

EVALUATION FOR JAILISHA

Performance Evaluation Report

Overall Performance Score

- **Fronter:** 22/30
- **Closer:** 14/20

Detailed Performance Breakdown

Fronter Evaluation

- **Engagement and Introduction:** 7/10
 - The fronter, Sarah, initiated the conversation with a clear introduction and identified herself and the company. However, there was some confusion from the prospect about the company name, which could have been clarified more smoothly.
- **Value Proposition Communication:** 8/10
 - Sarah effectively communicated the key benefit of the new federal policy regarding processing fees. She asked relevant questions to gauge the prospect's current situation and needs.
- **Transition to Closer:** 7/10
 - The transition to the closer was relatively smooth, but it could have been more seamless. Sarah did not fully prepare the prospect for the handover, which led to a slightly abrupt switch.

Closer Evaluation

- **Objection Handling:** 7/10
 - The closer, Ashana, addressed the prospect's request for more information by offering to send an email. However, she could have done more to handle the prospect's busy schedule and provide immediate value during the call.
- **Closing Attempt:** 7/10
 - Ashana made a reasonable attempt to secure a follow-up by asking for the prospect's email and setting up a follow-up call. However, the closing attempt lacked urgency and a stronger push to secure a commitment.

Strengths and Areas for Improvement

Fronter Strengths

1. **Clear Introduction:** Sarah introduced herself and the company clearly, which is crucial for establishing initial rapport.
2. **Effective Value Proposition:** She communicated the key benefits of the program effectively, making it relevant to the prospect's business.
3. **Relevant Questions:** Sarah asked pertinent questions to understand the prospect's current processing fees and monthly sales volume.

Closer Strengths

1. **Polite and Professional:** Ashana maintained a polite and professional tone throughout the call.
2. **Clear Explanation:** She provided a clear explanation of the program and how it benefits the business owner.
3. **Follow-Up Setup:** Ashana ensured a follow-up by asking for the prospect's email and setting up a future call.

Fronter Areas for Improvement

1. **Company Name Clarification:** Ensure the company name is clearly understood by the prospect to avoid confusion.
 - **Suggestion:** Spell out the company name more slowly and clearly if the prospect seems confused.
2. **Smoother Transition:** Prepare the prospect better for the transition to the closer.
 - **Suggestion:** Briefly introduce the closer and explain their role before handing over the call.
3. **Handling Initial Objections:** Address any initial objections or confusion more effectively.
 - **Suggestion:** Acknowledge the prospect's concerns and provide a brief reassurance before moving forward.

Closer Areas for Improvement

1. **Handling Busy Prospects:** Address the prospect's busy schedule more effectively by providing immediate value.
 - **Suggestion:** Offer a brief summary of the key points and benefits before agreeing to send an email.
2. **Stronger Closing Attempt:** Make a more compelling closing attempt to secure a commitment.
 - **Suggestion:** Highlight the urgency or unique benefits of acting now to encourage the prospect to take immediate action.
3. **Objection Handling:** Improve handling of objections or requests for more information.
 - **Suggestion:** Provide a brief overview of the key benefits and offer to answer any immediate questions before sending detailed information.

Recommendations

1. **For the Fronter:**
 - Practice spelling out the company name clearly and slowly to avoid confusion.
 - Develop a script for a smoother transition to the closer, including a brief introduction of the closer's role.
 - Prepare responses for common initial objections to keep the conversation flowing smoothly.
2. **For the Closer:**
 - Develop strategies for handling busy prospects, such as providing a quick summary of key points.
 - Work on making stronger closing attempts by emphasizing urgency or unique benefits.
 - Practice handling objections more effectively by addressing concerns and providing immediate value.

Final Comments

Both Sarah and Ashana demonstrated strong communication skills and professionalism during the call. With some targeted improvements in handling transitions, objections, and closing attempts, they can enhance their effectiveness and increase their success rates. Keep up the good work and continue to refine your approach based on these recommendations.

Transcript

DIALER: Hi, good afternoon. My name is Sarah and I'm reaching out from Aventus Pay. Is the business owner available?

USER: Who's this?

DIALER: Yes, this is Sarah with Aventus Pay.

USER: Vintage Pay?

DIALER: Aventus, A as in Apple, V as in Victor, E-N-T-U-S, Pay, P-A-Y. Okay, what's... Yeah, am I speaking with the business owner?

USER: Yeah, what's this about?

