**Say:** Hi, my name is Pankaj and I’m calling from nobroker.in. Is that Mr. Mohan I’m speaking with? If yes - great! How are you doing today sir?

I would like to **welcome you to the Nobroker Family**. This is an important call and may take 10 minutes. Is it a good time to talk?

 This is a **confirmation call** to let you know that your relax/assure plan has been activated and **I have been assigned as your Property Advisor.**

* Before moving on I would like to confirm your **email address** and a contact number (**Instruction** - *read out the email address before spelling it out)*
* **Phone number** is the one i'm calling on. Is that correct? (**Instruction** - ***Probe for an alternate number)*** 1
* May I have your alternate number

Great! Thank you for the verification.

**Say:** As you have taken the Assure plan it is my duty to inform you about T&C:

* Incase if you finalize the property through other sources in that scenario

1. Submit the Property Document within **90 days from the expiry date.**
2. We validate the Property Document basis on the requirement like **Budget, Location, BHK type, furnishing type** you are giving on the **1st onboarded call.**
3. The property you will finalise should **not be registered with nobroker.**
4. The register name should match with the name **mentioned in the Property Document, if not you need to provide the supporting documents (Voter ID, AADHAR card)** to prove the relationship.

**Taking down requirements**

Please select the “BUY” option on the top of the **‘requirement form’.**

* May I know your maximum budget?
* May I know the building type? (Apartment, Independent house/Villa)
* May I know your preferred BHK type? (1BHK, 2BHK,3BHK …….)
* May I know your preferred furnishing type? (Unfurnished, semi-furnished, full-furnishe)
* May I know your preferred location? (ask for the point of interested)
* Do you require any parking space for 2 wheeler/4wheeler? Is Open Parking is also ok?
* **I would also need to ask you a few more questions which will help me understand your requirements better**
  + Are you shifting from same city/other city
  + May I know your prefered visit time? - Anytime
  + May I know your preferred call time between 10 am to 7 pm? - 11 - 12am
  + May I know where you are currently living?
  + May I know your Working location.
  + May I know your Move in Date
  + May I know the living members.
  + May I know the purpose of buying ( whether it is for investment, residence)
  + Would you be purchasing this property with home loan or would you be funding yourself? I am asking because I will be able to connect you with our Home Loan team who can help you get the best possible rate from any major bank. You will not even have to leave your home and our loan representative will come meet you at your home itself.

Thank you for the requirements!

**For Assurance/Expectations setting - GST Number -36DSBPS8899R1Z7**

**Educate them about the benefits of the app**

**Say:** Just a quick question, do you use an android phone? If yes then,

I would request you to kindly download the updated version of our NoBroker android application and ask to LOG IN, as it will make communication between us easy and simple.

* For  LOGIN ,please go to **“MENU”** you can find it on the top left hand side for Android (Bottom right corner on IOS phones) and click on the sign-in option.
* After login , You will find **RM name and the chat option** on the home page underneath the NOBROKER search option.
* After clicking the  **RM .The RM** page gets open where you can find **my name and my direct official contact number,** I’ll be available from 10 am to 7 pm on that number.
* You also can find other options **like - Get Call Back, Email,Voice note, Feedback and chat.**

**For Chat process:**

***Due to the increasing demand by the existing customers, we have recently introduced a Chat feature which has proven to be very efficient. I would be always available on chat during my working hours and would request you to contact me via chat for any assistance. If you feel you have any kind of discussion which cannot be done on chat, you can always give me a call, or use other options for reaching me out.***

* You can request **a call back** at any point in time, (I will get a notification stating that you are requesting for a call back and I’ll call you back as soon as possible).
* You can **chat** with me if you are unable to attend the call.
* Can send me the **voice note/voice message. And Email.**
* As you give your valuable **feedback/comments** and rate the overall service.

**Call closing**

**Say:** Please **save this number** as it will always connect you directly to me between **10am to 7pm.** I’ll definitely keep you informed on **my week offs any 1 day between Monday to Thursday** to ensure that you do not face any inconvenience. Thank you so much for your time today! OR Thank you for choosing Nobroker

Have a **great/ excellent/ beautiful/ fantastic** day ahead!