



# Required Voice Verification Procedures & Dial in Numbers

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Dear Agents,

Several of our carriers require verification calls to be recorded when completing a sale.

The new PivotCare Elite Limited Med (SLAICO) product requires a voice verification (in addition to the esignature) on every sale. Please review these steps below and familiarize yourself with the procedure prior to selling the PivotCare Elite Limited Med product.

1. Agents should prepare each customer for the call prior to executing 3-way dialing. See notes below.
2. Dial in to the applicable products phone number listed below.  
  
PivotCare Dial In: 585-264-3405
3. Enter the 8-digit code shown on the Checkout Screen.
4. Conference in the customer.
5. The customer will need to listen to the pre-recorded information and answer each of the prompts.
6. The call will end and disconnect when the entire script has been read through. The last message will thank the customer and disconnect.

## IMPORTANT NOTES:

The customer's responses will be recorded/reviewed systematically. They must answer the questions CLEARLY.

### Any of the following responses **WILL BE ACCEPTED:**

Yes	Got It	Yup
OK	Understand	Thank you
Correct	Go Ahead	No
All Right	Sure	Nope
Right	Yep	No Way

### **VAGUE ANSWERS WILL NOT BE ACCEPTED:**

Aha	I'm not sure	At this point yes
Mmmmm	I don't know	I guess so
I guess so	yes I guess	I think so

If you have questions regarding this notification, please contact Agent Services at (800) 319-7061.

Thanks,  
Adroit Health Group