Final Expense Script

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Hey ___, this is ____ and I was just giving you a call back in regards to the Final Expense **COVERAGE**.
You used the code word ____ and your beneficiary is _____.

I am the field underwriter that is assigned to your file. Could you grab a pen and paper for me really quick?

(This is when you give your agent and NPN # to the client)

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Ok, so the coverage is based on your:

-Age

-Health

-Income

…And then from there we will know what the option and cost will be.

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AGE

Ok, so for the first part, can you confirm your age and birthday?

Ok, great!

HEALTH

For the health part, it’s just your medications and diagnoses, so let’s start with that.

What medications are you currently prescribed? **(Let the client go through the meds and the names).**

Now the insurance carriers will pull the last 10 years of your rx history,which will show everything prescribed even if you choose not to take it or you were taken off of it. Is there anything else that might show up?

HEALTH CONTINUED...

Are you prescribed any inhalers?

Do you use tobacco or other nicotine products?

What is your height and weight?

HEALTH CONTINUED...

(A 'YES' ANSWER DOES NOT DISQUALIFY)

- Stroke or TIA?
- 3 or more chronic pain meds or prescribed any opioids 3 or more times?
- Heart attack?
- COPD or lung disorder?
- Stent implant?
- Organ transplant Cancer- excluding basal cell skin?
- Bipolar or schizophrenia?
- Oxygen use in the last 5 years?
- 3 or more blood pressure meds prescribed at once?
- SS disability?
- Prescribed neurontin or gabapentin and a diabetic drug or insulin?
- 3 or more driving violations in the last 4 years?
- Prescribed nitro for chest pain of Angina - even preventative?
- Hospitalized 3 or more times in the last year for the same condition?

INCOME

So for the income part now, what is your net income roughly?
(This is just to see how much they can afford)

Ask them what they do for work or what they used to do for work if on disability or retired to build rapport

BENEFICIARY

So just to confirm, you want ____ to take care of your final expenses?

These are the questions the agent should ask:

-Do they live in town or they have to travel in?

-Are they going to have to take off work to take care of this?

-Are you going to have any other bills left over, such as credit cards, auto loans, insurance, light, mortgage, cellphone, etc.

The point of the questions is to build value! Dig down into the answers! This is the place to build value!!!

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Ok great, so now I want to go over what this **<u>does</u>** and **<u>does not</u>** cover …

<u>WHAT IT DOES NOT COVER:</u>

-Suicide
-Dying while committing a felony
-Dying while participating in a riot

So as long as you guys don’t plan on doing anything like that, you’re good……

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WHAT IT DOES COVER:

Death of any type (natural, accident, or pre-existing conditions)

Terminal illness (this is when a doctor told you that you had 12 months or less to live due to an illness or disease. The insurance carrier will let you use a portion of the death benefit while you are living. That is so you can use it for in-home care, medical expenses, or anything you may need.

Does this make sense?

QUESTIONS I'D WANT TO ASK

Ok, so now I'm going to go over a couple things that I would want to know about this protection if it were me or MY family.

The first question is, does the price ever go up?
The answer is **no**, the price will never change as long as you have the policy.

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QUESTIONS I'D WANT TO ASK

The second most common question people have is… Does the coverage go down or expire over time?

The answer is **no**, it never goes down or expires, as long as you make the premiums.

Does all of that make sense?

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Most people get this coverage for one or more reasons. There are a few different options for coverage...

1. The first one would cover **BASIC** Cremation services.
2. The second option will cover **FULL** funeral expenses.
3. Then the third one would cover funeral expenses, other debt and/or could leave money for your CHILDREN GRANDCHILDREN or other Family Members.

Ok, so give me a minute here, I have to run your information through the computer where it is going to compare the options and prices from the 22 different Insurance Carriers I work with...

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CREMATION OPTION EX.

How you come up with the options is based off of what the client told you when giving them the 3 different options.

Ex: If they said they want cremation, you will show them the basic cremation $5,000 face amount, then the cremation plus option of $6,000 and then ask which option makes the most sense or do they want to see how much the basic funeral option would be? (Let them pick an option!!!)

BURIAL OPTION EX

If the client says they want the burial option, you will show them the basic burial option which will be a face amount around $8,000-$10,000 to start (this will be depending on the age and health of client). You want the first premium you show them to start around $60 per month.

Then you will tell them about the cremation plus option, again depending on the age and health the face amount will be between $10,000-$15,000 and you will ask the client, do either one of those make more sense to you or do you want to see what more coverage looks like? (Let them pick an option!!)

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FUNERAL PLUS LEGACY FOR FAMILY EX.

Remember, this option is going to be for people that are a bit younger and still fairly healthy. The premiums of this option could start to get high and we want to start in the $60 per month range.

If the client wants burial plus a legacy, the face amount I would start with is $12,000-$20,000. Then, the second option I would show them is $16,000-$24,000 and then ask if either of those makes more sense or if they would like to see what more coverage would look like? (let them pick an option!!!)

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