

## Rob Williams Phone Script

Hello \_\_\_\_\_?

My name is Brandy. I'm the benefits coordinator for \_\_\_\_\_ County.

I just received the PROGRAM ELIGIBILITY REQUEST that **YOU** sent to us.  
(reference first impression letter if sent)

I just need to verify a few things you wrote on your request and I'll get you off the phone really quick.

It says here that you are \_\_\_ years young, is that still accurate?

I have your address as \_\_\_\_\_ is that still accurate?

Great! Now \_\_\_\_\_, the reason I'm calling is that I will be in the area to drop off your packet and provide you with the quote you requested. Is there any reason you wouldn't be home tomorrow at \_\_\_\_\_?

GREAT! (name) the world is a crazy place, so I'd like to let you know I'll have my state ID company badge and I'll be wearing a green shirt/jacket. I'm small (bald, chubby, red car, etc) but I'll still be easy to spot.

OK see you at (time, day).

I have a lot of deliveries so if I'm running behind, I'll call you.