

**\*\*\*You do not want to sound like a salesperson, our clients don't want to be sold. They want to know you're a real person trying to help them!**

**#1- "I didn't fill that out"**

No worries, most of the people that fill this out and send it in to us just wanted to make sure that if something happens to them or they pass away, they aren't leaving any financial burden to their family. I am assuming that's what you wanted. Anyway, it is my job to get that info out to you....

OR

I understand you don't remember filling it out. You might have had a family member that filled it out for you or your request is coming up unresolved for another reason. Anyway, I am just doing the audit to make sure you have the right information. What do you have in place for your family if you pass away?

**#2- "I already have it"**

Perfect, I am glad to hear you're covered, when did you get that coverage in place? (no matter what they say) Ahhhh, that makes sense why this is showing up again. With everything going on, the state regulated programs have been updated and some benefits have been added or taken away so it's my job to check on those and also to make sure you're not being overcharged by a private company.

OR

Right, I do see that you had coverage at one point, but it's not showing as active on our end so we just need to make sure we have everything updated and show you the new options you qualify for. When was the last time you actually looked at your policy?

**#3- "I am not interested"**

Great, I understand because I am not interested either because I am not a salesperson or trying to get you to be interested in anything. I am just

doing my job verifying the request you sent in and I need to set up the appointment to present the options, even if you don't decide to use them.

OR

Not interested in what? I am just verifying we have the right person and doing my job to get you the information since they assigned you to my caseload.

#### #4- "Take me off the list"

Well there is no list to be taken off since you requested the information and I would be happy to stop calling if my boss would let me. I have to get this info out to you since you requested it and then once I do that, you can decide what to do with the information.

OR

Well that's what I am trying to do is take you off my list... that's why I am trying to set up this appointment with you so I can let you know what you qualify for and get you off the list. Otherwise, they will just have us keep calling or send it to the door knocking department.

#### #5- "I can't afford anything"

Great, I am not asking you to buy anything. I just have to let you know what you qualify for. Because these are the state-regulated programs, they are built for people on a fixed income and have to be affordable for all families.

OR

No problem, I work directly with the state and about 50 different insurance carriers to be able to check on all the rates to find the most affordable option for you. I don't work for any ONE company that I need to push their products. We have something for everybody.

#### #6- "Send in mail"

I wish I could but it's not a one size fits all. There is no longer blood or urine tests required so I have to come out there to ask a few questions and make sure you are who you say you are.

#### #7- "I just want a price"

I wish I could do that, but unfortunately the system will not give me a price until you prequalify. And we have to make sure it's something you can afford or I can't give it to you.

#### #8- "Stop calling me"

\_\_\_\_\_, I'd like to, trust me. But until you get the info you requested, they are going to make me keep calling. Why don't we just get this over with before they send it over to the door knocking department and send some random guy over?