

Client Visit and Communication

DATE EFFECTIVE: 31 January 2016

1. Overview

1.1 Purpose

This policy sets out the requirements in relation to meetings with FR clients and documentation to be completed following the meeting and following the determination of the strategy for the client.

1.2 Scope / Responsibilities

Compliance with this policy is the direct responsibility of all FR managers in relation to the FR accounts under their management/responsibility.

1.3 Relevant Regulations

There are no regulations relevant to this policy.

1.4 Definitions / Glossary of Terms

Term	Definition
FR	Financial Restructuring

2. Policy Statement

As part of the Intake Policy, FR Managers should take the opportunity to meet with clients that have been transferred into FR. It is expected that this initial meeting will take place within the requisite timeframe for the intake process (generally 90 days from transfer to FR, or 45 days for those accounts with exposure greater than \$10mln). As noted in the Intake Policy for FR Accounts, a waiver of this requirement can be obtained from the Head of FR where it is not practicable or necessary to undertake this initial visit.

Regular meetings to visit clients, particularly on their properties, are also considered good practice in managing a FR account. It is expected (but is not mandatory) that clients would be visited at least once each calendar year.

It is also expected when appropriate that written communications to clients will also be completed:

- after client meetings to confirm action points or strategies agreed at the meeting; and
- on obtaining approval (either through Credit Committee or under delegated authority decision) to a strategy or revised strategy

Business Rules	
2.1.	After meeting with a FR client, the Account Manager or FR manager should prepare a Call Report which provides a written record of the meeting. This should include relevant details about attendees, time, location and key matters discussed. Note: Please refer to the “FR File Management” section of the applicable FR Legal Policy AU/FR Legal Policy NZ which sets out how matters relating to FR files should be recorded. Alternatively, the meeting may be documented in the “Notes” section of CMS+.
2.2.	The Call report should be circulated to the Account Manager and a copy saved in the client file in the FR directory.
2.3.	In appropriate circumstances, it may also be prudent to document key telephone conversations held by the FR Manager /Account Manager or other staff member with clients in the same format as the Call report. A copy to be saved in the client file in the FR directory.
2.4.	Written communication to the FR client after a client meeting or after approval of a strategy should clearly set out: <ul style="list-style-type: none"> ■ Any actions agreed as part of a client meeting on the part of the client and Rabobank; ■ Any requirements or expectations on the client and the expected timeframe, and include the implications if those requirements are not met; ■ Any changes to facility pricing (including charging of excess interest) or maturity dates of facilities; ■ Any legal requirements such as a reservation of the Bank’s rights. <p>The FR Manager may request assistance from the relevant internal Legal area or an external solicitor with the drafting of written communications to clients at the FR Manager’s discretion.</p>
2.5.	Written communications to FR clients should be signed by the Account Manager and the FR Manager unless it is impracticable to do so. Copies of all written communications to FR clients should be retained in the client file in the FR directory.

3. Related Documents

Documents related to this policy include:

- [Intake Policy](#)
- [FR Checklist](#)
- [Special Asset Management – Legal Policy Australia](#)
- [Special Asset Management – Legal Policy New Zealand](#)

4. Document Management

Owner:	Head of FR , Australia Head of FR, New Zealand	Author	Risk Manager
Authoriser:	Credit Policy Committee	Next Review Date:	31 January 2019