**VIRTUAL TELEPHONE APPOINTMENT**

**This script is for a call with a husband and wife. If you are calling a single person, you will need to modify the script and focus on who (children?) your client wants to leave the house to.**

**Notes:**

* You must find opportunities to build rapport. You can do this after you verify your credentials and during the entire presentation.
* Ask about Family, Occupation, Recreation, Dreams

**INTRO / VERIFY YOUR CREDENTIALS**

Hi Dave, this is Jon calling for the appointment we set to go over the mortgage protection information.

I assume it’s a good time. Ok, great. And is Mary with you? Ok, am I on speaker phone? Hi Mary, how are you tonight?

Ok, the first thing I am required to do is have you verify my state credentials. I just sent you a text message, can you pull that up. (send email if no text)

(If no text or email, just say “ok, just so you know, I am licensed through the PA (your state) Department of Insurance and that means I have passed all the exams and passed all the background checks and I have no violations or complaints on my record with the state”)

Ok, so you should see a picture of my state license through the department of insurance.

And there is also a link to verify my info with the State Department of Insurance.

I can walk you though this look up now or you can do it after the call.

**BACKGROUND ON MORTGAGE PROTECTION**

Ok, just to give you a little background on mortgage protection, we send out the letters because the banks no longer provide the coverage.

They used to provide group policies but the problem was in most cases the coverage was only for accidental death, so if you died from natural causes, like a heart attached, no benefits were paid.

Also, because it was a group policy, if you refinanced or if the loan was sold back to the government or another bank, you would lose coverage. So it wasn’t portable coverage.

So today, the coverage is offered directly with the insurance companies, so you own and control the policy and it will not be cancelled if you refinance or if your loan is sold. So once you are approved, its yours and it cant be canceled by the bank.

**MY JOB/TRANSITION**

So my job is three things:

1. #1 is to Spend a few minutes to get to know each other, and understand the hardship if something were to happen to one of you.
2. #2 is to determine which companies I can get you pre-qualified with
3. And #3, give you a few options to see what plan works best for you

Now I work with about 15 different insurance companies and this is beneficial for you because I can get you pre-approved regardless of any pre-exisiting conditions and I can also compare plans and pricing between multiple companies so you get the best price and most value.

(you can send a photo of the Carrier logo sheet via text)

**TRANSITION TO NEEDS ANALYSIS**

Let me explain the approval process real quick so you understand how this works. You do need to medically qualify for the plans, but the good news is that we don’t need to send out a nurse and do a medical exam and wait weeks for the medical records, like we used have to do. Today, everything is done electronically. So once you send an application for approval, the insurance companies are able to electronically review your prescriptions and medical information and it usually takes just a few days and in some cases we get an approval right away. Any questions on that?

Simple!!!

**NEEDS ANALYSIS**

Ok, so let me get started with what we call the Needs Analysis so I can get the right information to make the best recommendations. Once this is completed I will review this with one of my lead underwriters who is on-call to provide live assistance when I am with clients.

The loan amount is $150,000, correct?

Was this a refi, purchase or home equity loan?

Is it a 30 year loan or is it a shorter period?

Do you know what the house would sell for today?

What type of work do you do Dave?
(if older/retirement age, you can ask, Are you still working, retired, or disabled?)

What type of work do you do Mary?
And what is annual income, it doesn’t need to be exact?

And Dave, what’s your annual income?

Do you have any savings set aside in case something happened to one of you to pay the mortgage and the other bills?

(You need to do the income analysis at the bottom of the Needs Analysis and determine what the income is for each spouse if the other spouse died or couldn’t work. This is where we create the pain.

(If Dave works (not retired) a common question is “So, Mary, if something happened to Dave and you lost his income, would you be able to stay in the home or even want to stay in the home”….you can also ask this to Mary if something happened to Dave)

(Once you have completed the above section, you should have a good understanding of their situation, the hardship/problem, built rapport, etc. It is very important that you have gotten to know you client and start be able to lead them down the path to a solution to their problem

**Transition to Medical Field Underwriting part of Needs Analysis**

Ok, so I am now going to do the medical review so we can match you up with the best companies for approval.

Dave, what is your Date of Birth……, and for you Mary? (make sure you calculate their age and confirm with them and write age on the Needs Analysis.)

Ok, in the last 10 years have you had more than one speeding ticket, and DUIs or every had your licensed suspended or revoked?

In the last 5 years have either of you smoked cigarettes, or used any tobacco, nicotine, vaping or anything like that?

Dave, what is your height and weight. And for you Mary?

Any history of drug or alcohol treatment or abuse? Any issues with the law, like a felony, probation or parole?

Ok, I need to review your medications, what you are currently taking and anything you have taken in the last 10 years. Can you grab your medications so I can verify the information.

(go through each medication, look up on Google to confirm, ask them what the medication is used for. Date they started taking medication. If no longer taking, date they stopped)

Ok, now I just need to go through a quick list of any conditions in the past:

Any **respiratory** treatment or conditions, like asthma? every used an inhaler even if for a one time bronchitis. Sleap apnea or use a CPAP machine?
(if yes, then ask if every tested or treated for COPD, every used oxygen)

Any **heart or circulatory** treatment or conditions, including Heart Attack, Stent, Stroke, Pacemaker, Chest Pain, Irregular Heart Beat. (if currently no Blood pressure medications, ask if every taken blood pressure medications in the past?)

Have you ever had any type of cancer, liver disease, kidney disease or any other illness or chronic disease?

Have you ever taken any medication for anxiety or depression?

Have you ever been treated or diagnosed for high blood sugar, diabetes or pre-diabetes?

Any pain medications?

Any surgeries or hospitalizations in the last 10 years?

Have you had COVID in the last 12 months? (any treatment?)

**When completed Needs Analysis…..**

Ok, looks like I have everything I need. I am now going to have one of our lead underwriters review the information we just completed and he/she will compare the plans and pricing from all of our carriers to see which one is the best fit to approve you and has the best price.

 (keep you client on the phone. Text N/A to your manager. Ring phone if you do not get an “ok” text back from your manager to acknowledge receipt of the N/A)

**Run the Quotes**

(Only quote one product)

(Show 3 options for Dave and 3 for Mary)
(provide both spouses at the same time)
(refer to document: “How to Present the Price Options to Your Client)

**Closing line:**

Ok, so review the 3 options for each of you and let me know what works best

(shut up and let them talk first)