

FINAL EXPENSE SCRIPT

John?

John, this is _____, from the Senior Benefits Center.

Direct Mailer:

I'm getting back to you about the form you filled out to help pay for funeral and burial expenses.

Facebook:

I'm getting back to you about the form you filled out on FACEBOOK to help pay for funeral and burial expenses. It was the one you said your HOBBY was _____ (or whatever verification you have)

I have your DOB as _____. Is that correct?

And the address is _____. Is that right?

Perfect. Once again, my name is _____ and I'm the senior underwriter assigned to your case.

It usually takes me 20 minutes to go over the options with you on the phone.

Do you have time to do that right now?

If they say **YES:**

Go right into ONE CALL CLOSE (proceed to Setting The Table + Financial Inventory)

If they say **NO:**

Book an appointment. (proceed to bottom)

Not a problem. I'm pretty filled up the next two days but I can squeeze you in tomorrow. What works better, morning or afternoon? 830 or 930?

Great, John. Grab a pen and paper and let me know when you're ready.

My name is _____.

Confirmation code is FFL94P.

And what time was our appointment again? _____. That's right, 930am.

Now is there any reason why you won't be available to answer the call tomorrow at 930am?

Ok great, look forward to helping you and your family tomorrow at ____ (Time) _____. Have a good evening.