I've been recognized for my relationship by Chase and Wells Fargo.

14. What kind of monitoring do you do regarding spending habits of clients? And/or fraud, etc.? Does this have legal ramifications if you "miss" something? Do you stipulate how often you check for anomalies?

Debbie: This question applies to any DMM, no matter where they serve the client. It is one of our most important tasks. Be clear with client how often you monitor and what you are looking for, so the expectation is clear. This should be reflected in what you bill them for your services. Don't over commit - I tell them I check once a month generally and charge them if more is needed. Have enough cushion money in the account. Put the burden on the client to notify you ASAP if they spend over \$X (based on your cushion). Put alerts on the accounts to notify you via text or email for low balances or large debits. Have overdraft setup on accounts. If you pay a bill in error, then own the responsibility of fixing it. I have deducted the difference on client's invoices if I can't get the money back and that satisfies the client. You'll only do this once!

Lynn: I want to add that we are not guaranteeing that we are perfect. We might miss something or make a mistake. Most of my clients understand that they too would make mistakes and that I do a whole lot better job than they would do. I have occasionally comped time and I carry E&O insurance just in case that's not enough.

15. Do you work with clients overseas as some of the technology and banking components are different than in the States?

Lynn/Debbie: No, sorry we have not. You should post this question on the AADMM forum. It's a great question.

Please check out the Best Practices and Resources slides at the end of our presentation. Good info there too!

Good luck and thanks for attending...

**Lynn and Debbie**