(Agent) Hi may I speak with \_\_\_\_\_ Please

(Lead) This is \_\_\_\_\_

(Agent) Hi \_\_\_\_\_\_ this is \_\_\_\_\_\_\_ How are you? (pause)

(Lead) Who is this and why are you calling?

(Agent ) Hi \_\_\_\_\_\_this is \_\_\_\_\_\_\_\_ how are you today? I know you are expecting a call from me, I’m the senior care advocate here in \_\_\_\_\_\_\_\_and I help seniors take advantage of new programs that come available to them and this is regarding the brand new state approved programs that’s guaranteed to pay all funeral expenses, home health care even nursing home care. It’s a wonderful program for seniors and has free benefits as well. So I’m just calling to set that appointment with you. I pop by explain the program, I make it real easy to understand and only takes 20 minutes or so to get you qualified for the program and the free benefits.

I’m going to be in your area tomorrow and I have a 10 or 11 am available which time will work for you 10 or 11?

(Lead)How much does this cost?

(Agent) That's a great question \_\_\_\_\_\_, I can tell you this is designed for people on fixed incomes like most seniors. We will go over this when I see you. How is 3 or 4 tomorrow?

(Lead) I can't do tomorrow, I'm so busy.

(Agent) Ok I’ll be in the area on Wednesday the same time 10 or 11?

(Lead I can't do this week

(Agent) \_\_\_\_\_ we never know what’s going to happen tomorrow and this only takes a 20 minutes or so to get you qualified. No one wants to leave this burden on their family. Could you squeeze me in tomorrow are 11 or 12 so you can take advantage of this wonderful program that will benefit your loved ones?

(Lead) I can do morning morning

Ok, I will schedule for tomorrow afternoon for 2 or do you prefer 3?

**SETTING FOR ANOTHER PERSON**

(Agent) Hi may I speak with \_\_\_\_\_ Please

(Lead) This is \_\_\_\_\_

(Agent) Hi \_\_\_\_\_\_ this is \_\_\_\_\_\_\_ How are you? (pause)

(Lead) Who is this and why are you calling?

(Agent ) Hi \_\_\_\_\_\_this is \_\_\_\_\_\_\_\_ how are you today? I am calling on behalf of \_\_\_\_\_\_\_\_\_\_\_\_ the senior care advocate here in \_\_\_\_\_\_\_\_and we help seniors take advantage of new programs that come available to them and this is regarding the brand new state approved programs that’s guaranteed to pay all funeral expenses, home health care even nursing home care. It’s a wonderful program for seniors and has free benefits as well. So I’m just calling to set that appointment with you. The advocate will stop by to explain the program, they make it real easy to understand and only takes 20 minutes or so to get you qualified for the program and the free benefits.

\_\_\_\_\_\_ is going to be in your area tomorrow and I has a 10 or 11 am available which time will work for you 10 or 11?

(Lead)How much does this cost?

(Agent) That's a great question \_\_\_\_\_\_, I can tell you this is designed for people on fixed incomes like most seniors. \_\_\_\_\_\_\_\_ will go over this when he/she meets with you. How is 3 or 4 tomorrow?

(Lead) I can't do tomorrow, I'm so busy.

(Agent) Ok \_\_\_\_\_\_\_ will be in the area on Wednesday the same time 10 or 11?

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(Agent) \_\_\_\_\_ we never know what’s going to happen tomorrow and this only takes a 20 minutes or so to get you qualified. No one wants to leave this burden on their family. Could you squeeze \_\_\_\_\_\_\_in tomorrow are 11 or 12 so you can take advantage of this wonderful program that will benefit your loved ones?

(Lead) I can do morning morning

Ok, I will schedule for tomorrow afternoon for 2 or do you prefer 3?