

Phone Script

(Note: First break in script show in **red** is the first place you allow the client to speak)


Hi may, I speak with _____, Hi _____ my name is

_____ and I am calling about your mortgage with _____

I am calling in reference to the mortgage protection information we received in, and I am the

manager that handles it for your area, and they have me schedule out in your area tomorrow,

are you all typically available during the Day or the Evening time to

catch up with you? 

Day: Are you better in the mornings? Or Afternoons?

(ex. Mornings, are you and early riser so like 7am or would you pref around 10am)

Evening: What time do you typically get home from work?

(Ex. I don't usually get home until 6pm, well I don't have a 6pm available but I do have a 630pm would that work?)

Rule: NEVER give the client what they ask for, if they say 6pm you say I don't have a 6pm but I do have a 630pm. You know they are free from 6pm and on so offer close after but not the exact

Con't: 630pm will work, great well I have you listed here at _____

That's the correct address? Yes, and _____ my name again is

_____, and when I pull up I will be in a _____ so you know who it is

and we will see you tomorrow at _____.

The entire phone script might take you 1 to 2 minute tops, any more time than this you are starting to sell on the phone.

Objections

(Note: You will get objections as BUYERS are scared of being SOLD, so you need to be prepared)

Common Objections

Not Interested: Absolutely no big deal I completely understand, my job is to get the information you requested from us out to you are you guy typically available during the day or the evening time?

Already Got It Taken Care Of: Absolutely no big deal I completely understand, my job is to get the information you requested from us out to you are you guy typically available during the day or the evening time?

Mail Me Something: Absolutely no big deal I completely understand, unfortunately we have mailed you everything we are able to we just need to drop off the information you requested from us when are you all typically available during the day or the evening time?

Busy: Absolutely no big deal I completely understand, we just need to drop off the information you requested from us when do you typically get home in the evening times?

(Rule: As long as they keep responding keep repeating the overcome to the objection.)

(Last Note: DO NOT SELL OVER THE PHONE, asking question about what they have or comparing products is not something that will work so DO NOT DO IT.)