



SCARY CONVERSATIONS WITH CUSTOMERS: **THE SEQUEL**

Delivering bad news tips:

- Prepare yourself Emotionally.
- Identify Solutions.
- Be genuine.



Mr. Hopper:



Mr. Hopper has a roof payment schedule factor of 90% percent on his roof. He is unaware of this. You found damages to all slopes justifying a full roof replacement.

How would you handle this?



Mrs. Flufferton:

You have just finished your inspection on Mrs. Flufferton's home and you have found no damage. Mrs. Flufferton's contractor who was not present during inspection has been in her long ears the whole time telling he she needs a new roof.

Tell me how you would deliver this to her

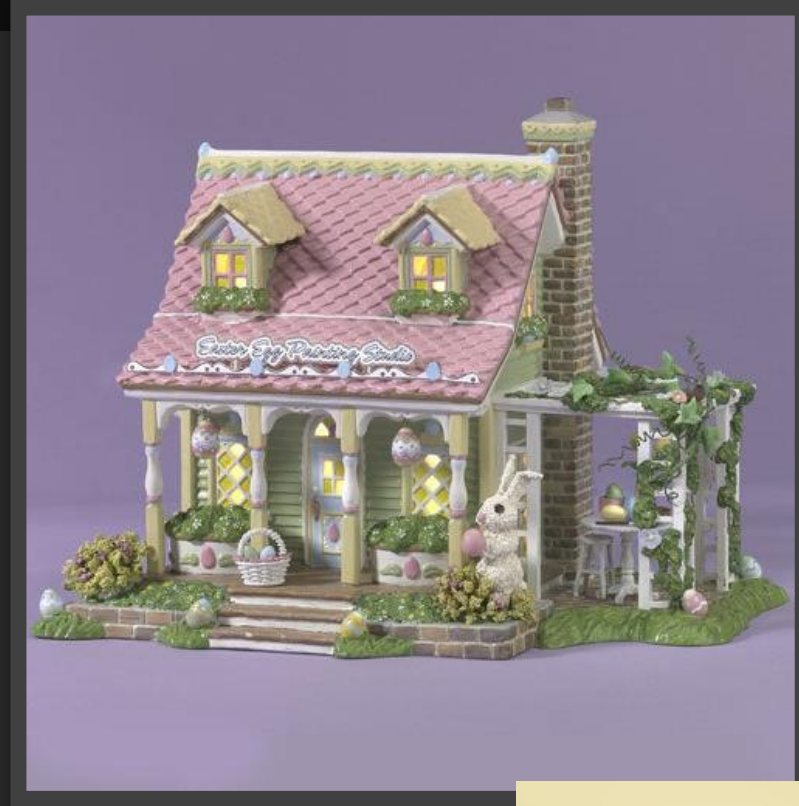


Mr. White:



Mr. white had an ongoing leak that he has not noticed until it was too late.

How would you tell Mr. white his claim is not covered?



Mr. Whiskers:



You receive a package of an inspection and notice that the damages to the roof are exactly the same as a prior 2 years ago in which the claim was below the deductible. Mr Whiskers swears he has gotten it repaired. You know this is 100% a lie.

How do you proceed.



“Giggles”:

A storm has hit giggles’s house, his family friend does roofing and decides to replace his roof before we can inspect for damages. There was no immediate risk to property and contractor took no photos.

Contractor billed Giggles for 25k for the roof, so he files a claim for reimbursement.

How would you tell giggles this is not covered?:

