

Internet Lead Phone Script

Hi _____, Hey _____, this is _____, I'm getting back to you in regards to the State Regulated Life Insurance. The purpose of my call is **Just** to confirm **Your** information I have here. I have your DOB as _____ is that correct? And your address as _____ is that right? Are you still working or retired? What time will you and your spouse or partner be home specifically on (Insert Day)?

Okay, my job is just to get you the information, it takes me maybe 10 minutes to do so. I'll be dispatched in your area on (Insert Day). I can see you all between _____ & _____ on (Insert Day) does that sound fair?

Okay grab a pen and paper so you can take down my information... My name is... _____ And I drive a... _____ and I have you down on (Insert Day & time frames).

And since they have me seeing about 12 other families that day, I won't have a lot time available so is there any reason why you all wouldn't be home on (Day/Time)? **** (Insert Tie Downs)**. Okay sounds good I will see you all then have a great day.

Tie Down Questions:

Is this a house or apartment? *(If apartment, what #?)*

What's your nearest cross street?

What's the color of your houser?

Notes:

If Client says: We should be there.

Agent Response: You Should be there, or you WILL be there?

Objections:

Statement: I didn't ask for any info.

Response: It may have been your spouse or loved one... *(And then immediately get back into the script by: Confirming their address once more to get them to start saying YES again and book appt.)*

Statement: I am busy and don't have time.

Response: No problem I was actually just calling to set up a better time to talk. What time are you all home.....*(And get back into the script...)*

Statement: I already have insurance.

Response: No problem, since I'm the local field underwriter I can do a free policy review just to make sure you know what you have... *(Get back into the script)*.