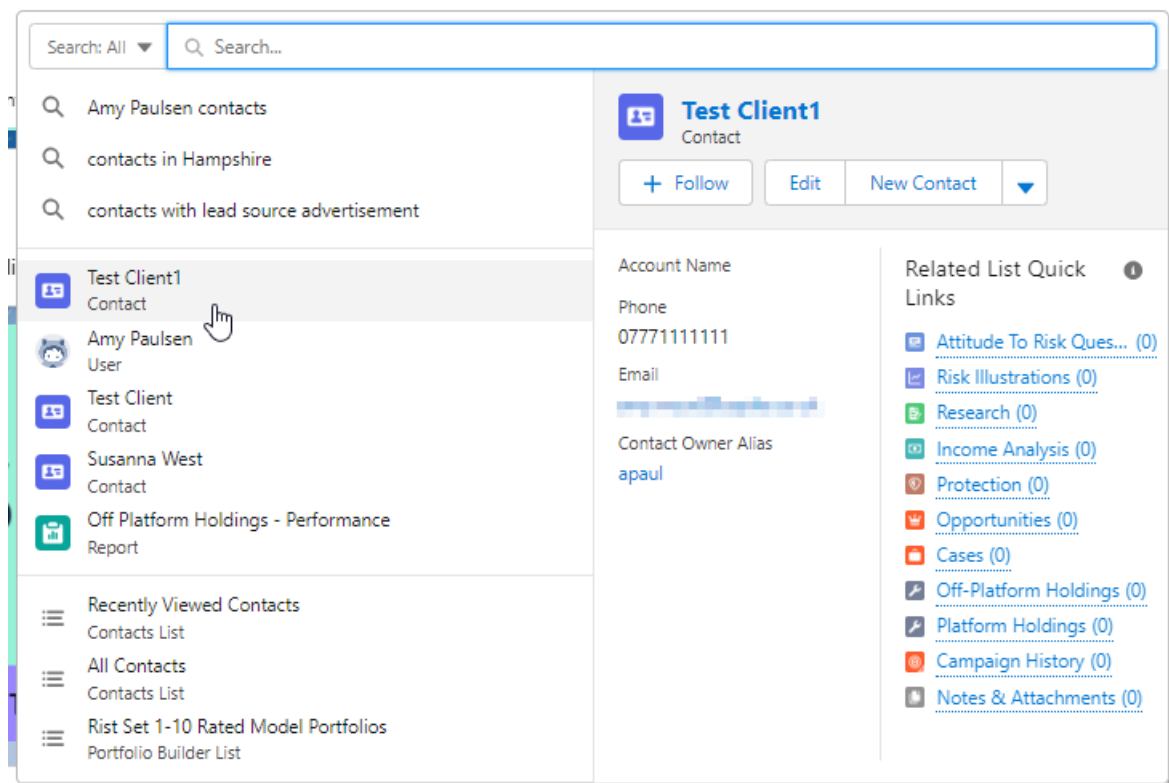


Sending an Attitude to Risk Questionnaire to your client to complete

Last Modified on 17/11/2023 12:18 pm GMT

To create an attitude to risk questionnaire, create a new contact or find an existing contact record.

In this example, I will search for a contact called 'Test Client 1':



This will load up their contact record:

Synaptic Pathways Home Paraplanner Access Centre **Contacts** Research Portfolio Builder Investment Pathways Generic Funds Configuration Fund Lists Knowledge Base * Test Questionnaire | Attrib... * More

Contact **Mr. Test Client1** + Follow Edit New Contact New Opportunity

Title Account Name Phone (2) 07771111111 Email amy.paulsen@synaptic.com.au Contact Owner Amy Paulsen

Related Details Medical Holdings Related Contacts Family AUM

We found no potential duplicates of this Contact.

- Attitude To Risk Questionnaires (0) [New](#)
- Risk Illustrations (0) [New](#)
- Research (0) [New](#)
- Income Analysis (0) [New](#)
- Protection (0) [New](#)
- Opportunities (0) [New](#)
- Cases (0) [New](#)
- Off-Platform Holdings (0) [New](#)

Recent Items (3)

- Test Questionnaire Contact Test Client
- Test Questionnaire Contact Susanna West
- Test Contact Susanna West

Activity Chatter

Filters: All time • All activities • All types

Upcoming & Overdue

No activities to show. Get started by sending an email, scheduling a task, and more.

