SOP Template: Client Onboarding and Assessment Procedures

This SOP details the **client onboarding and assessment procedures**, encompassing initial client engagement, data collection, needs analysis, documentation requirements, risk evaluation, and setting expectations. The objective is to streamline the onboarding process, ensure comprehensive client assessment, and create a foundation for successful client relationships and tailored service delivery.

1. Purpose

To outline standardized steps for onboarding new clients and performing initial assessments, ensuring consistency, compliance, and a foundation for ongoing service delivery.

2. Scope

This SOP applies to all staff responsible for engaging, onboarding, and assessing new clients.

3. Responsibilities

Role	Responsibility
Client Relationship Manager	Initial contact, information gathering, coordination of onboarding process
Compliance Officer	Verification of documentation, risk assessment, regulatory compliance
Service Delivery Team	Needs analysis, expectation setting, onboarding support

4. Procedure Steps

4.1 Initial Client Engagement

- Receive and acknowledge client inquiry.
- Schedule introductory meeting (virtual or in-person).
- Present company overview, services, and onboarding process.

4.2 Data Collection

- Distribute and collect client information forms.
- Gather required identification and business documentation.
- Document all client communications and agreements.

4.3 Needs Analysis

- Conduct detailed assessment of client goals and requirements.
- Identify specific services of interest and expected outcomes.
- Clarify timelines and resource availability.

4.4 Documentation Requirements

- Compile checklist of required documents:
    - Proof of identity
    - Proof of business registration (if applicable)
    - Signed service agreements
    - Relevant financial statements (if required)
- Verify authenticity and completeness of received documentation.

4.5 Risk Evaluation

- Perform risk assessment per established criteria (compliance, financial, operational).
- Document risk findings and proposed mitigation measures.
- Obtain management approval for onboarding high-risk clients.

4.6 Setting Expectations

- Communicate roles, responsibilities, and service timelines to the client.
- Set up regular check-ins and points of contact.
- Clarify terms, conditions, and escalation procedures.

4.7 Final Onboarding Confirmation

- Notify client of successful onboarding.
- Provide welcome materials and next steps.
- Transition client to the service delivery team.
- Record onboarding completion in CRM/system.

5. Documentation & Record Keeping

- Maintain all client records in designated secure system.
- Audit records regularly for compliance and completeness.

6. Review & Revision

- Review SOP annually or as required by regulatory changes.
- Update procedures based on feedback and process improvements.

7. References

- Company policy on client onboarding
- Regulatory compliance requirements