Hi John?

Hi John, this is Alex. I’m the local field underwriter out here in *\_\_\_\_\_\_ County*, I'm just giving you a quick call back because we did receive the online request you sent in for information on the state regulated life insurance programs and they have assigned me to get that over to you.

Now John, when you submitted this request were you specifically looking for final expense coverage, mortgage protection or were you looking to leave something behind for the family?

Perfect.

As you remember all the state regulated programs are non-medical so no blood samples or urine samples, nothing like that. I'll just go through a quick eligibility that takes about 10 minutes, and then since I work with 10-15 different companies with the state of North Carolina we'll be able to shop around for you, okay?

Great, so they have me dispatched out to your area over the next couple of days. Do you work full time, retired, or disabled? Spouse or significant other?

[ find availability]

Okay perfect, so it looks like I can squeeze you in at \_\_am or \_\_ pm tomorrow, what works best for you?

2pm, great! Please just give me a little bit of grace on that time because I have about 15 appointments booked that day, so I’ll be there between 2 and 3, okay? (If spouse make sure they are both home)

[CEMENT]

Ask them to get a piece of paper and pen – provide your information (Name, License Number and what you are driving) Ask them to write down the appointment as well.   
  
Ok I will see you tomorrow between 2-3pm, look forward to helping you!