WORK SMART: Organized. Call back any no-shows from previous day FIRST, then pull highest closing ratio (ie. New Referrals). Book Prime Times with Prime Leads (retirees weekdays 12noon to 4pm, family’s 5-9). Work the time zones! (It’s always PRIMETIME somewhere!)

USE THE MOBILE APP and HAVE A HEADSET

Be Directive – Do not ask for permission (watch your tone of voice here)

SEND PRE-TEXT based on schedule. 7 appointments a day today and tomorrow minimum! Slots dictate the number of texts initially. Adjust as you go!

Go Through Leads at least 3 times

First call Double dial (4 rings hang up call again) then leave message! After first message has been left hang Up after 4th Ring and move on to next lead.

**LEAVE THE PROPER MESSAGE**

RESPONSE CARD – (Their Name) This is (your name) with American Income Life that is the company working in cooperation with (insert source) to provide your (type of benefits) you requested. The reason I am calling is your (benefit type) has come through and I need to VERIFY some information. I will continue to try and reach you… for faster service I can be reached at (your phone)

REFERRAL – (Their Name), This is (Your Name) with American Income Life calling regarding the benefits your (relationship), (name) sponsored you to receive through their (organization). I have your no-cost AIL Plus Discount Card along with your $2000 AD&D Benefit and I just need to verify the information that was received by (sponsor name). I will continue to try and reach you… for faster service I can be reached at (your phone)

POS/Discount Cards – (There Name), This is (your name) with your life insurance company American Income Life. (Their Name) The reason I am calling is because your annual updates are ready, along with your new AIL Plus discount card and your No-Cost Will Kits. I will continue to try and reach you… for faster service I can be reached at (your phone)

Send after call text using mobile app

ALWAYS BOOK APPT FIRST TIME THEY ANSWER – Closing ratio plummets by 20% each time you call back

Book from field when not in front of people (always setting or sitting)

Book Referrals from home for Same day or Next day

Utilize Floaters – 12p-3p = 1, 4p-6p = 1,7p-9p = 1

*SUBSTITUE ON SCRIPT* – What shift are you (both) working these days? Great! Now, (Name) I have a lot of members to see in your area however I can squeeze you in some time between (3pm and 6pm) on (day) or (7pm and 9pm) on (day) which works best for you and (spouse). *CONTINUE WITH SCRIPT*

Add in Reschedules / Pre-sets – Remember to Drop back on any missed appointments at end of night (present or reschedule)