



FINAL EXPENSE SCRIPT

Hello ***(Client's Name)***,

This is **Agent's Name** with the Senior Benefit Center in **State you are calling**. I'm giving you a call because you sent in one of our cards requesting information for benefits for seniors in **County**.

You're at **Address on the card**?

You wrote down you're _____ years old right?

The reason I'm calling is because we've received several hundred of these responses in **County**, so our department has been assigned to go over eligibility and see what you would qualify for, it takes about 15 minutes. We've been assigned to be out there on Monday and Tuesday.

Are you retired or do you still work during the day?

Are you a morning person or an afternoon person?

Closer to 9 or 11am?

Okay I have a 9:15 on Monday or 10:30 on Tuesday, which is better for you?

Does anyone have any trouble finding you using a GPS?

Okay ***(Client's Name)***, we will see you at **time** **on** **day**.

A Frequent Question asked:

Why come out to the house?

Due to **HIPPA** laws, people trying to use other people's identities to get benefits, I need to really verify it is **YOU!**