DIALER: Yes, um, I was just briefly reaching out about a new federal policy that simply states that you as a business owner are no longer required to pay those processing fees when you accept debit and credit cards as forms of payment. Um, you are currently paying fees, correct?

USER: Yeah.

DIALER: Okay. Um, and would you say your business process \$10,000 monthly in debit and credit card sales?

USER: How much? \$10,000.

DIALER: Oh yeah, way more than that. Okay, well I do have my manager on the line that you can call. And they can explain in detail how 0% projects work. One moment.

USER: Hi, sir.

DIALER: How are you?

USER: Hello.

DIALER: Hi. How are you?

USER: I'm good.

DIALER: That's good. My name is Ashana. I'm one of the managers at Adventist Pay. So pretty much what we do here at Adventist is we eliminate the fees on your end so that you're able to receive your full proceeds. How does that happen? Yep. So we're able to do that due to that class action lawsuit with Visa MasterCard. which rule doesn't make this owner's favor. So now that pretty much just gives you the same option as the customer, which is to either continue to take on these fees, or you pass the fee over to the consumer. And then we also offer a toggle option where you can split that fee 50-50 as well. So that is our cash discount program. We also would provide you with that equipment for free.

USER: Can I give you my email and you could send me all the information to my email?

DIALER: Okay, I can do that.

USER: I'm kind of busy right now. I'll look over and read it.

DIALER: What's the email?

USER: K-H-A-O S-A-N S-A-N-P-D-X at gmail.com I'll send that over to you.

DIALER: Before I let you go, do you know who you're currently processing with?

USER: Uh, what's that one called? Merchant, I believe. Okay.

DIALER: Alrighty. And then, what was your name again?

USER: Prisa. P-R-I-X-A.

DIALER: Okay. Alrighty. I'll send it over to you, and I'll also set up a follow-up call, okay?

USER: Okay.

DIALER: Thank you. Alright. Thank you. Bye-bye.

EVALUATION FOR MAKIYA

Performance Evaluation Report

Overall Performance Score

- **Fronter:** 25/30
- **Closer:** 15/20

Detailed Performance Breakdown

Fronter Evaluation

- **Engagement and Introduction:** 9/10
 - The fronter initiated the conversation effectively with a polite and professional tone. The introduction was clear, and the fronter successfully established rapport by asking how the business owner was doing.
- **Value Proposition Communication:** 8/10
 - The fronter communicated the key benefits of the program clearly, mentioning the new federal policy and the potential savings on processing fees. However, there could have been a bit more emphasis on how this specifically benefits the business owner.
- **Transition to Closer:** 8/10
 - The transition to the closer was smooth, with the fronter introducing the manager and setting the stage for a more detailed explanation. However, the fronter could have better prepared the business owner for the transition by summarizing the key points discussed.

Closer Evaluation

- **Objection Handling:** 7/10
 - The closer addressed the business owner's concerns about switching POS systems and the timing of the transition. However, the closer could have been more persuasive in overcoming the objection and providing alternative solutions.
- **Closing Attempt:** 8/10
 - The closer made a strong attempt to secure a commitment by offering to send information and follow up in December. The closer also effectively summarized the benefits of the program. However, there was room for a more assertive closing strategy to secure a more immediate commitment.

Strengths and Areas for Improvement

Fronter Strengths

1. **Professional Introduction:** The fronter started the call with a clear and professional introduction.
2. **Rapport Building:** The fronter effectively built rapport by engaging in a brief, friendly conversation.
3. **Clear Communication:** The value proposition was communicated clearly and concisely.

Closer Strengths

1. **Addressing Concerns:** The closer effectively addressed the business owner's concerns about the timing and the POS system transition.
2. **Information Sharing:** The closer offered to send additional information and follow up, which shows a commitment to maintaining the relationship.
3. **Benefit Explanation:** The closer clearly explained the benefits of the program, making it easy for the business owner to understand.

Fronter Areas for Improvement

1. **Emphasize Benefits:** The fronter could place more emphasis on how the program specifically benefits the business owner.
2. **Prepare for Transition:** The fronter could better prepare the business owner for the transition to the closer by summarizing key points.
3. **Handling Initial Objections:** The fronter could be more proactive in handling any initial objections or concerns before transitioning the call.

