

## Medicare Supplement (Live Transfer)

Hi (Lead Name)? This is (Rep Name) with Medicare Supplement Solutions. We are giving you a call because of the recent rate increases to the Medicare Supplement plans. You do have a Medicare supplement, right?

Great!

We want to make sure that you are not affected of these rate increases so what we will do is have our Medicare supplement specialist on the other line speak with you in a while to make sure you are not overpaying, okay?

(Should be okay to be transferred to a specialist)

Oh by the way, do you know about how much you are paying for your Medicare supplement? (Approximate amount. Does not need to be the exact amount.)

IF THEY DON'T KNOW IT:

Are you paying more than \$100 per month?

IF THEY STILL DON'T KNOW IT:

Do you know which company your coverage is with?

- To qualify for a transfer, should: 1) agree for a transfer to speak with a specialist 2.) Should have an amount and or company

Alright, please stay on the line while I transfer you to the medicare supplement specialist.