

# Client Offboarding Workflow

Use this workflow whenever a client relationship concludes. Complete all steps, in order, to ensure a smooth, repeatable, and well-documented offboarding process. *Always check with your compliance department to ensure your offboarding workflow meets your firm's legal requirements.*

## PHASE 1 — COMMUNICATION & DOCUMENTATION

01	<b>Send Farewell &amp; Disengagement Email</b> Send a professional, warm email to the client acknowledging the end of the relationship. Include the official disengagement date, a thank-you for their business, and any relevant next steps they should be aware of.
02	<b>Submit Disengagement Date to Billing</b> Notify your billing team or update your billing system with the client's disengagement date to stop any future fee assessments. Retain documentation of the final billing cycle.
03	<b>Submit Any Necessary Refunds to Custodian</b> Calculate and submit any pro-rated fee refunds owed to the client through the custodian. Document the refund amount and date processed. Update billing records accordingly.

## PHASE 2 — ACCOUNT DE-LINKING

04	<b>Submit Forms to Custodian to De-Link Accounts</b> Complete and submit all required paperwork to the custodian to remove your firm as the advisor of record. Keep copies of all submitted forms.
05	<b>Confirm Accounts Successfully De-Linked</b> Verify with the custodian that all accounts have been de-linked. Obtain written confirmation and save to client file.

## PHASE 3 — CRM CLEANUP

06	<b>Remove All Tags from Client Record</b> Remove all workflow, segmentation, service model, and status tags from the client's CRM profile to prevent erroneous inclusion in future automated workflows or campaigns.
07	<b>Update Category and Status</b> Change the client's category (e.g., from 'A-Client' to 'Former Client') and update their status to 'Inactive' or your firm's equivalent designation.

08	<p><b>Update Assigned Team Members</b></p> <p>Remove or reassign all team members linked to the client record. Ensure no staff continue to receive alerts or tasks related to this former client.</p>
09	<p><b>Cancel or Remove Upcoming Meetings</b></p> <p>Review the calendar and cancel any pending or recurring appointments with the client. Send cancellation notices if appropriate and remove from shared calendars.</p>
10	<p><b>Remove from Monthly Newsletter &amp; Mailing Lists</b></p> <p>Unsubscribe the client from all email marketing lists, newsletters, and automated drip campaigns. Check both your CRM and any integrated email platform (e.g., Mailchimp, Constant Contact).</p>
11	<p><b>Archive or Lock Client Record</b></p> <p>Mark the client record as archived so it is retained for compliance purposes but does not appear in active client views or reports. Note: Redtail uses a Status field (set to a custom 'Former Client' status). Wealthbox has a formal Archive function. Both keep the record searchable while excluding it from active lists and workflows.</p>
12	<p><b>Compliance Review &amp; File Retention Check</b></p> <p>Confirm all required client documents are retained per your firm's record-keeping policy and applicable regulations (FINRA, SEC, state). Typical retention period is 5–7 years.</p>
13	<p><b>Close Out Open Tasks &amp; Workflows</b></p> <p>Review and close or cancel any open tasks, workflows, or action items assigned to this client. Mark the offboarding workflow as complete.</p>
14	<p><b>Document Offboarding in Notes</b></p> <p>Add a timestamped note to the client's CRM record summarizing the offboarding, including the disengagement date, reason for departure (if known), and confirmation that all steps were completed. This is the final step.</p>

**PHASE 4 — DATA ARCHIVING**

15	<p><b>Print Final Reports and Move all Client Files to Archived File location</b></p> <p>Print to pdf any final reports, statements, and planning documents. Save these to the client file. Move client files out of the Current Clients folder to and Archived location.</p>
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***Want this built out in your actual systems?***

This document gives you a powerful starting point. But if you'd rather have someone configure all of this directly in your CRM, automate your workflows, and customize everything to your firm — that's exactly what Coellaborate does. Reach out and let's build something that works for you.

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*Let's Coellaborate →  
Let's connect and create a custom solution  
that fits your firm.*