

## Virtual Online Child Safe Script

Hi, \_\_\_\_\_ (*client name*)? My name is \_\_\_\_\_ (*your name*), and I'm calling about the Child Safe ID Kits you had requested online. These kits are provided to families at no cost, and are endorsed by the police and teachers' unions, and work with the Amber Alert System. My job and the service we provide is to deliver and review the program with all families in CT. However, due to COVID we can accommodate these requests virtually. It won't take long at all.

So \_\_\_\_\_ (*client name*) what time do you and your spouse or significant other if you have one normally get home from work? Great! I can fit you in tonight at \_\_\_\_\_ (*time*) or \_\_\_\_\_ (*time*), which one works best for you?

(If that doesn't work for them, do the same thing for the following day with two options...)  
Which one works best for you? Great! (make sure to confirm the spouse will be there as well).

When we go over the program with you, we will show you how the kit will help protect your child(ren) if something happens to them. The second part which is the MOST important part of the program is how to protect your child(ren) if something happens to you. That part is an exclusive benefit that I don't know even if you qualify for, but we will cover that (*day/time*) ...

And \_\_\_\_\_ (*client name*), the email listed on the request form is still \_\_\_\_\_ (verify the email listed on lead), correct? Perfect! So, I will be sending you the Zoom invitation via email. Are you familiar with Zoom?

- (If yes) ... Awesome! So, you can just click the link in the email to join the meeting on (*day/time*).
- (If no) ... Okay, you can use a computer, tablet, or your smartphone. I just suggest you download the Zoom app right when we get off the phone so that on (*day/time*), all you have to do is click on the link and it will bring you right to our meeting!

I typically meet with police, firefighters, teachers and other union members and they use the same kits for their children. Now \_\_\_\_\_ (*client name*), for survey purposes since we work with so many unions.... **Do you bank with a local bank or a credit union?** Thank you for participating in the survey...

Now \_\_\_\_\_ (*client name*), can you grab a pen and paper so I can give you some important info? Our Zoom meeting will be on (*day/time/agent #*). I have a lot of families to see so please give me about 20 minutes leeway in case the family before has a few more questions than anticipated. Do you see any reason other than an emergency that you and your spouse wouldn't be there? Perfect! Have a great night and see you \_\_\_\_\_ (*day/time*)!

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### Objections

#### My spouse works opposite shifts and we're never home together

I understand, I do have some availability on the weekend. What day works better for you: Saturday or Sunday? What time works best for you?