

TEAM PHONE SCRIPTS

(FOR AGENTS)

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ACTIVITY PROCESS

Star 40 Leads

Round 1:

Dial once

Dial twice

VOICEMAIL#1: Voicemail 1: Hey (Member) This is (first and last name) I'm the one handling your veterans benefits. I was just calling to introduce myself and find a proper time to get these sent out to you. My number is (#_____)

Round 2:

Dial once

Dial twice

Round 3:

Dial once

Dial twice

TEXT: Hey (Name) call me

Round 4:

Dial once

Dial twice

TEXT: Is this (Name?)

- Work ALL 40 Leads One by One Until the END of Round 4 is Complete. Then star an additional 40, make hot plus leads the priority.

(Note: Prioritize newest plus leads collected throughout your day)

VET PHONE SCRIPT

Hi **(MEMBER)?!**

This is **(first and last name)** I'm actually the one who's going to be taking care of your veterans' benefits you requested. Now you're my veteran, right? Thank you for your service, what branch did you serve in? Awesome!

Before we do anything I just need to confirm the information you provided when you filled out the request card. Looks like you put your address down as _____ that's correct right? Email address is ____ correct?

(Name) We used to come out to the house but ever since covid everything done virtually through a secure benefits portal, have you ever used zoom or VA telehealth before, where you see them and they see you?

NO: No worries we have a secure benefits portal that we can send over to you. It's super simple, it's a couple clicks and you're online. I'll walk you through it if you need any help.

YES: Perfect.

(Name) I'm not sure if you're aware, but the benefits do apply to a spouse or significant other, are you married or single? Are you working or happily retired? What time of day is typically least hectic for you? Morning, Afternoon or Evening?

Let me take a look at my schedule, If I texted you the benefits portal right now can you access it now?

YES: (Flip) Perfect I'll send it right now, let me know when you get it. Now go ahead and click on the link when you receive it, it should say benefits portal access. Click the green zoom browser access. Allow camera and microphone access so we can hear and see each other.

NO: (later appt) Not a problem, I do work by appt only I just wanted to introduce myself and find a proper time to get this activated for you. We can do later today or tomorrow which ones better? I have _____ or a _____ available which one works best?

(BOOK APPT)

I'll send you an email right now to confirm our meeting. In the email invite there's going to be a video from the VFW Commander Kim Dishano? Are you familiar with the VFW commander? He will shed a little light on the program they now have set up for veterans and their family. We know there's a lot of junk out there, so the VFW wants to make sure you know that we're endorsed on a state level as well as the national headquarter level, OK? Now **(NAME)** the VSO just asks that as a US Veteran if you do book the appointment to commit to the appointment, because we reserved time and space specifically for you, and if you miss your appointment without notifying us, that could be time that we could be servicing another active-duty veteran or VFW member, IS THAT FAIR? I'll text you my ID badge from my direct line, so you know who you are working with, and you have my credentials if you need to contact me in the future.

Have a great day, and I will see you.....???? **(let them answer)**

OK GREAT, YOU DO HAVE A GOOD MEMORY! See you then!

PLUS LEAD PHONE SCRIPT

Hi (Client name)?

(Client name) this is (your name) with the veterans division of GLOBE. I handle your (relationship) (name of sponsor) benefits and the reason I'm calling is they sponsored you into a private benefits package that traditionally only veterans have access to, did they talk to you about this?

YES: Okay great!

NO: No worries that's exactly why I'm calling.

(Client name) they have your benefits package processed and I just need to activate it for you (Name) I'm not sure if you're aware, but the benefits do apply to a spouse or significant other, are you married or single? Are you working or happily retired? What time of day is typically least hectic for you? Morning, Afternoon or Evening?

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NO: (later appt) Not a problem, I do work by appt only I just wanted to introduce myself and find a proper time to get this activated for you. We can do later today or tomorrow which ones better? I have ____ or a ____ available which one works best?

(BOOK APPT Now (NAME) the VSO just asks that as a veteran sponsor if you do book the appointment to commit to the appointment, because we reserved time and space specifically for you, and if you miss your appointment without notifying us, that could be time that we could be servicing another active-duty veteran or VFW member, IS THAT FAIR? I'll text you my ID badge from my direct line, so you know who you are working with, and you have my credentials if you need to contact me in the future.

Have a great day, and I will see you.....???? (let them answer)

OK GREAT, YOU DO HAVE A GOOD MEMORY! See you then!

ORPHAN PLUS LEAD SCRIPT

Hey ____ This is _____ with GLOBE AIL, the reason for my call is it looks like back in _____ your **(relation)** **(name)** had listed you as a main point of contact on their accidental death benefit and the agent who set this up is no longer working that area so the home office threw this on my desk and asked me to reach out to you personally and let you know we didn't forget about you! Did ____ ever mention anything to you about this to you?

NO: Okay worries, I'll fill you in quickly, heaven forbid something should happen to _____ you are listed on their persons to be notified list. Which means you will need to know how to file a claim if they should pass away, and since you're taking on such a big responsibility, our home office is giving you the same no cost benefits _____ has. Which includes a no cost 2k accidental death benefit, a health services discount card and a free will and testament. You're also going to have access for a limited time to some of the most exclusive permanent benefits that traditionally veterans and union have had access to over the last 80 years, but you have to qualify for those.

