

PHONE REBUTTALS:

“ALREADY GOT IT”

Perfect, that's actually why I'm calling. WE just wanted to make sure you received your policy packet in the mail. Have you gotten that yet?

“Yes”- Perfect. Let me get this updated so you can stop getting calls. And which one of OUR companies did you go with? Now is there a reason you went with one of our secondary companies? That's usually for people who have major health conditions. Have you had a heart attack, stroke, cancer?

Okay, not a problem. Let me get this updated for you go ahead and grab a pen and paper, it'll take about 5 minutes.

“No”- Okay, that must be why your file is still open here. Let me make sure we got that sent out to the correct address. Is your mailing address ____? And which one of OUR carriers did you go with? Price? Coverage Amount? Okay perfect, let me get this resent to you. Now is there a reason you went with one of our secondary companies? That's usually for people who have major health conditions. Have you had a heart attack, stroke, cancer? Go ahead and grab a pen and paper, it'll take about 5 minutes for me to update this.

“**NOT INTERESTED**” Oh, I must've confused you. This is about the request you filled out. You listed your email as _____ is that correct? It looks like your file is still open because nobody from our office has spoken to you. Did an agent come out to the house or call you already?

“TAKE ME OFF YOUR LIST, CANCEL IT”

Absolutely, that's why I am calling you. Your file is still open and my job is to close it out properly. It'll take about 5 minutes so you stop getting calls, go ahead and grab a pen and paper.

“IT WASN'T ME”

You listed your email here as _____ and your date of birth as _____, is that correct? Okay good, well I just have to get the information out that you requested, just takes about 5 minutes. Go ahead and grab a pen and paper.

