

# 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?

*(Follow script for YES or NO)*

**“Yes”**- Perfect. Let me get this updated so you can stop getting calls. And which one of our companies did you go with? Do you remember how much coverage and the monthly price? *(Check quotes for better rates)*

Now is there a reason you went with one our secondary companies? That's usually for people who have major health conditions. Have you had a heart attack, stroke, cancer or anything in the last 6 months?

Ok this must be why your file is still open. It looks like for \$\_\_\_ you should be getting \$\_\_\_ in coverage. No worries, I'll get this fixed for you. Grab a pen and paper. Should only take 5-10 minutes.

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**“No”**- Ok, how long ago did we get this set up for you? Did we have someone come out in person or was this over the phone? It looks like the address we have on file is \_\_\_\_. Is that correct? *(If not then update)* So this should be on its way.

Which one of our companies did you go with? Do you remember how much coverage and the monthly price? *(Check quotes for better rates)*

Now is there a reason you went with one our secondary companies? That's usually for people who have major health conditions. Have you had a heart attack, stroke, cancer or anything in the last 6 months?

Ok this must be why your file is still open. It looks like for \$\_\_\_ you should be getting \$\_\_\_ in coverage. No worries, I'll get this fixed for you. Grab a pen and paper. Should only take 5-10 minutes.

## **“NOT INTERESTED”**

Not interested in what? Oh I must have confused you. I'm calling in regards to the request you filled out online. You put your DOB as...

*(Back to script)*

## **“TAKE ME OFF LIST - CANCEL IT - IT WASN'T ME”**

Absolutely, so this was actually filled out on a state regulated site. So we have to make sure we close this out properly to release the liability on our end. So we do have to go over this, now if you don't want to get the insurance at the end, that's totally up to you. I just have to go over it with you to close out your file since this request was made and this is all of your information. So grab a pen and paper so we can knock this out.