**N&A Phone Script**

**Hello Mrs./Mr. Smith. My name is \_\_\_\_\_\_ from Lincoln Heritage.** I’m calling in reference to the **Post card Eligibility Form you sent/Phone Call** you made to our company regarding our **$20,000 tax free Insurance Benefit, Final Expense Plans. Do you remember that (card sent or phone call)?**

**The reason for my call is I Am the local underwriter designated to get the Plans to you; Normally we Hand Deliver the PLANS, but Due to The Corona Virus & Social Distancing, we can go over PLANS BY PHONE, Schedule FACE 2 FACE.**

**Which one do you Prefer?**

**IF By PHONE, Go into Step 1 of the 4 Steps; if need later time-Today/Tomorrow?**

**IF Face 2 Face: Which day tomorrow or the following (AM/afternoon or Evening)**

**N & A Door Script**

**Good morning/afternoon, I’m here with the Information YOU REQUESTED (sent in Eligibility form, Called/Online) from Lincoln Heritage for our Final Expense Plans; It has 6 plans I’m here to EXPLAIN, verify and qualify for the $20,000 Tax Free Cash Benefit. It takes about 10 minutes. Where can I seat?**

**Emergency Contact Script:**

**Good morning Mr/Mrs… I calling you because you were designated as an EMERGENCY CONTACT for ………. regarding their Final Expense Insurance Plan with Lincoln Heritage. Do you have 5 minutes to discuss how the plan works and how to activate the plans? If Yes: Explain Funding in 24 hrs and Planning (like Preneeds) and how FCGS works to help and save cost; & how their call from the Gold Membership they receive ACTIVATES the Plan.**

**Ask: Do you have anything in place for your arrangements? PROSPECT?**

**I can review and see you can qualify for our plans for as little as $19 that could get you over $20000 worth of coverage. Lets start now or we can schedule the next day?**