**Final Expense Phone Script**

Hey \_\_\_\_\_\_\_\_ it's \_\_\_\_\_\_\_\_.

I was actually just getting back to you. You probably wont remember,

but I got that *card* that you filled out and it looks like you wanted to see if you could *qualify* for that *state regulated program* that helps out with final expenses, **AND** I am just the person who sees if you *qualify* for the program.

Real quick, let me verify what you put down here so we can get this information out to you:

Are you still \_\_ years old? You put down your at \_\_\_\_\_\_\_ is that right? Great! (verify spouse info as well if spouse on lead)

So, like I said, my job is pretty simple there are about 30 different programs that you’re *eligible* for and I'm just the guy who sees if you actually qualify for the program. ***AND*** they have me in your area ***AND***, I just didn't know are you still working or retired? (Verify for spouse as well)

**Retired**-Do you have any doctors apts tomorrow? ? If so, what time?

**Working**-What time are you guys normally home from work?

Great! Is there any reason you won’t be home \_\_\_\_\_\_(day) between \_\_\_\_\_(time) and \_\_\_\_\_\_\_\_(time)?

Great! Do me a favor, write this down: Again my name is\_\_\_\_\_\_\_and I have you down for \_\_\_\_\_\_\_(date)between\_\_\_\_\_& \_\_\_\_\_\_\_\_(time) and your confirmation number is \_\_\_\_\_\_\_\_\_\_\_\_

Also does your address normally show up on the GPS?

And what’s the major cross-street?

Ok so Ill see you on \_\_\_\_\_\_\_(day) between \_\_\_\_\_and\_\_\_\_\_\_\_\_.

Have a good night/day!

\*\*\*\*Few Highlights on the Script Slow down when you say your first name The Italics are for emphasis If two people are on the Lead ask – what time do you and your spouse normally get home from work If they are older still ask what time they get home from work (they might laugh which is good)