

PHONE OBJECTIONS

REMEMBER TO SLOW IT DOWN, YOU ARE THE ONE IN CONTROL

BE ASSUMPTIVE, YOU'RE ALREADY GOING TO BE IN THEIR AREA AND IT'LL ONLY TAKE ABOUT 15 MINUTES FOR YOU TO STOP BY AND GO OVER THEIR OPTIONS.

I HAVE ALREADY TAKEN CARE OF IT:

Perfect! I'll go ahead and close this out for you, off the top of your head do remember what carrier you went through or what company it was? XYZ company - Okay perfect so I actually work for a brokerage and we have about 30 different carriers that we can use for this type of protection, so what we can do is either keep your coverage the same for a lower premium, or we could increase your coverage and keep your premium the same. I'm going to be out in your area tomorrow and Wednesday anyways, it'll take me about 15 mins to stop by, does 5 or 6:15 work best for you? okay perfect, then set the apt.

I CAN'T AFFORD IT

Okay perfect, so I would say that 98% of people that I talk to, budget is one of their top 3 concerns so I'm totally used to accommodating that. I work for a brokerage and we have about 30 different carriers that we use for this type of protection so I know we'll be able to find something affordable for you. It looks like I have an address of 1234 star lane is that right? - then roll right into the script and set.

I'M NOT INTERESTED

Okay, perfect I'll go ahead and close this out for you. Typically when people lose interest in this type of coverage it's because the Premiums were unaffordable, they couldn't qualify medically, or they just had a bunch of people calling them, which one of those was it for you?

- Premiums unaffordable - Okay Perfect! so I actually work for a brokerage and we use about 30 different carriers so I know we'd be able to find something affordable for you, Looks like I have an address of 1234 Star lane is that right? Perfect they have me out in your area tomorrow and Wednesday anyways, it'll take me about 15 mins to stop by and go over what you might qualify for. I have about 7 other families to see but I wanted to try to squeeze you in there, I have either a 5 or a 6:15 pm available, which one of those works best for you? then roll right into the script and set.

- Couldn't qualify medically- Okay perfect, So I actually work for a brokerage and we have about 30 different carriers we can use so I know we'll be able to find something that you will qualify for, looks like I have an address of XYZ. Then roll right into script and set

- Had a bunch of ppl calling - Hey perfect, I totally understand that, I'm trying to help you quit getting so many of these calls, They have me out in your area tomorrow and Wednesday, It'll take me about 15 minutes to go over this with you so we can go ahead and get this closed out for you.

I'M BUSY I'M AT WORK

Okay perfect, I'm busy as well, I'll have you right off the phone, I just need to confirm the info I have for you, looks like I have you at 1234 star lane is that right? Okay perfect, then confirm their info and go straight to the broker portion of the phone script and quick set.

Okay perfect, I was actually just calling to see when you get off, is that typically around like 5-6 pm? Okay perfect so they have me in your area tomorrow and Wednesday, now I have about 7 other families to see but I wanted to squeeze you in for about 15 minutes just to go over the options with you, I have either a 6 or a 7:15 pm, which one of those works best for you? then set.

I ALREADY TOOK CARE OF IT

Perfect that's exactly why I'm calling, I own the local agency and there's a ton of agents running around showing the RIGHT people the WRONG product. 9/10x I'm able to get my clients into a significantly better position, whether that means better living benefits for the same price or getting them more coverage less. I'm not in the business of wasting time, yours or mine. Best case scenario, I get you in a better policy, other best case scenario I confirm that you're the 1/10 in a good policy, either way, it's a win-win. So, let me verify a little information to see if it makes sense for us to get together