

Sample Call Center Script: Insurance Office

Carla

McElvey Insurance. This is Carla, may I help you?

Pat

Yeah I'm calling about my auto insurance policy. I just received a notice that my insurance has been cancelled and I paid the bill.

Carla

Oh, okay. If you feel this is an emergency, Bob McElvey is available.

Pat

Yes it is an emergency.

Carla

Okay I can get you through to him. What is your name?

Pat

My name is Pat, and my last name is Jamison.

Carla

Would you spell that for me please?

Pat

J-A-M-I-S-O-N

Carla

Okay Mr. Jamison, you said your auto policy has been cancelled?

Pat

Yes.

Carla

And may I have a call back number for you?

Pat

610-265-1714.

Carla

That's 610-265-1714.

Pat

Yes.

Carla

Okay. I'll send your message to Mr. McElvey right away and he will be calling you back shortly.

Pat

Thank you. So, is it okay to drive my car now?

Carla

I would advise not to do anything until he calls you back, but that should be very shortly. It should not take too long for him to get back to you.

Pat

Okay, great. Thank you.

Carla

You're welcome. Have a good day.

Pat
You too.

Carla
Bye.

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