

## Phone Room Appointment Script

( IF YOU ARE CALLING FROM THE DIALER )

Hello, "clients name", This is "agent first name" How are you today? Great..

The reason I am calling is I've been assigned to you. I 'm licensed by the state and I am calling about the card that was mailed out to you concerning the New Changes to Medicare. Did you get that card?

There have been some changes to the income qualifications which can help you reduce your Part B premium for 2015 and my job is to come out and see if you qualify under the new guidelines and answer any questions you may have. I'm going to be in your area on \_\_\_\_\_ and \_\_\_\_\_ this week and it usually takes about 10 to 15 minutes..... Which day works better for you? Great, Also, did you receive your 2015 Medicare & You book yet? Great... Please have your Medicare book out also, that way I can highlight the important information for you.

So just to confirm I'll see you \_\_\_\_\_ at \_\_\_\_\_. Also let me confirm your address is \_\_\_\_\_. Thanks for your time and have a great day.

**( ANY OBJECTION DON'T ANSWER IT BUT SAY--- : AGAIN, mr/mrs. \_\_\_\_\_ I service the area, I've been assigned to you, and again it's my job to come out and review the Medicare & You book, see if you qualify for a part B premium reduction and explain the new D,V H program. Is \_\_\_\_\_ or \_\_\_\_\_ better to stop by and visit for 10-15 minutes?**

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( IF I GIVE YOU A CALL IN USE THIS SCRIPT )

Hello, my name is "agent first name" I sorry we JUST missed your call, before we get started I 'm a licensed agent by the state and I've been assigned to you. Were you calling in today about the card you received in the mail concerning the New Changes to Medicare or were you looking for information about the New Approved Dental, Vision & Hearing programs for 2015? OK, Great...

There have been some changes to the income qualifications which can help you reduce your Part B premium and my job is to come out and see if you qualify under the new guidelines and answer any questions you may have as well as explain about the NEW Dental, Vison & Hearing programs that have been made available. I'm going to be in your area on \_\_\_\_\_ and \_\_\_\_\_ this week and it usually takes about 10 to 15 minutes..... Which day works better for you? Great, Also, did you receive your 2015 Medicare & You book yet? Great... Please have your Medicare book out also, that way I can highlight the important information for you.

So just to confirm I'll see you \_\_\_\_\_ at \_\_\_\_\_. Also let me confirm your address is \_\_\_\_\_. Ok, you're your date of birth is? \_\_\_\_\_ and will your spouse be there as well? And His Date of birth \_\_\_\_\_  
Thanks for your time and have a great day.

**( ANY OBJECTION DON'T ANSWER IT BUT SAY--- : AGAIN, mr/mrs. \_\_\_\_\_ I service the area, I've been assigned to you, and again it's my job to come out and review the Medicare & You book, see if you qualify for a part B premium reduction and explain the New D,V,H program. Is \_\_\_\_\_ or \_\_\_\_\_ better to stop by and visit for 10-15 minutes?**