

Let's address how to handle possible objections you may receive when setting appointments by phone.

In reality, if you stick to the script and project the proper mental attitude, you will avoid most objections. But even the very best agents sometimes get objections.

I just want a quote?

Of course. That's what I am here for.

As I mentioned before, we are brokers and we are able to shop through all the major carriers for you like Blue Cross and United, but what makes us different from other brokers is that we are able to help individuals qualify for the new State Programs that are available... then right back into the phone script.

I already have that!

That's great, but chances are you are not getting all the benefits you are qualified to receive and you're perhaps paying much more than you should.

It will only take me a few minutes to see if you qualify for all the benefits you deserve to receive. If it's not right for you, then no harm done and I will be out of your hair.

Again, will morning or afternoon work better for you?