



BUSINESS CONTINUITY READINESS ASSESSMENT



Assess your state of readiness in the event you unexpectedly are unable to come to the office tomorrow.

OVERVIEW

Can the doors be opened? Can your clients be served? What's your plan?

These are the fundamental questions that a robust business continuity plan can address. Using this short workbook we'll assess your state of readiness in the event you unexpectedly are unable to come to the office tomorrow. We'll examine two key areas and dive into planning questions and action items.



● Can the business proceed within a four-week time frame in your absence?

● Can clients be serviced both for account servicing and maintenance requests?

● Do you have a formal plan in place?

OPERATIONS. CAN THE BUSINESS PROCEED WITHIN A 4-WEEK TIMEFRAME?

Question	Yes	No	Maybe
1 Does your spouse or a family member know how to contact your staff member(s) in the case of an emergency?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2 Do they know who else to notify? i.e. Carriers, dealers, MGA, business partners, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 Does staff have access to the security codes for the office and can they arrange for the office opening and closing each day?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4 Can staff access all mission critical computers and can all client data be accessed? <ul style="list-style-type: none">• Can your files be accessed including calendar of upcoming appointments?• Is there a process in place to notify clients?• Has someone been designated in advance to cancel events that would need to be cancelled?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5 Have you made arrangements in advance for bill paying and does the individual have the proper signing authority? <ul style="list-style-type: none">• Rent• Utilities / Monthly Services• Salary for Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 What are the daily operational activities that only you can handle? <div data-bbox="267 1785 1437 1953" style="border: 1px solid blue; border-radius: 10px; height: 80px; margin-top: 5px;"></div>			

SERVICE. CAN YOUR CLIENTS BE SERVICED BOTH FOR ACCOUNT SERVICE & MAINTENANCE AND PRODUCT SUPPORT?

Have you arranged for someone to service your clients?

Yes

No

ASSISTANT

Is your assistant licensed or unlicensed?
There may be restrictions depending on your regulator as to what an assistant can do.

Risk: Client Relationship / Attrition

UNKNOWN

Without dedicated support your clients will look elsewhere when it comes to account maintenance, servicing and new business.

Risk: Client Relationship / Attrition

DEALER, MGA, OR CARRIER

Client service capabilities depend on factors like location, capacity & regulations. Orphaned clients may get re-assigned.

Risk: Client Relationship / Attrition

OTHER AGENT OR ADVISOR

Designated servicing agent / advisor will typically need a signed letter of instruction that includes revenue considerations.

Risk: Client Relationship / Attrition

What's your level of risk?

POOR

FAIR

GOOD

PLAN. PUTTING A FORMAL PLAN IN PLACE IS THE ONLY WAY TO PROTECT YOUR CLIENTS, STAFF AND LOVED ONES.

No, I do not have a formal continuity plan in place.



Yes, I do have a formal continuity plan in place.

Wonderful! You've done the hard part, but be sure you can answer the following questions:

- Who will notify the continuity partner in the event of a triggering event?
- How does the continuity plan specify how revenue should be handled?
- Who will contact your key relationships and business partners to put the plan into effect?

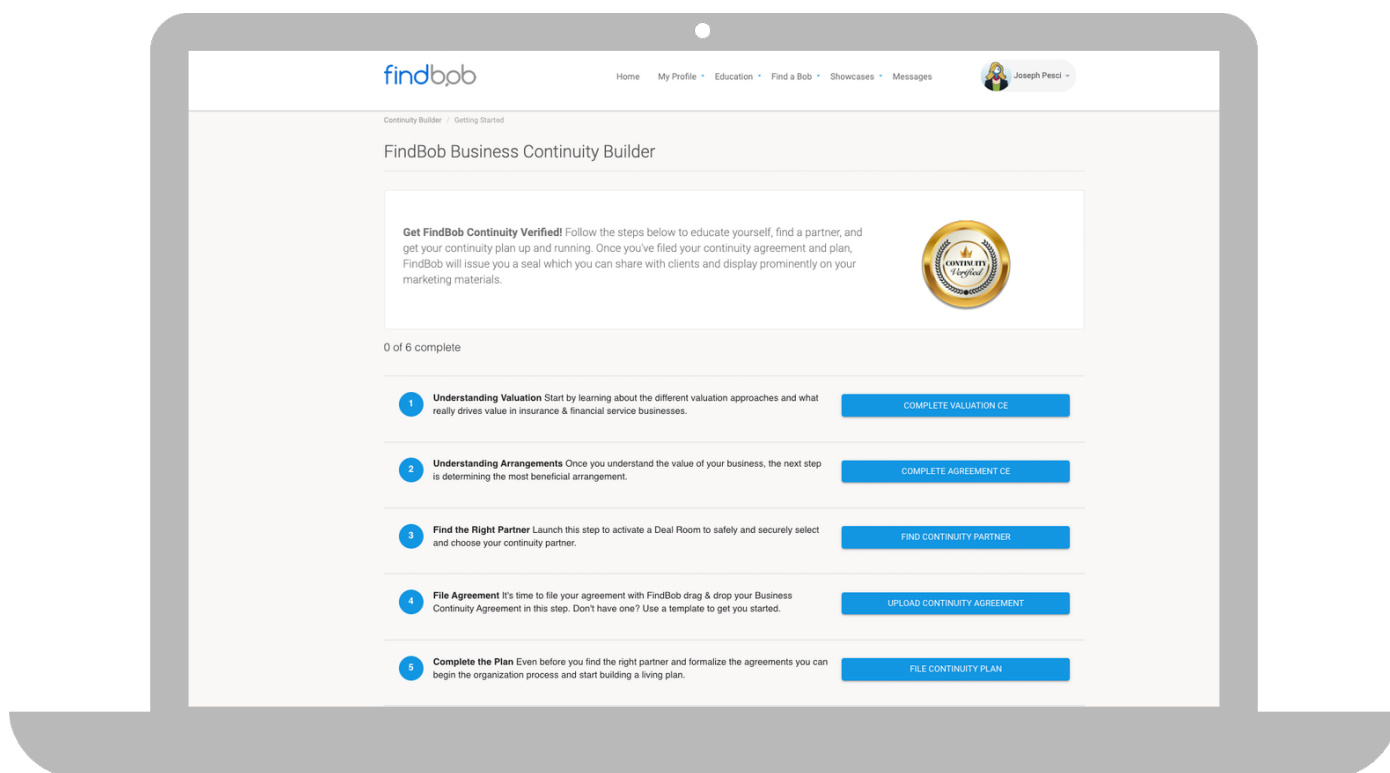
FINALLY, ENSURE YOU HAVE DETAILED INSTRUCTIONS

- ✓ Complete detailed instructions for operating and servicing your clients
- ✓ Discuss the location of these instructions with your spouse / family
- ✓ Train your staff on your continuity agreement and location of instructions
- ✓ Discuss your plan with your business partners and key relationships
- ✓ Diarize an annual time to review and update your instructions and plan

PLANNING DOESN'T HAVE TO BE HARD

Introducing the Business Continuity Builder

Easy DIY steps for building a robust continuity plan. You'll earn CE credits, learn about different business continuity topics, find a continuity partner, complete a business continuity agreement and design a customized business continuity plan with a standardized template.



FindBob is the leader in helping agents & advisors grow their business, while simultaneously promoting positive continuity & succession planning practices.

We encourage agents & advisors to prepare for life's unforeseeable events and to establish long term succession plans that reap the rewards of years of hard work & acquisition plans for growth related advisors, who want to grow inorganically with compatible businesses.