

Quick meeting follow-up

Many of us have used CopyTalk to record notes of our client meetings. I take that one step further. I've found that this telephone transcription service is also great for composing my follow-up e-mails or letters to clients.

After I leave my client meeting, I call CopyTalk. I record my thoughts about the meeting - what we discussed, any decisions we made and the follow-up needed. I send this to my administrative staff to clean up the message and send it off to the client as a recap of our meeting. I am sure to include specifics as to which staff members will handle each of the tasks so my clients know who to communicate with. Within a few hours of my meeting, I receive the transcript of my meeting notes, and my e-mail message is ready to go. Simple and effective!

For more information on the CopyTalk service, visit www.copytalk.com.

Submitted by Sarah J. Kaelberer, CFP, ChFC, an eight-year MDRT member from Wayzata, Minnesota

Client management tool

For the past two years, more than half our production has been generated through repeat business with our existing client base. While technology is never a silver bullet, our E-Z Data software has played an important role in our success. It is our primary tool for building relation-



ships with our clients. It supports our back-to-basics approach to the business, and it makes a huge difference in our ability to reach out to the right clients at the right time to drive new sales.

E-Z Data makes delivering that level of service easy. We use the system to touch every client multiple times a year, but not to sell them anything. We send three newsletters, a pre-tax IRA reminder, a postcard reminder for every contract anniversary, a holiday card and then the birthday call. That may sound like too much to handle, but every outreach is supported by E-Z Data. It takes us only 20 seconds to run an "important dates" posting to pull the birthdays each month, and they're automatically posted to my Outlook calendar. The biggest advantage is that, when the time comes to place an actual sales call, the client doesn't feel like I'm calling out of the blue.

We're in tough economic times, so business has been slow. To market in this environment, we use E-Z Data to identify the clients who would be most receptive at this time. E-Z Data made this task simple. It also allowed us to use the system to place just five calls a day on our task list from the 600 identified prospects to keep us focused without being overwhelmed by the campaign. More information is available at www.ez-data.com.

Submitted by Ari Horowitz, LUTCF, CLTC, a seven-year MDRT member from Morganville, New Jersey



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