Closer Areas for Improvement

1. **Persuasiveness:** The closer could be more persuasive in overcoming objections and providing alternative solutions.
2. **Assertive Closing:** The closer could adopt a more assertive closing strategy to secure a more immediate commitment.
3. **Follow-Up Strategy:** The closer could outline a more detailed follow-up strategy to keep the business owner engaged until the transition period.

Recommendations

1. Fronter:

- **Training on Benefits:** Provide additional training on how to emphasize the specific benefits of the program to the business owner.
- **Transition Techniques:** Develop techniques for better preparing the business owner for the transition to the closer.
- **Objection Handling:** Equip the fronter with strategies to handle initial objections more effectively.

2. Closer:

- **Persuasion Skills:** Conduct training sessions focused on enhancing persuasive communication skills.
- **Assertive Closing:** Implement role-playing exercises to practice more assertive closing techniques.
- **Detailed Follow-Up:** Develop a detailed follow-up strategy to maintain engagement with the business owner until the transition period.

Final Comments

Both the fronter and the closer demonstrated strong communication skills and professionalism during the call. With some targeted improvements in emphasizing benefits, handling objections, and closing strategies, their performance can be further enhanced. Keep up the good work and continue to build on these strengths!

Transcript

USER: Yes.

DIALER: Hi. Good afternoon. This is Makayla with DeVentus Pay. Is the business owner available?

USER: This is.

DIALER: Great. How are you today, sir?

USER: Good. Thanks. How are you doing?

DIALER: I'm doing pretty well. So I am just briefly reaching out about a new federal policy that does not require you as the business owner to pay processing fees when you accept debit and credit cards. And are you currently still paying those processing fees?

USER: Yes.

DIALER: Okay, and would you say that your business processes about 5,000 monthly in debit or credit card transactions?

USER: Yeah, probably.

DIALER: Okay, well I do have my manager on the line and they can explain exactly how our 0% processing works for you and what's your name?

USER: My name's Chris. I should tell you that right now we're in between switching POS systems and both of those POS systems have their own processing systems to it. But until we move from one to the other, we're not going to be able to add a third-party processing system. OK. Hey, Chris. This is Jeff. I'm a manager here at Aventus. And so thank you for the information. And congratulations. Sounds like you're about to make a big purchase, huh? We're just switching PLS companies. So we're moving in a different direction. What point of sale system are you guys going with? Spot on. How

soon is that supposed to be completed for you guys? We're going to move over in December. OK. So you wouldn't be willing to do anything until then. What we do, and if it's OK, I'll call you back in December. And I can send you my information if something changes before that. But we have a program we take advantage of. that's available due to a lawsuit that happened a couple of years ago. And it enables small and medium-sized businesses to pass the processing fees on to customers. And we've got it down to a science where it's just a \$25, to you, the customer, it's only a \$25 a month flat rate fee for unlimited processing. You set your base prices as your credit card price. And then when the customer comes to pay, they are offered dual pricing. They can pay the base price that they saw on the menu or wherever, or they can pay the cash pricing at a discount. So instead of like a surcharge, where it's kind of a negative thing, Mr. Customer, oh sorry, you're going to have to pay more for this if you want to use a credit. It's presented as a benefit. You know, hey, here's a side benefit, if you want to pay cash, you can save some money on this. With Spot On, that's exactly how our credit card processing will be set up with them. For right now, I actually physically can't do anything until December because even if I wanted to go with you, let's say, until December to see what kind of a relationship we can have, and then implement it into my spot on. I can't change my merchant service with my current POS without signing a new contract agreement, and I'm not going to do that. We already tried to do that once with them, move processing companies, and they said, sure, we can do that, but you need to sign a new agreement. Would it be okay for me to send you some information, send you an email with my contact information in case anything changes? Okay. What's your email address? So it's thevalepubnyc at gmail.com. Thevalepubnyc at gmail? Yes. Okay. Thank you very much for your time, Chris. It was nice talking to you. You too. I appreciate it. Okay. All right. Bye bye.

EVALUATION FOR MAKIYA

Performance Evaluation Report

Overall Performance Score

- **Fronter:** 20/30
- **Closer:** 12/20

Detailed Performance Breakdown

Fronter Evaluation

- **Engagement and Introduction:** 7/10
 - The fronter initiated the conversation politely and acknowledged the prospect's situation (eating lunch). However, the engagement could have been stronger with more personalized rapport-building.
- **Value Proposition Communication:** 6/10
 - The fronter communicated the value proposition but did not effectively address the prospect's current satisfaction with their existing service.
- **Transition to Closer:** 7/10
 - The transition was smooth, but the fronter could have better prepared the prospect for the closer by addressing any initial objections or concerns.