No past activity. Past meetings and tasks marked as done show up here.

To create an attitude to risk questionnaire, click 'New' next to 'Attitude To Risk Questionnaire'

Related Details Medical Holdings Related Contacts Family AUM

We found no potential duplicates of this Contact.

- Attitude To Risk Questionnaires (0) [New](#)
- Risk Illustrations (0) [New](#)
- Research (0) [New](#)
- Income Analysis (0) [New](#)

Enter the questionnaire name and click 'Save':

New Attitude To Risk Questionnaire

Information

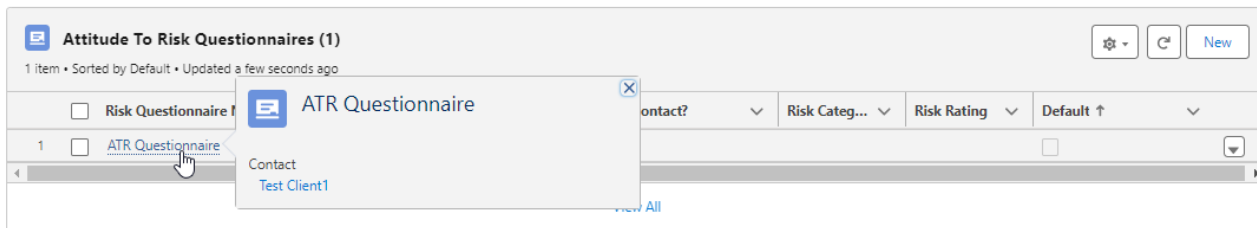
* Risk Questionnaire Name Owner User User

[Cancel](#) [Save & New](#) [Save](#)

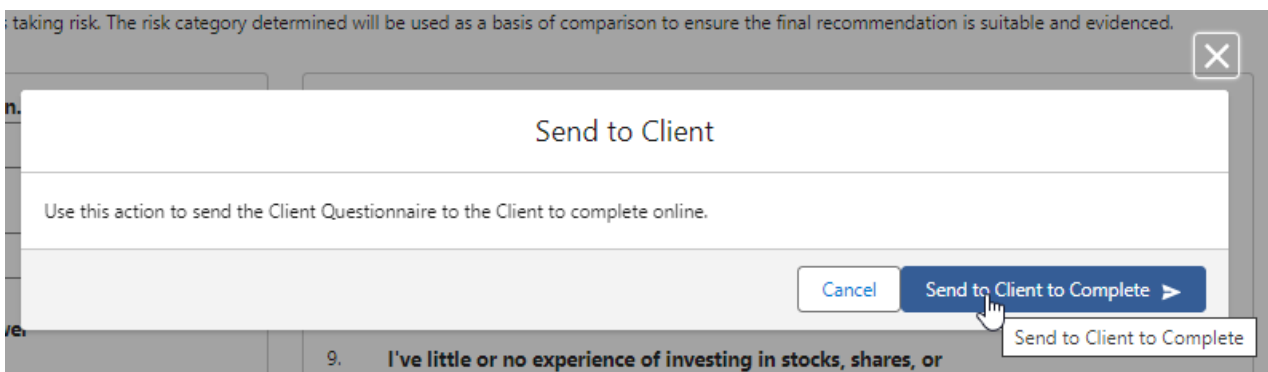
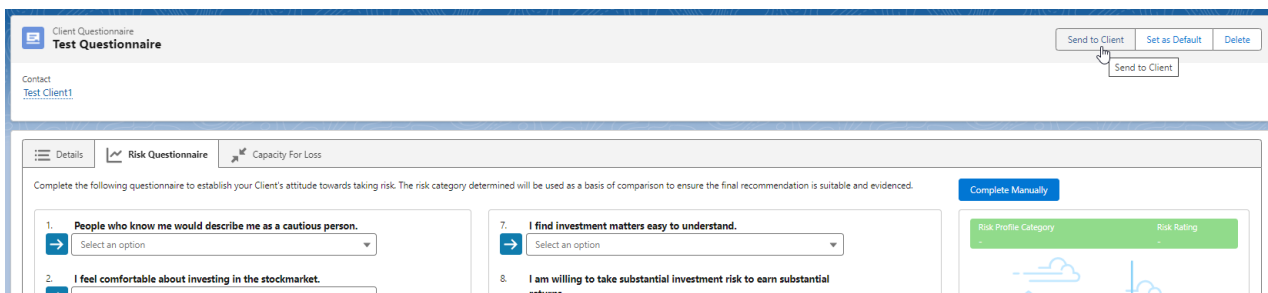
✓ Attitude To Risk Questionnaire "ATR Questionnaire" was created. ✕

