

Phone Script #2 – Marissa Mazziotti

Jim?

Hey Jim, this is Marissa over at the benefit center here in _____ county, actually just giving you a call back about the request you sent into my office. Looks like you were looking for some info on life insurance programs. Jim, it's just my job to verify some info here, looks like I have your birthday as 9/21/1943, is that correct?

Perfect.

Most people that fill this out and send it in want to make sure they don't leave their family with any financial burden if they pass away, God forbid. I'm assuming that's what you were looking for, right? Great.

And who is that person that you would need to leave money to in order to take care of those things? Perfect. And you filled this out for just you or your spouse as well?

Well Jim, I'm glad you put this request in now because this is the LAST time they are going to offer these programs on a non-medical basis with everything that's been going on. That means no doctors or needles, they just send me out there to verify your identity and make sure you're not escaped from prison or anything, does that sound fair?

Great.

The reason I'm calling you is because they have me dispatched out in your area the next two days. As you can imagine, we are getting thousands of these requests a week so I'm really busy dropping the info off to about 15 families a day. I can't stay long but I do need to come drop this off and let you know what you qualify for.

Are you typically home all day or still working?

Great. Like I said, I am pretty booked up but I can squeeze you in at 10:00am or around 3:15pm. Which of those is better for you?

Perfect, I'll put you down. Give me a little buffer time as I will be running around and
2. Could be 10-15 mins within that window.
House color? Gate code? Any big dogs?

(THEY NEED TO IMAGINE YOU COMING OVER)

Great, see you then Jim, looking forward to helping you out.