

Hello, can you hear me? How's it going this is (Name) getting back to you about your life insurance benefits, it looks like you called into our office on (date) and your file actually came back as flagged for review. Did any of my agents reach out to you yet?

okay no worries and did you end up getting that coverage in place or what happened there?

**If yes:** okay great to hear it looks like there could have been an issue with the way you were set up. and just to confirm how much coverage did you get put in place, and how much are you paying a month for that? (see if you can beat rates and replace policy if not try to add on)

**If no:** Okay no worries let me get that sorted for you when you initially called in. Were you just looking to cover a cremation expense or a burial expense?

Go through typical sales process from this point forward