This will take you back to the contact record. To complete the questionnaire or send to a client to

complete, click on the name of the questionnaire:



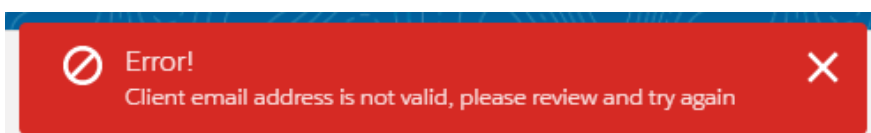
Once within the questionnaire, click on 'Send to Client'



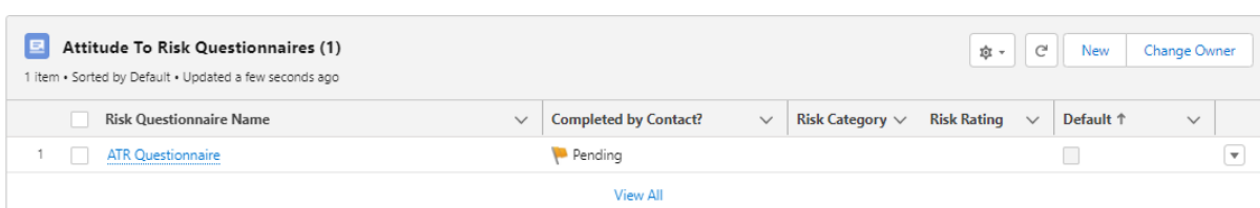
A success message will pop-up once sent:



If you receive an error message - you will need to check the email address is entered on the contact and correct:



This will change the completed by client field to 'Pending'.



Your client will receive an email – see below for an example:

Hello Test,

As we discussed, here is an Attitude to Risk questionnaire that I'd like you to complete.

Please complete the Risk Questionnaire to enable us to have a further conversation about your objectives. Thank you

You do not have to enter any personal data. It's simply a list of questions about how you perceive financial risk.

This is a one-time use, private access portal. You can access it through this link:

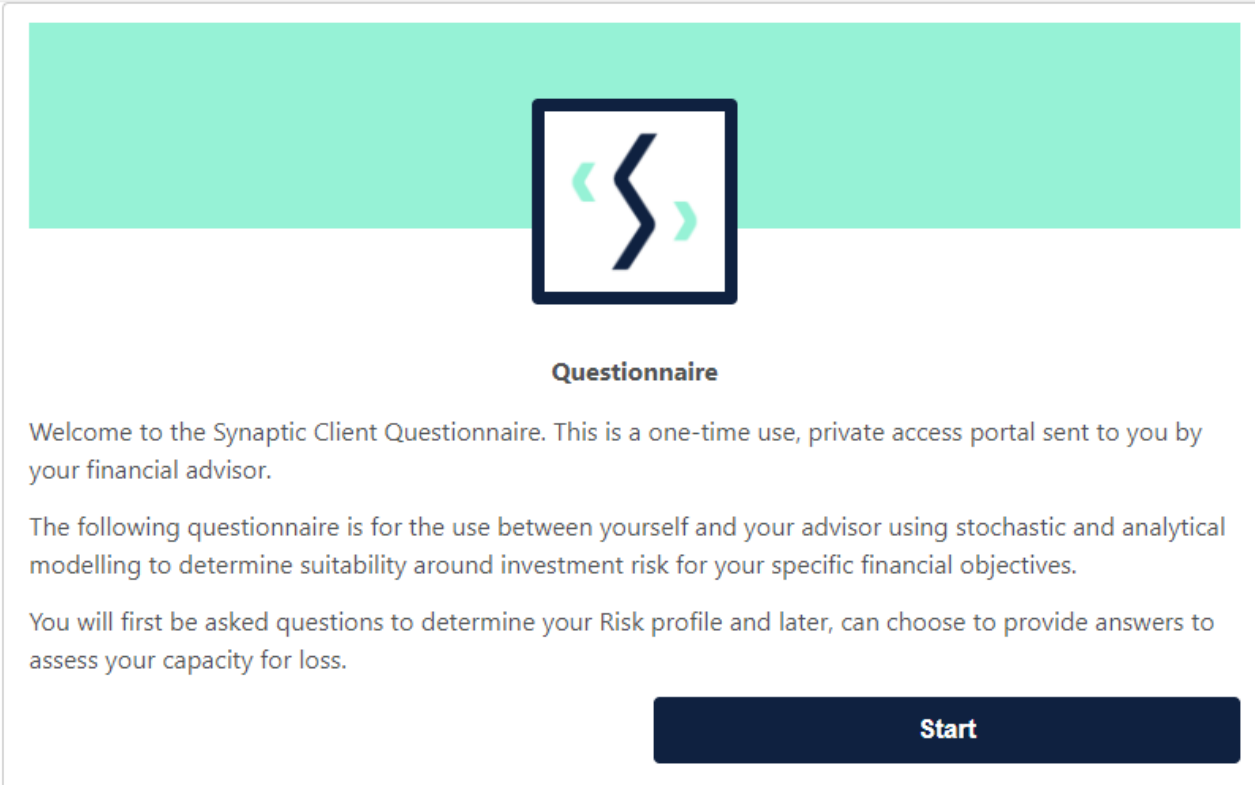
<https://atrquestionnaireuat.UM6.force.com/questionnaire?Id=a034K000001qUeWQAU>

