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Open Ended Questions and Discovery Openers

<u>W</u>hy?

- What got you to call Protect America today?
- Tell me about the concerns you may have when it comes to safety in your neighborhood.

o Home?

- Give me a good visual of when you walk through your front door of the points of entry that you would be concerned with.
- When you are away from home what are you most concerned about?
- When you are at home do you have any concerns?
- Tell me about your garage situation. Are there any valuables of concern?

Access?

- When you are away from home who would have access to your system?
- How important do you think it would be to access your system when you are away from your home?
- Who all would have access to your system?

O Traffic?

- Tell me about the traffic going in and out of your home?
- Fill me in on your pet situation.
- When you are away will there be anyone coming in and out of your home?
- What does a normal day look like traffic-wise?

o Interactive?

- What interactive features have you seen from other companies that you like?
- What have you seen out there that you have not liked?

o <u>Safety?</u>

- Are there any parts of your home that you would feel are the most concerning?
- Tell me about any past experiences you've had involving your safety
- During the day what entry point do you feel a burglar might use

Interested in PA?

- Have you and anyone else in the home discussed a budget and what would that be?
- How do you feel about our company so far?
- Are there other companies that you have contacted so far?
- Do you know anyone that has our system? What do they think about it?

• Time?

- What times of the day or night are you or anyone in the home not there?
- Tell me about your work schedule; when you or anyone would be away.

