



(One Call Close Telesales Only)
ETHOS PHONE SCRIPT

Hello, (Client Name). Hey (Client Name), this is (Agent Name). How are you doing (Time of day)? I am calling regarding your Ethos application you did online, I'm the head underwriter assigned to your file. I was just giving you a call because we noticed that you didn't complete your application online, do you remember doing that?

Ok no problem, I was just reaching out quickly. If you are like most people, you didn't get the pricing or the coverage you were looking for. Now we do have access to every carrier within the state! With ETHOS the automated system only checks 4 different carriers, there are actually 30 that we can check with!

Great questions to ask:

- I just want to ensure I understand, Did you not complete your application because of suggested coverage or the Price?
- Great, first I need to share my credentials with you. Do you want me to text them or email them to you?
- Let's start by understanding what you are trying to accomplish. Do you have a mortgage or debt you want to protect your family from?
- What was your reason for beginning the process?
- There are a whole range of options. Some are very simple, while others offer interest credits to your premiums so they actually are earning money instead of just costing money for coverage. We'll find the best plan for you.