Once you've completed the questionnaire, I'll get a notification to say it's ready for me to look at.

If you have any questions about this, please do not hesitate to contact me.

Many thanks,
Amy Paulsen

When your client clicks the link, they will be taken to the screen below:



Questionnaire

Welcome to the Synaptic Client Questionnaire. This is a one-time use, private access portal sent to you by your financial advisor.

The following questionnaire is for the use between yourself and your advisor using stochastic and analytical modelling to determine suitability around investment risk for your specific financial objectives.

You will first be asked questions to determine your Risk profile and later, can choose to provide answers to assess your capacity for loss.

Start

They will need to answer each question one by one before submitting their response:



Discover Your Risk

Please answer the following 12 questions as accurately as possible to get the best outcome for your Risk assessment process.

People who know me would describe me as a cautious person.

Strongly Disagree

Disagree

No Strong Opinion

Agree

Strongly Agree



Back

Next

They are able to **Re-take** if needed, **Submit Risk only** answers through to you and **Continue to answer CFLQ:**



Questionnaire



Answer Sense Checks!

- Your financial knowledge and experience means that you may have been put in a higher category than would otherwise be the case. If you don't think this is appropriate, please discuss this with your adviser and consider moving to a lower category.

Risk Profile Category

Moderately Adventurous

Risk Rating

4

Moderately Adventurous Investors usually have some experience and understanding of investments. They tend to make investment decisions fairly quickly and are not generally anxious about the investment decisions they have made. They normally view risk as a source of opportunity rather than a threat and will understand how taking investment risk can help meet their investment goals. The potentially higher returns from higher investment risk will make investing in stocks, shares and investment funds more appealing than lower risk investments and bank deposits. Moderately adventurous investors are more tolerant of risk than about 80% of the investing population (i.e. compared to 8 people in 10).

Re-take

Submit Risk Only

Continue to Answer CFLQ

We will continue onto the Capacity for Loss Questionnaire in this example:

Re-take

Submit Risk Only

Continue to Answer CFLQ



Questionnaire

I do not have any significant outstanding debts and I don't expect to incur any during the period of investment(eg, mortgage or credit cards).

Strongly Disagree

Disagree

No Opinion

Agree


Strongly Agree



Back

Next

Once complete, **Re-take** or **Submit:**



Questionnaire

I am flexible about my investment horizon. I can wait before using my investment.

Strongly Disagree

Disagree


No Opinion

Agree

Strongly Agree

Re-take **Submit**

This will send you an email notification to say this is complete.



Discover Your Risk

Your questionnaire has been submitted to your adviser. You can now close this browser window.

You will need to navigate back to your client to view the completed attitude to risk. Click the 'refresh' button if the client has just completed the questionnaire. It will change the 'Completed by contact' field to 'Yes':

Attitude To Risk Questionnaires (1)				
1 item • Sorted by Default • Updated a minute ago				
<input type="checkbox"/> Risk Questionnaire Name	Completed by Contact?	Risk Category	Risk Rating	Default ↑
1 <input type="checkbox"/> ATR Questionnaire	Pending			<input type="checkbox"/>

[View All](#)

We found no potential duplicates of this Contact.

