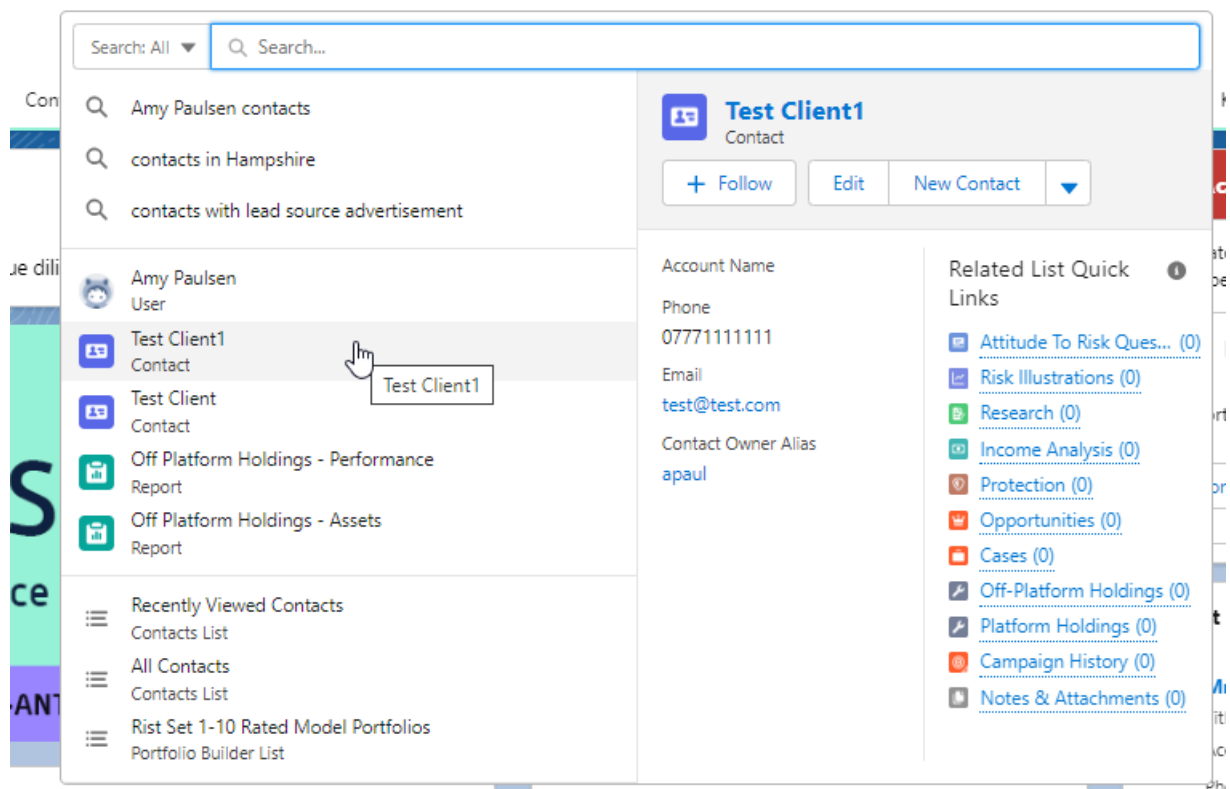


# Sending an Attitude to Risk Questionnaire to your client to complete

15/04/2025 3:49 pm BST

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:

The screenshot shows the Synaptic Pathways interface for a contact named 'Ms. Test Client1'. The 'Related' tab is selected, showing a list of related items with 'New' buttons for each. The right sidebar displays 'Recent Items (0)' and 'Activity'.

To create an attitude to risk questionnaire, click 'New' next to 'Client Questionnaires'

This close-up shows the 'Client Questionnaires (0)' row. A mouse cursor is clicking the 'New' button, which has a tooltip that says 'New'.

Select **Accumulation** and **Next**:

The 'New Client Questionnaire' dialog box is shown. It has a title bar with a close button. Below the title, there is a section 'Select a record type' with two radio buttons: 'Accumulation' (selected) and 'Decumulation'. At the bottom right, there are 'Cancel' and 'Next' buttons. A mouse cursor is clicking the 'Next' button.

