Paperless Policy Script

Transition into ePolicy discussion:

Service Advocate:	While the system was processing your request, I did notice that your policy is eligible for our Paperless Policy feature, which sends you an email when you have a document to view instead of receiving it in your mailbox. Would you like to know more about this feature?
Customer:	Sure. I wouldn't mind not having to deal with all of the paper from Farmers.
Service Advocate:	Great! You would still receive your bills in the same manner you do today – this is just your policy related information. All of the documents would be available for you on Farmers.com to look at any time. Would you like me to turn on this feature for you on all of your policies?
Customer:	Okay. Sure.
Service Advocate:	No problem. I just need an email address for you.
Customer:	Okay - it's **myemailaddress@internetserviceprovider.com**
Service Advocate:	Great – let me confirm that's "**myemailaddress@internetserviceprovider.com**"
Customer:	That's right
Service Advocate:	Thank you. I've turned on the paperless policy feature for you on all of your policies. You will receive a confirmation email at that email address within 24 hours. After that, you'll receive an email anytime that there's a document for you to review. You just log into Farmers.com or enroll if you haven't yet done so and you can view your documents there. Would you like any assistance logging into your "My Farmers" account at this time?
Customer:	No thank you. I think I can figure that out.
Service Advocate:	All right….thank you for your business and feel free to contact us at any time if you have questions.
Customer:	Thanks I will.