[Refresh](#)

Attitude To Risk Questionnaires (1)				
1 item • Sorted by Default • Updated a few seconds ago				
<input type="checkbox"/> Risk Questionnaire Name	Completed b...	Risk Category	Risk Rating	Default ↑
1 <input type="checkbox"/> ATR Questionnaire	Yes	Balanced (Low End)	5	<input type="checkbox"/>

[View All](#)

Once completed, the questionnaire will be locked. You will see the risk rating on the right-hand side.

Synaptic Pathways Home Paraplanner Access Centre Contacts Research Portfolio Builder Investment Pathways Generic Funds Configuration Fund Lists Knowledge Base Test Questionnaire | Client... More

Client Questionnaire **Test Questionnaire** [Send to Client](#) [Set as Default](#) [Delete](#)

Contact [Test Client1](#)

Details Risk Questionnaire Capacity For Loss

This questionnaire was completed by the Client and is now locked, it can set as default for the Client or a new Attitude to Risk Questionnaire can be created.

<p>1. People who know me would describe me as a cautious person.</p> <p><input type="text" value="Agree"/></p>	<p>7. I find investment matters easy to understand.</p> <p><input type="text" value="Agree"/></p>	<p> Answer Sense Checks</p> <p>Description of Sense Check</p> <p>Your financial knowledge and experience means that you may have been put in a higher category than would otherwise be the case. If you don't think this is appropriate, please discuss this with your adviser and consider moving to a lower category.</p> <p>Risk-Profile Category Risk Rating</p> <p>Moderately Adventurous 4</p> <p>Risk Category Description</p> <p>Moderately Adventurous Investors usually have some experience and understanding of investments. They tend to make investment decisions fairly quickly and are not generally anxious about the investment decisions they have made. They normally view risk as a source of opportunity rather than a threat and will understand how taking investment risk can help meet their investment goals. The potentially higher returns from higher investment risk will make investing in stocks, shares and investment funds more appealing than lower risk investments and bank deposits. Moderately adventurous investors are more tolerant of risk</p>
<p>2. I feel comfortable about investing in the stockmarket.</p> <p><input type="text" value="Strongly Agree"/></p>	<p>8. I am willing to take substantial investment risk to earn substantial returns.</p> <p><input type="text" value="Agree"/></p>	
<p>3. I generally look for safer investments, even if that means lower returns.</p> <p><input type="text" value="Disagree"/></p>	<p>9. I've little or no experience of investing in stocks, shares, or investment funds.</p> <p><input type="text" value="Agree"/></p>	
<p>4. Usually it takes me a long time to make up my mind on investment decisions.</p> <p><input type="text" value="Agree"/></p>	<p>10. I tend to be anxious about the investment decisions I've made.</p> <p><input type="text" value="Disagree"/></p>	
<p>5. I associate the word "risk" with the idea of "opportunity".</p> <p><input type="text" value="Disagree"/></p>	<p>11. I'd rather take my chances with higher risk investments than have to save more.</p> <p><input type="text" value="Disagree"/></p>	
<p>6. I generally prefer bank deposits to riskier investments.</p> <p><input type="text" value="Disagree"/></p>	<p>12. I'm not comfortable with the ups and downs of stockmarket investments.</p> <p><input type="text" value="Disagree"/></p>	

In this example there is a sense check, as the client has answered on the cautious side.

Synaptic Pathways Home Paraplanner Access Centre Contacts Research Portfolio Builder Investment Pathways Generic Funds Configuration Fund Lists Knowledge Base My Apps & Settings Test Questionnaire X More

Attitude To Risk Questionnaire **Warning** Please be noted that once you leave this page or mark this questionnaire as default the answers will be locked and you won't be able to change them. Delete

Contact Test Client1

Details Risk Questionnaire

Complete the following questionnaire to establish your Client's attitude towards taking risk. The risk category determined will be used as a basis of comparison to ensure the final recommendation is suitable and evidenced. Complete Manually

1. People who know me would describe me as a cautious person. Agree
2. I feel comfortable about investing in the stockmarket. Disagree
3. I generally look for safer investments, even if that means lower returns. Agree
4. Usually it takes me a long time to make up my mind on investment decisions. Strongly Agree
5. I associate the word "risk" with the idea of "opportunity". Disagree
6. I generally prefer bank deposits to riskier investments. Agree

7. I find investment matters easy to understand. Agree
8. I am willing to take substantial investment risk to earn substantial returns. Disagree
9. I've little or no experience of investing in stocks, shares, or investment funds. Disagree
10. I tend to be anxious about the investment decisions I've made. Strongly Agree
11. I'd rather take my chances with higher risk investments than have to save more. Disagree
12. I'm not comfortable with the ups and downs of stockmarket investments. Agree

Answer Sense Checks

Description of Sense Check

Your answers are very risk averse relative to the average. Your adviser will discuss a low risk portfolio with you. However, it may be the case that you do not want to take any investment risk and would prefer a savings account or equivalent. If this is the case, please discuss this with your adviser who will be able to tell you the options and implications.