Enter the questionnaire name and click **Save**

## New Client Questionnaire: Accumulation

\* = Required Information

**Information**

\* Client Questionnaire Name ↶

ATR Questionnaire

Owner

Amy Paulsen

Cancel
Save & New
Save

✓ Client 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:

**Client Questionnaires (1)** ⚙️ ⌂ New

1 item • Sorted by Default • Updated a few seconds ago

<input type="checkbox"/> Client Questionnaire	ATR Questionnaire	Contact?	Risk Categ...	Risk Rating	Default ↓	CFLQ Completed?
1 <input type="checkbox"/> <a href="#">ATR Questionnaire</a>	Contact Test Client1					

[View All](#)

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

**Client Questionnaire: ATR Questionnaire** Send to Client Set as Default Delete

Contact  
Test Client1

Details
Risk Questionnaire
Capacity For Loss

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.

1. **People who know me would describe me as a cautious person.**  
→ Select an option

2. **I feel comfortable about investing in the stockmarket.**  
→ Select an option

7. **I find investment matters easy to understand.**  
→ Select an option

8. **I am willing to take substantial investment risk to earn substantial returns.**  
→ Select an option

**Answer Sense Checks**

**Description of Sense Check**

Your answers are very risk averse relative to the average. Your adviser will

[Complete Manually](#)

Send to Client

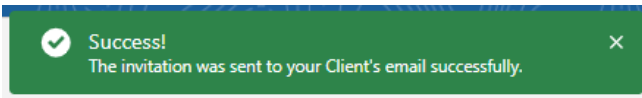
Use this action to send the Client Questionnaire to the Client to complete online.

**Questionnaire URL:** <https://synapticpathwaysuat.my.salesforce-sites.com/questionnaire?id=a07J500000HBI6IAD&companyinfo=a0M4K000003opkVUAQ>

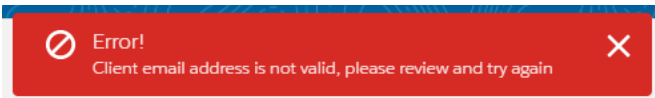
Cancel
Send to Client to Complete

Send to Client to Complete

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'.

Client Questionnaires (1)

1 item • Sorted by Default • Updated a few seconds ago

New

<input type="checkbox"/>	Client Questionnaire Name	Completed by Contact?	Risk Categ...	Risk Rating	Default ↓	CFLQ Completed?
1	<input type="checkbox"/> <a href="#">ATR Questionnaire</a>	<div><div></div><div>Pending</div></div>			<input type="checkbox"/>	<input type="checkbox"/>

View All

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	Risk Rating
<b>Moderately Adventurous</b>	<b>4</b>

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':






**We found no potential duplicates of this Contact.**


**Attitude To Risk Questionnaires (1)**

1 item • Sorted by Default • Updated a few seconds ago

Refresh

<input type="checkbox"/>	Risk Questionnaire Name	Completed b...	Risk Category	Risk Rating	Default	
1	<input type="checkbox"/> <a href="#">ATR Questionnaire</a>	 Yes	Balanced (Low End)	5	<input type="checkbox"/>	

[View All](#)

The screenshot displays the "Client Questionnaire Test Questionnaire" page. At the top, there's a navigation bar with various menu items like Home, Paraplanner Access Centre, etc., and a search bar. Below the navigation bar, the main header shows the client name "Test Client1". The questionnaire itself consists of two columns of questions, each with a dropdown menu for the answer. A status message at the top indicates the questionnaire is locked. On the right side, there are buttons for "Send to Client", "Set as Default", and "Delete".

