



FARMERS

SCRIPTING REQUIREMENTS

1. **Open:**

"Thank you for calling Farmers this Gina how can I help you today..."

2. **Transfer:** Please refer to the transfer procedures

http://csginside.com/wp-content/uploads/2012/08/Transfer_Procedures_Farmers.pdf

3. **Credit and Debit Card Disclosure – Terms:**

"When we take your credit card information today, you are authorizing us to process the transaction using a third party vendor over a secure Internet connection. If changes are made to this policy that result in a refund, the reimbursement will be by check to the Named Insured.

Do you agree to these terms and conditions and authorize me to process the credit card transaction for \$_____?"

4. **Checking and Saving Disclosure – Terms for one-time payment:**

"When we take your checking/savings account information today, you are authorizing us to process an electronic withdrawal from your account, using a third party vendor over a secure Internet connection. If changes are made to this policy that result in a refund, the reimbursement will be by check to the Named Insured. If this withdrawal is rejected by the bank, such as due to insufficient funds, it may be resubmitted.

Caller's Name: _____ do you certify you are the owner or signer for account number_____?

Do you agree to these terms and conditions and authorize the financial institution to honor the withdrawal for \$_____, on or after today's date_____?

Great! If you have any questions, please call us at _____. If you wish to revoke your authorization, you must call us at that number no later than <time> today."

5. **Checking and Saving Disclosure – Terms for automatic recurring payments:**

"When we take your checking/savings account information today, you are authorizing us to process electronic (EFT) withdrawals from your account, using a third party vendor over a secure Internet connection. The automatic EFT withdrawals will be on scheduled due dates as shown on your billing statements for the shown payment amounts.

If changes are made to this policy that result in a refund, the reimbursement will be by check to the Named Insured. If any withdrawal is rejected by the bank, such as due to insufficient funds, it may be resubmitted.

Caller's Name: _____ do you certify you are the owner or signer for account number_____?

Do you agree to these terms and conditions and authorize the financial institution to honor the initial withdrawal for \$_____, on or after today's date_____ and for all future billed amounts?

Great! If you have any questions, please call us at _____. If you wish to revoke your authorization, you may call us at that number, or write to us at <address>."

6. **Close:**

"Thank you for choosing Farmers have great day..."