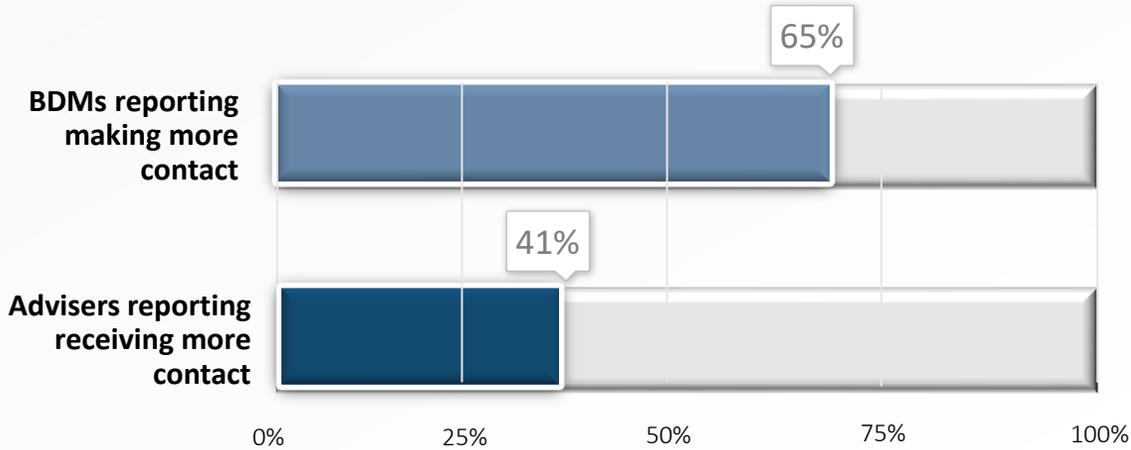


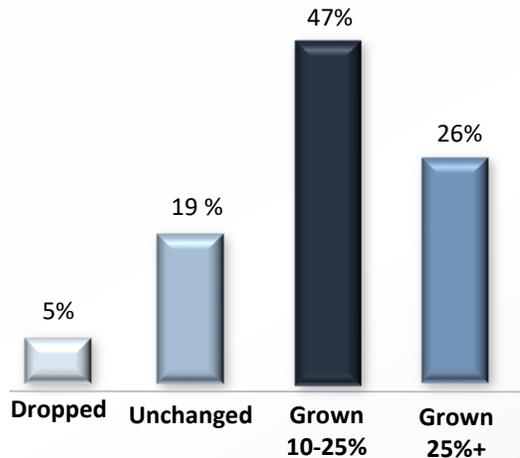
ADVISER/BDM ENGAGEMENT

How effective have BDMs been in engaging with advisers during the COVID crisis?



BDM WORKLOAD

Change in BDM workload since the advent of COVID



BDMs
believing they have added significant value to their advisers



ADVISERS
believing they have received significant value from their BDMs



70%

of advisers want

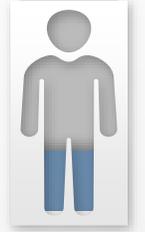
Zoom calls
with BDMs
less than 30 minutes



37%
of BDMs
are feeling
great



29%
of advisers
are feeling
great



How will future interactions change

More video conferencing

ADVISERS 77%  93% BDMs

More phone calls

ADVISERS 16%  47% BDMs

More group forums

ADVISERS 3%  26% BDMs

More emails

ADVISERS 22%  33% BDMs

Less in-person visits

ADVISERS 57%  53% BDMs