

Table 1: FPEQ Scorecard *(continued)*

Employs Pauses				
Low		High		
1	2	3	4	5
Adviser makes no effort to employ intentional pauses in the conversation. Adviser may also interrupt or finish a client's sentence.	Adviser sporadically employs pauses but also interrupts, finishes the client's sentence, or cuts the pauses short.	Adviser often employs pauses but misses some opportunities to do so.	Adviser consistently employs pauses to let the client process their thoughts.	Adviser shows consistent effort to pause and make sure the client has been able to fully process their thoughts and share their responses before moving on to the next point.
Avoids Financial Jargon				
Low		High		
1	2	3	4	5
Adviser uses financial jargon excessively (e.g., equities, fixed income, drawdown, options, hedging, Sharpe Ratio, beta, delta, tax loss harvest, Monte Carlo, standard deviation, asset classes, leverage, risk-adjusted returns, SLATs, ILITs, custody). It's as if the adviser is speaking to another financial adviser.	Adviser frequently uses financial jargon (e.g., equities, fixed income, drawdown, options, hedging, Sharpe Ratio, beta, delta, tax loss harvest, Monte Carlo, standard deviation, asset classes, leverage, risk-adjusted returns, SLATs, ILITs, custody). Assumes client is familiar with a range of financial products and strategies.	Adviser balances jargon with more commonly understood terms (e.g., stocks, bonds, alternative investments, options, market downturns). Provides some explanation for less familiar concepts.	Adviser uses everyday language to explain financial concepts. Only a few basic financial terms are used (e.g., financial tools, market drops), with immediate clarifications provided.	Adviser completely avoids technical terms, making the explanation accessible to anyone, regardless of their financial knowledge. Adviser checks in to see if client has questions about concepts or terminology.
Client-Led Agenda				
Low		High		
1	2	3	4	5
Adviser pays no attention to structuring the agenda around the client's priorities.	Adviser asks the client's opinion about what they'd like to discuss but doesn't prioritize that first.	Adviser asks the client's opinion about what they'd like to discuss. After briefly addressing that topic, the adviser moves on to the other agenda items.	Adviser asks the client's opinion about what they'd like to discuss. Adviser fully addresses the topic and asks permission before moving on to the next agenda item.	Adviser asks the client's opinion about what they'd like to discuss. Adviser fully addresses the topic, asks if they have further questions or concerns. Adviser asks permission before moving on and asks if they have a preference for the next agenda item to discuss.
Reading Non-Verbal Cues				
Low		High		
1	2	3	4	5
Client's discomfort, confusion, or disagreement goes unnoticed.	The adviser occasionally notices non-verbal signals but often misinterprets or overlooks them.	The adviser recognizes and interprets basic non-verbal signals such as obvious signs of agreement or disagreement.	The adviser consistently notices and interprets a client's body language, facial expressions, and tone.	The adviser is highly attuned to and accurately interprets even the most subtle and complex non-verbal signals in body language, facial expressions, and tone. Addresses negative non-verbal signs.