



American Income Life Insurance POS Script

Agent: Hi, can I please speak to _____
(**client**). My name is _____ (**your name**).
I'm a customer service manager with American
Income, your life insurance company. (**If the
client only has an A&H policy:** "your
supplemental benefits company.")



Every six months to a year we reach out to our
policyholders to go over their programs and answer questions. You've also
been selected to receive a no-cost needs analysis and review, a new service
we are providing to our policyholders.

When was the last time someone from AIL actually came out and visited with
you? Perfect. Are you married, or is there a significant other in the house? (If
yes), Okay what's his/her name? I want to make sure I have all of your policy
information when I come to visit.

What shift are you working tomorrow? And what shift is (**spouse name**)
working tomorrow? What time do you eat dinner? I don't want to interrupt
your dinner.

Great! I'll tell you what I'll do. I'll explain these benefits to you and (**spouse
name**) tomorrow. I can see you at _____ o'clock, or would _____ o'clock
be better?

*****Under no circumstances do you EVER say that their agent is no
longer working with us if in fact they are still working for the agency.*****