Closer Evaluation

- **Objection Handling:** 6/10
 - The closer acknowledged the prospect's satisfaction with their current service but did not effectively counter the objection or provide compelling reasons to consider switching.
- **Closing Attempt:** 6/10
 - The closer made an attempt to present the offer but did not push for a commitment or set up a follow-up, missing an opportunity to keep the conversation open.

Strengths and Areas for Improvement

Fronter Strengths

1. **Polite and Respectful:** The fronter was polite and acknowledged the prospect's situation.
2. **Clear Communication:** The fronter communicated clearly and concisely.
3. **Smooth Transition:** The transition to the closer was handled smoothly.

Closer Strengths

1. **Professional Tone:** The closer maintained a professional and courteous tone throughout the conversation.
2. **Clear Offer Presentation:** The closer clearly presented the offer and the benefits of their service.

Fronter Areas for Improvement

1. **Rapport Building:** Spend more time building rapport with the prospect to create a more engaging conversation.
 - **Suggestion:** Ask more open-ended questions about the prospect's business and show genuine interest.
2. **Addressing Current Satisfaction:** Acknowledge and address the prospect's satisfaction with their current service.
 - **Suggestion:** Highlight unique benefits or features that differentiate your service from the competition.
3. **Probing Questions:** Ask more probing questions to understand the prospect's needs and pain points.
 - **Suggestion:** Use questions like "What do you like most about your current service?" to uncover potential areas for improvement.

Closer Areas for Improvement

1. **Objection Handling:** Develop stronger strategies for handling objections and providing compelling reasons to consider switching.
 - **Suggestion:** Prepare a list of common objections and effective responses to address them.
2. **Closing Techniques:** Improve closing techniques to secure a commitment or set up a follow-up.
 - **Suggestion:** Use trial closes and assumptive language to guide the prospect towards a decision.
3. **Follow-Up Opportunities:** Always aim to keep the conversation open, even if the prospect is not ready to switch immediately.
 - **Suggestion:** Offer to send more information or schedule a follow-up call to discuss further.

Recommendations

1. **Fronter:**
 - **Training on Rapport Building:** Participate in training sessions focused on building rapport and engaging conversations.
 - **Role-Playing Scenarios:** Practice role-playing scenarios to improve handling of different prospect responses and objections.
 - **Feedback Sessions:** Regular feedback sessions with a supervisor to identify areas for improvement and track progress.
2. **Closer:**
 - **Objection Handling Workshops:** Attend workshops or training sessions on advanced objection handling techniques.
 - **Closing Techniques Training:** Focus on training that enhances closing techniques and strategies.
 - **Follow-Up Strategies:** Develop a follow-up strategy to keep prospects engaged and interested in future conversations.

Final Comments

Both the fronter and closer demonstrated professionalism and clear communication skills. However, there is room for

improvement in building rapport, handling objections, and closing techniques. By focusing on these areas, both agents can enhance their performance and increase their success rates in future calls. Keep up the good work and continue to strive for excellence!

Transcript

USER: Hello?

DIALER: Yes. Hi, good afternoon. This is Makayla with the Ventus Pay. I'm calling to speak with the business owner. Well, that's me. Great. How are you today? Just sat down eating my lunch. My apologies for interrupting you. Well, I'm reaching out regarding a new federal policy that does not require you as the business owner to pay processing fees when you accept debit and credit cards. And you are currently paying those fees, correct? Nope, because I'm with a company I don't no more. Okay, and how much are you paying for that company monthly?

USER: \$25.

DIALER: \$25? Mm-hmm. Okay, well that's great. Um, does your business process about \$5,000 monthly in debit or credit card transactions? Oh, gotcha. Okay, well my manager's on the line and she can tell you exactly how our zero percent... Well, the one that handles all this is my... I'm going to let you talk to her, okay?

USER: Okay, no worries. Thank you. Hold on. Micaiah, I'm going to talk, okay? Okay.

DIALER: Hello.

USER: Hi, how are you?

DIALER: Good.

USER: That's good. So my name is Alexis. I'm one of the managers here at Advances King. One of my reps was just explaining to him that we offer, you know, the cash discount program. It did inform me that you guys pay a \$25 monthly fee. Do you guys pay for equipment as well?