YES: Great! That makes my life much easier! SO _____ my job is simple, I just walk you through setting up your no cost benefits and show you what you're entitled to, doesn't take long as I am very busy! They want us to make sure if you have a spouse that they are present as well. Are you married, divorced, or widowed?
(Make sure if they have a partner that they are present)

FLIP APPT Since it's all virtual now it's a super quick and seamless process. We just need to get you on a quick ZOOM call and run through this. Are you by a smart phone, tablet, or computer by chance? Ok great I'm going to send you zoom link really fast just to make sure our benefits portal is working properly. Okay, let me know when you get it. **(WALK THEM THROUGH DOWNLOADING ZOOM AND GET THEM ON ASAP. ONCE THEY ARRIVE THEN WAIVE TO THEM AND TRY TO FLIP!)**

(ONE OF TWO THINGS WILL HAPPEN)

1 THEY GO WITH IT. DO QUICK FLIP PRESENTATION BE IN CHARGE AND BE READY!

#2 THEY DON'T HAVE TIME - OK NO PROBLEM, I'M VERY BUSY BUT I CAN DO LATER TODAY EITHER _____ OR _____ WHICH IS BETTER?

(BOOK APPT) PLEASE GRAB A SHEET OF PAPER AND JOT DOWN MY NAME AND YOUR APPT-TIME SLOT. ALSO JOT DOWN YOUR CONFIRMATION NUMBER, IT IS ALP601. PLEASE MAKE SURE YOU'RE IN A QUIET PLACE FOR OUR CALL, IS THERE ANY REASON YOU SEE YOURSELF MISSING THIS APPT? OKAY GREAT, DON'T FORGET ABOUT ME BECAUSE I WON'T FORGET ABOUT YOU. TALK THEN!

CONTINGENT BENEFICIARY PHONE SCRIPT

Hello is _____ there? Hi, this is _____ service manager with American Income Life, I handle your (relationship), (name) life insurance benefits through the (veterans). The reason I'm calling you is, your _____ nominated you as their contingent beneficiary for their life insurance policy. Now what this means is that if God forbid their primary beneficiary were to pass away before them you would then be responsible for handling the funeral arrangements upon their death.

Now it's our service policy that I review some very important claim forms and explain how to file a claim, so you're prepared if something does happen. We have an A+ insurance company rating and we do things like this to make sure we keep it. On top of this, I'm going to be issuing you some additional no cost benefits on behalf of our company as a way of saying thank you for taking on such a big responsibility.

The best part about this is that you're going to have access to some of the exclusive benefits that groups like the veterans, police & firefighters, but you would have but you would have to qualify for those!

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POS PHONE SCRIPT

Hey, _____?

Hey _____, this is _____ service manager with your life insurance company, American Income Life. The reason for the call is your life insurance policy you took out back in ____ came across my desk and there were some very important updates made to it.

The first update has to do with the terminal illness rider, what this means is, if God forbid you should ever become diagnosed terminal the company will give you access to half your funds to go towards treatments, medical bills, hospice or anything like that. It does not cost you any additional money, but it is very important.

Lastly my job as the service manager is a little bit different than the agent who originally enrolled you. I'm going to make sure you understand exactly what you have and how it works. Also, I'll go over your cash value, and what the future of your policy is going to look like.

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PHONE REBUTTALS

Can't you send this to me in the mail? I wish I could, that would make my job so much easier, but it's all done digitally now. My job is to walk you through how to fill out your will through our no-cost portal and explain to you what you're entitled to too. Like I said before it won't take long...

I already know my benefits. Perfect, that will make my job much easier! This is just to get out everything they set up for you that you as a veteran are entitled to, you can do whatever you want with that information. Like I said before it won't take long...

I don't want to buy anything/I already have insurance. Perfect, that will make my job much easier! Remember these are benefits you already have. My job is to explain what you're entitled to, what you do with that information is entirely up to you. Like I said before it won't take long...

You're not trying to sell me anything are you? My job is to go over everything that you're already covered for and entitled to, what you do with that information is entirely up to you. Like I said before it won't take long...

I don't have time right now. I completely understand, I'm slammed as well. What time of day is least hectic to knock this out for you? Morning, afternoon or evening? (book appt)

I don't remember requesting anything/What is this about? On (date) you requested info about your veteran burial and will kit using the security keyword _____. My job is to get this information out to you and answer any questions you have.

I don't want to do this. Just to confirm, you don't want your no cost benefits package valued over \$4k? You just want to toss them out?

Why do we have to meet through zoom? For quality and compliance purposes. Company policy. Like I said it won't take long...

Why does my spouse have to be there? They're going to be on your will, correct? Well then, they have to be present, its company policy. Like I said it won't take long...

TEAM PHONE SCRIPTS

(Trainees AND Appt setters)

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VET PHONE SCRIPT

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NO: (later appt) Not a problem, we do work by appt only I just wanted to introduce myself and find a proper time for you to meet with my manager and get this activated for you. We can do later today or tomorrow which ones better? They have _____ or a ____ available which one works best?

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Have a great day, and I will see you.....???? **(let them answer)**

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