



## **Insurance On-Hold Sample Scripts**

### **INTRODUCTION MESSAGE - PROTECTION:**

Protection comes in many forms here at (INSERT NAME HERE), we have been serving (INSERT Town NAME) for more than (INSERT #) years. Thank you for calling. The professionals of (INSERT NAME HERE) specialize in protecting families and businesses just like yours, providing affordable and comprehensive insurance strategies for home, auto, commercial and mobile homes, so let us know how we can best serve you when we return to the line.

### **INTRODUCTION MESSAGE - MISSION:**

We appreciate your call and patience while waiting. For over (INSERT #) years, (INSERT NAME HERE) features a team of professionals who are genuinely concerned about affording you the most protection value for your insurance dollar. Whether you need home, auto, mobile home or commercial coverage, we'll take the time to sit down with you and custom create a strategy so you get the right coverage for you - saving you time, money and hassle. We'll prove our commitment to customer satisfaction to you momentarily, so please continue to hold. Thanks.

### **LOCATION/HOURS:**

Thank you for calling (INSERT NAME HERE). We are headquartered at (INSERT ADDRESS HERE) and our normal office hours are (INSERT HOURS HERE) weekdays. If it is more convenient for you to talk with us in the evenings we will be happy to make special arrangements as well. If you are calling to file a claim, and it is after hours, please call toll-free (INSERT 800 # HERE). That's (INSERT 800 # HERE). Thank you.

### **COMMUNITY INVOLVEMENT:**

Hello, and thanks for calling (INSERT NAME HERE). Part of being a successful business is recognizing the importance of our entire community to the health of our business. That's why we believe it's so important to give back. We do this not only by supporting local charities, but by giving our time to (ENTER Group NAME HERE), helping their members enjoy th

### **WEB MESSAGE:**

Hi, and thanks so much for calling (ENTER NAME HERE). We know your time is valuable and greatly appreciate the time you've taken to contact us. Assistance is just moments away. While we have your attention, we'd like to remind you about the worthwhile convenience you'll find at our website, (ENTER WEBSITE ADDRESS HERE) dot com. It's a fast, convenient connection to our great products on the web!

## **MAKE THE MOST OF YOUR ON-HOLD OPPORTUNITY.**

Request your **FREE** customized sample production of Muzak Voice On Hold messaging at <http://solutions.muzak.com/VoiceSample>.

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