DIALER: Nope.

USER: No. Okay. Well, we do. We offer our services at \$15 a month. We pretty much do the same thing that that company does, and we do provide the equipment as well, if that's something that you're interested in. We're currently doing a six-month free trial. Actually, at this time and point, it's working for us right now, and I don't want to swap over at all. It's working. There's no complaints. I don't have any problems. I'm going to stay right where I'm at. Okay. What company are you guys with? Clearance. Clearance. Okay. Okay. I already know things are working out for you. Thank you. Yes, ma'am. Thank you.

EVALUATION FOR RAVEN

This Call doesn't have enough information to provide a good calification.

Transcript

DIALER: for an automatic voice message system.

EVALUATION FOR CHERELL

Performance Evaluation Report

Overall Performance Score

- **Fronter:** 22/30
- **Closer:** 16/20

Detailed Performance Breakdown

Fronter Evaluation

- **Engagement and Introduction:** 7/10
 - The fronter initiated the conversation politely and clearly, but there was a slight repetition when confirming the business owner's availability.
- **Value Proposition Communication:** 8/10
 - The fronter communicated the value proposition effectively, explaining the benefits of not paying processing fees.
- **Transition to Closer:** 7/10
 - The transition to the closer was smooth, but it could have been more engaging to ensure the prospect was fully prepared for the next part of the conversation.

Closer Evaluation

- **Objection Handling:** 8/10
 - The closer handled objections well, especially when the prospect requested information in writing and mentioned a consultant.
- **Closing Attempt:** 8/10
 - The closer made a strong attempt to close by offering to send information and follow up, but the commitment from the prospect was not fully secured.

Strengths and Areas for Improvement

Fronter Strengths

1. **Polite and Clear Introduction:** The fronter started the call with a polite and clear introduction.
2. **Effective Communication of Value Proposition:** The benefits of the service were communicated clearly and concisely.
3. **Smooth Transition:** The transition to the closer was handled without any major issues.

Closer Strengths

1. **Handling Objections:** The closer effectively addressed the prospect's concerns about needing to consult with a retail consultant.
2. **Clear Explanation of Service:** The closer provided a detailed and clear explanation of the service and its benefits.
3. **Follow-Up Plan:** The closer established a follow-up plan, showing persistence and commitment.

Fronter Areas for Improvement

1. **Avoid Repetition:** Ensure that questions are not repeated unnecessarily to maintain a smooth flow of conversation.
 - **Suggestion:** Practice active listening and confirm details without repetition.
2. **Engage More with Prospect:** Build more rapport before transitioning to the closer.
 - **Suggestion:** Ask a few more questions about the prospect's business to create a stronger connection.
3. **Prepare for Common Questions:** Be ready to answer common questions more confidently.
 - **Suggestion:** Review common objections and questions to provide quicker and more confident responses.

Closer Areas for Improvement

1. **Secure Stronger Commitment:** Aim to secure a more definitive commitment from the prospect.
 - **Suggestion:** Use more assertive closing techniques to encourage immediate action.
2. **Address Email Reluctance:** Find ways to overcome the prospect's reluctance to use email.
 - **Suggestion:** Offer to walk the prospect through the email process or provide additional reassurance about the security and convenience of email communication.
3. **Follow-Up Timing:** Be more specific about follow-up timing to ensure the prospect is prepared.
 - **Suggestion:** Confirm a specific date and time for the follow-up call to increase the likelihood of reaching the prospect.

Recommendations

1. **Fronter:**
 - **Training on Active Listening:** Conduct training sessions focused on active listening and avoiding repetition.
 - **Rapport-Building Techniques:** Implement techniques to build stronger rapport with prospects before transitioning the call.
 - **Preparation for Common Questions:** Review and practice responses to common questions and objections.
2. **Closer:**
 - **Assertive Closing Techniques:** Train on more assertive closing techniques to secure stronger commitments.
 - **Overcoming Email Reluctance:** Develop strategies to address and overcome prospects' reluctance to use email.
 - **Specific Follow-Up Scheduling:** Ensure follow-up calls are scheduled at specific times to increase the chances of reaching the prospect.

Final Comments

Both the fronter and closer demonstrated strong communication skills and a good understanding of the value proposition. With some targeted improvements in engagement techniques and closing strategies, their performance can be further enhanced. Keep up the good work and continue to refine your approach based on the feedback provided.

Transcript

USER: Hello?