Risk Profile Category	Risk Rating
Moderately Cautious (High End)	4

Risk Category Description

Moderately Cautious Investors have fairly limited experience and understanding of investments. They often take a long time to make investment decisions and tend to be anxious about any investment decisions they have made. They are inclined to associate risk with potential loss rather than opportunity. They may prefer bank accounts or lower risk investments to higher returning but riskier investments (such as stocks, shares and investment funds). However, they may be willing to take some risk, once the relationship between risk and higher returns has been explained to them. Moderately Cautious Investors are more risk averse than about 70% of the investing population (i.e. compared to 7 people out of 10).

Answer Sense Checks

Description of Sense Check

Your answers are very risk averse relative to the average. Your adviser will discuss a low risk portfolio with you. However, it may be the case that you do not want to take any investment risk and would prefer a savings account or equivalent. If this is the case, please discuss this with your adviser who will be able to tell you the options and implications.

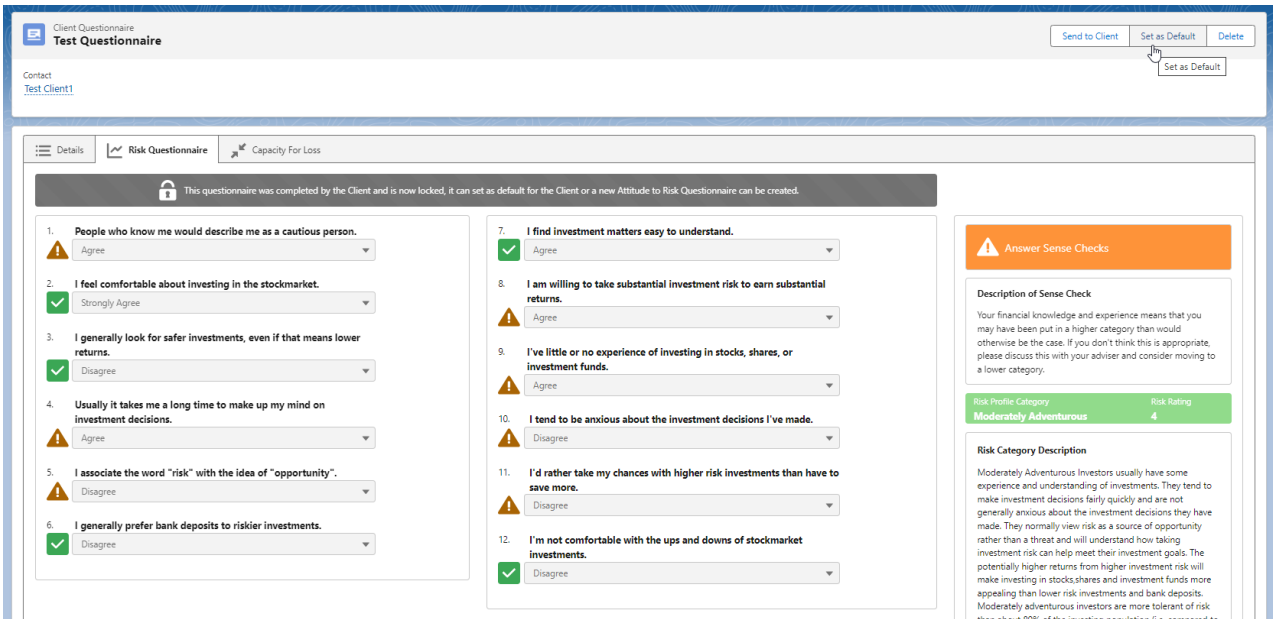
Risk Profile Category
Risk Rating

Moderately Cautious (High End)
4

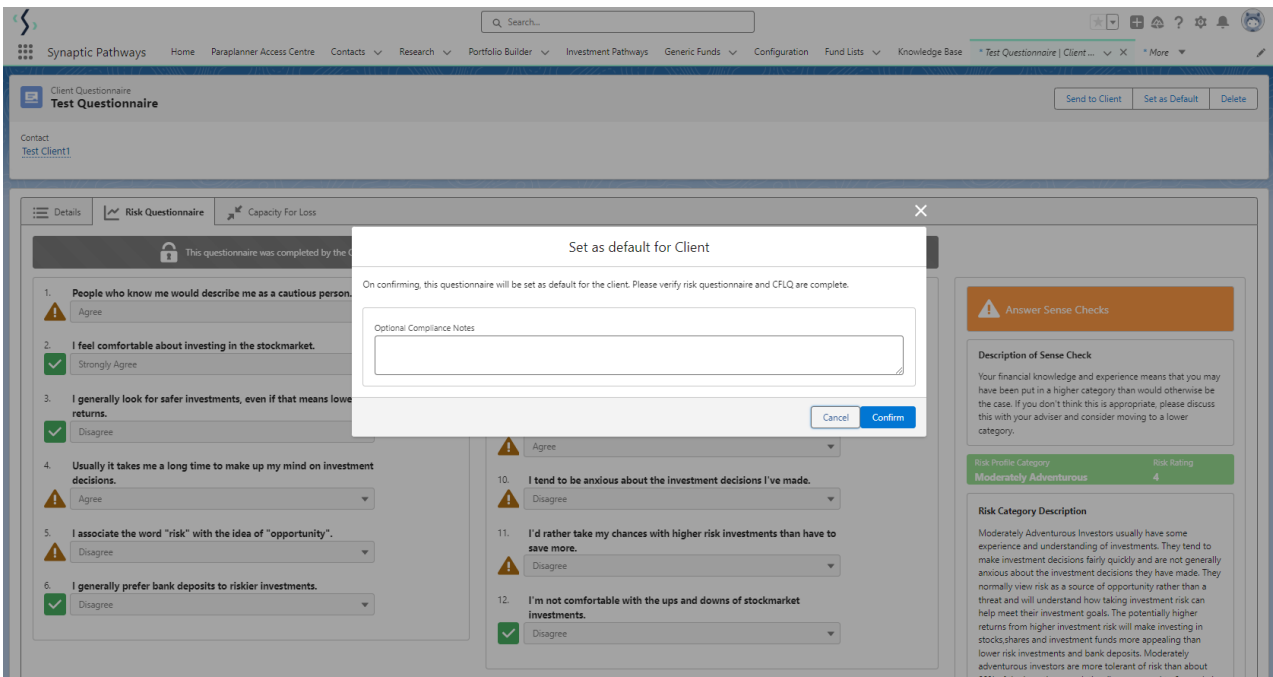
Risk Category Description

Moderately Cautious Investors have fairly limited experience and understanding of investments. They often take a long time to make investment decisions and tend to be anxious about any investment decisions they have made. They are inclined to associate risk with potential loss rather than opportunity. They may prefer bank accounts or lower risk investments to higher returning but riskier investments (such as stocks, shares and investment funds). However, they may be willing to take some risk, once the relationship between risk and higher returns has been explained to them. Moderately Cautious Investors are more risk averse than about 70% of the investing population (i.e. compared to 7 people out of 10).

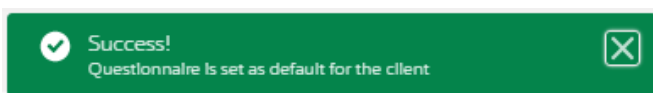
When you are happy it is complete, click the 'Set as Default'. (This is important for any Research you create for your client)