Question	Answer
1. People who know me would describe me as a cautious person.	Agree
2. I feel comfortable about investing in the stockmarket.	Strongly Agree
3. I generally look for safer investments, even if that means lower returns.	Disagree
4. Usually it takes me a long time to make up my mind on investment decisions.	Agree
5. I associate the word "risk" with the idea of "opportunity".	Disagree
6. I generally prefer bank deposits to riskier investments.	Disagree
7. I find investment matters easy to understand.	Agree
8. I am willing to take substantial investment risk to earn substantial returns.	Agree
9. I've little or no experience of investing in stocks, shares, or investment funds.	Agree
10. I tend to be anxious about the investment decisions I've made.	Disagree
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.	Disagree

### Answer Sense Checks

**Description of Sense Check**

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	Risk Rating
Moderately Adventurous	4

**Risk Category Description**

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

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

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

Attitude To Risk Questionnaire  
**Test 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
<b>Moderately Cautious (High End)</b>	<b>4</b>

**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)

Client Questionnaire  
Test Questionnaire

Contact  
Test Client1

Send to Client Set as Default Delete

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.

1. People who know me would describe me as a cautious person.  
Agree
2. I feel comfortable about investing in the stockmarket.  
Strongly Agree
3. I generally look for safer investments, even if that means lower returns.  
Disagree
4. Usually it takes me a long time to make up my mind on investment decisions.  
Agree
5. I associate the word "risk" with the idea of "opportunity".  
Disagree
6. I generally prefer bank deposits to riskier investments.  
Disagree
7. I find investment matters easy to understand.  
Agree
8. I am willing to take substantial investment risk to earn substantial returns.  
Agree
9. I've little or no experience of investing in stocks, shares, or investment funds.  
Agree
10. I tend to be anxious about the investment decisions I've made.  
Disagree
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.  
Disagree

Answer Sense Checks

Description of Sense Check

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

Risk Category Description

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 50% of the investment population (C). Approved by Synaptic Pathways Ltd.

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

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

Contact  
Test Client1

Send to Client Set as Default Delete

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.

Set as default for Client

On confirming, this questionnaire will be set as default for the client. Please verify risk questionnaire and CFLQ are complete.

Optional Compliance Notes

Cancel Confirm

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

2. I feel comfortable about investing in the stockmarket.  
Strongly Agree

3. I generally look for safer investments, even if that means lower returns.  
Disagree

4. Usually it takes me a long time to make up my mind on investment decisions.  
Agree

5. I associate the word "risk" with the idea of "opportunity".  
Disagree

6. I generally prefer bank deposits to riskier investments.  
Disagree

10. I tend to be anxious about the investment decisions I've made.  
Disagree

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.  
Disagree

Answer Sense Checks

Description of Sense Check

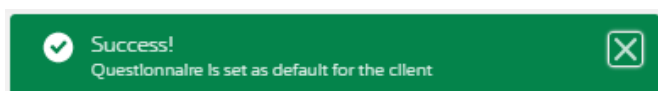
Your financial knowledge and experience means that you may have been put in a higher category than would otherwise be the case. If you don't think this is appropriate, please discuss this with your adviser and consider moving to a lower category.

Risk Profile Category: Moderately Adventurous Risk Rating: 4

Risk Category Description

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 50% of the investment population (C). Approved by Synaptic Pathways Ltd.

Confirm and a success message will appear:



Once set to default, the Report tab will appear:

Client Questionnaire

**Test Questionnaire**

Contact  
[Test Client1](#)

Details
Risk Questionnaire
Capacity For Loss
Report

1.
**People who know me would describe me as a cautious person.**

Agree

2.
**I feel comfortable about investing in the stockmarket.**

Strongly Agree

3.
**I generally look for safer investments, even if that means lower returns**

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

Click on the contact name to return:

Synap

Test Client1

Title
Account Name

Phone
0777111111

Email

Mobile
Contact Owner
Amy Paulsen

**Opportunities (0)**

**Cases (0)**

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

Attitude To Risk Questionnaires (1)								New	Change Owner
1 Item • Sorted by Default • Updated a few seconds ago									
<input type="checkbox"/>	Risk Questionnaire Name	Completed by Contact?	Risk Category	Risk Rating	Default ↑				
1	<input type="checkbox"/> <a href="#">ATR Questionnaire 2021</a>	Yes	Balanced (Low End)	5	<input type="checkbox"/>				
						<a href="#">View All</a>			