DIALER: Hi, how are you?

USER: I'm doing good.

DIALER: This is Mary reaching out from Aventus Pay. Is the business owner available?

USER: From who?

DIALER: Mary from Aventus Pay. Is the business owner available?

USER: I'm one of the owners.

DIALER: Okay, sir. We're just calling to let you know about a federal policy for you to no longer pay processing fees, sir, when your business takes debit and credit cards as a form of payment?

USER: No longer pay what?

DIALER: You're no longer required to pay processing fees when your business takes those debit and credit cards as a form of payment, which you're still paying, correct, sir?

USER: We are.

DIALER: Okay, so would you say your business processed at least \$5,000 monthly in those transactions, sir?

USER: Uh-huh.

DIALER: We're close to it.

USER: Close to that.

DIALER: Okay, so what's your name so I can better address you?

USER: Just call me Buddy.

DIALER: Okay, Buddy. My manager has popped on the line. If you could further explain how our company works, okay?

USER: Hey, Buddy. My name is Jeff. Can you hear me? Yeah. OK. So I was listening on the call, and I understand that you currently are processing about \$5,000 a month in credit card. More than that. More than that? A little bit more? How do you guys do that? Do you capture it on a machine, some kind of terminal? do it with one of those. How do you guys currently capture those credit cards? We use a credit card reader machine or whatever you call it. Yeah, okay. And how many of those do you have? Just one? We have two. We have two different stores. Oh, you have two different stores? Okay. What exactly does your business do? We sell ladies clothing. OK. And do you know what you currently are paying for credit card processing? I don't have that with me. Yeah. Have you seen before that you get bills for processing those credit cards? We do. Yeah. Yeah, so if it was saved \$10,000 a month, it's probably \$300 to \$400 a month in fees. And \$15,000 would be \$450 to \$600 a month in fees. And if you did \$20,000, it's probably about \$900 a month in fees. What we do is offer a flat rate \$25 a month fee. There's no other hidden charges. Nothing else is going to surprise you. So that could save hundreds of dollars a month right there. And we send you free pre-programmed equipment. And all it takes is a pretty simple application. And if we could do that for you and eliminate those fees, would this be something that you would be interested in?

DIALER: What's that?

USER: \$25 a month. Yes, sir. Yeah, it's \$25 a month. It's not per machine. It's just a flat rate. And we provide you with free terminals. Or we have a system called iPod, which you can just use your phone. And it doesn't even need a download. You don't have to plug anything into the phone. You can just tap a credit card right on the phone. And it will take the payment. And to move forward with that, all we need to do is fill out a simple application. It takes about five minutes. Do you have time to fill this out with me real quick? Put it to me in writing. I've got a consultant that helps me with all these kind of decisions. And I'd like to run it by him. Yeah, sure. Absolutely. Was it like an accountant or something? He's a retail consultant. A retail consultant? OK. Sure. Buddy, what's your email address? I'd rather you send it to me in writing and just send me a letter. Send you something in the mail? Yes. Rather than an email? Yeah, that's correct. OK. Okay, I can do that, which is going to take a lot longer to get to you. You don't use email very much? No. No? Okay. Okay, buddy, I can send you some information. Also, do you have internet access? You can look up our company on our website. Let me get to the right. Okay. OK, what's that website? OK, it's called Aventus, A-V like Victor, E-N like Nancy, T-U-S like Sam, Pay, P-A-Y.com. So one word, AventusPay.com. OK. And the first thing you'll see is credit card processing with zero hidden fees, \$25 flat month, Unlimited Processing and we provide you with the free terminal that's programmed for you and put some money in your bank within the same business day. Okay, so I'll look that up and then you can mail me a proposal about it too. Okay, what address should I mail it to buddy? Maggie Lane, that's the name of the store. What is the name of it? Maggie Lane. Maggie Lane, okay. 103 South Jefferson Avenue, Edenton, that's spelled E-A-T-O-N-T-O-N, Georgia, 31024. 31024, okay, very good. Buddy, it was nice talking to you. I'll get some information out in the mail, and then I'll give us some time to get there, and then I'll follow up with you, like, maybe this time next week, okay? Well, I'm in and out, so I just happen to be here.

DIALER: Yeah.

USER: Okay, well, I'll try. If I call and miss you, I'll try later on in the day, until you tell me to go away and quit bugging you. Okay. Alright buddy, have a good one and I'll be in touch, okay?