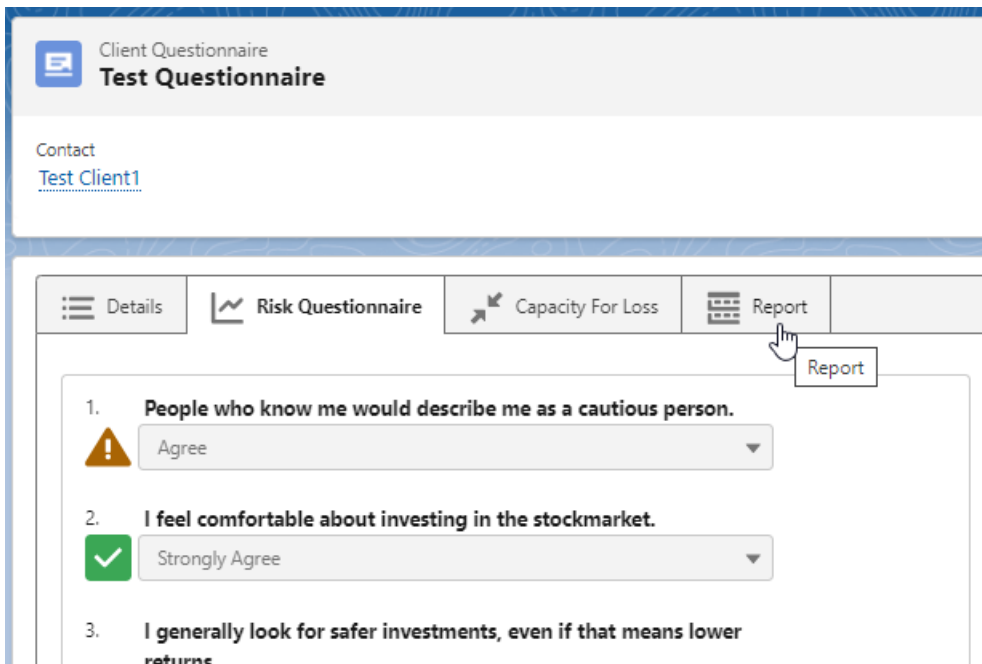
If you would like to enter any compliance notes, enter them here:



Confirm and a success message will appear:

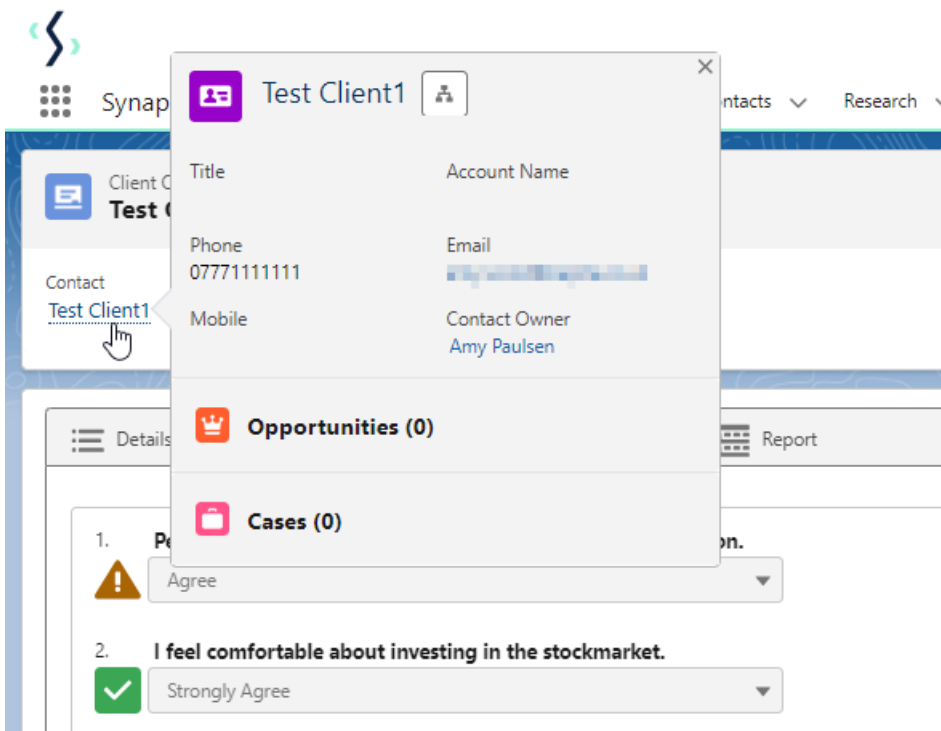


Once set to default, the Report tab will appear:



See article - [Attitude to Risk Questionnaire Report](#)

Click on the contact name to return:



This will mark your client's attitude to risk as complete:

Attitude To Risk Questionnaires (1)					Filter	New	Change Owner
<input type="checkbox"/> Risk Questionnaire Name	<input type="checkbox"/> Completed by Contact?	<input type="checkbox"/> Risk Category	<input type="checkbox"/> Risk Rating	<input type="checkbox"/> Default ↑			
1 <input type="checkbox"/> ATR Questionnaire 2021	✅ Yes	Balanced (Low End)	5	<input type="checkbox"/>	View All		