



Hello NAME, this is NAME from LAW FIRM.

Well, it's been (ONE YEAR/6 MONTHS/A YEAR & A HALF/WHATEVER) since we resolved your case, finalized your divorce, got you your greencard, closed on your house/business and we like to check in with our clients about a few things around the (TIME FRAME) mark.

Do you have about 20 minutes to speak with me right now or should we schedule a telephone appointment to speak?

OK great so like I said it's been XXXX time since your case closed:

Do you mind if I go over some questions about some things that we find our clients usually are running into around XXXX after their case gets closed?

They're either going to say yes or no. If they say yes, then you now have permission to have a somewhat "clinical" discussion:

- Have you moved? (update contact info)
- Have you bought a new house?
- Has your marital status changed?
- Had any children?
- Left the country?
- Gone back to school?
- Applied for any licenses?
- Left the Country?
- Been hassled by (the police, immigration, the defendant, your ex, etc.)?
- Have you changed your job? (need updated info)

A "yes" to any of these should pique your curiosity and instigate further inquiry, curiosity, interest. "Tell me more about that? Why did you decide? How is that working out for you?"

-PIVOT-



-PIVOT- (CONT.)

OK (repeat everything you've learned back to them) that's (great/terrible) let me ask you, what are your plans for the future? Do you have any plans to:

- Move where you're living?
- Buy a new house?
- Get married?
- Have any children?
- Leave the country?
- Go back to school?
- Apply for a license of any kind?
- Change your job (or line of work)?

A "yes" to any of these should pique your curiosity and instigate further inquiry, curiosity, interest. "Tell me more about that? Why? How are you hoping that will work out for you? Would you allow us to introduce you to someone who can help you with...?"

If your Team 100 is up to date you should be able to make a quality referral. If you don't have anyone in that category for your Team 100 just say "OK let me go to work and I'll call you back by (date/time) to schedule a time for me to make the introduction".

Sales you made already are a reflection of your past. Appointments you've got booked coming up are how your immediate present will be. Referrals you're making are a reliable predictor of your future.



Hi, this is _____.

We spoke about your situation last week and I hope you don't mind but I'm just calling to follow up and I'd like to ask you a few questions.

I had a few thoughts about your case that I wanted to share with you.

Do you have a few minutes to speak?

When you came in to see us, you... (repeat the monologue of sales call)

...had a problem with...

...told me it was affecting you in terms of...

said you were really hoping to achieve XYZ outcome.

Is that still your goal?

Are you still trying to achieve XYZ goal?

We talked about the reason why you thought you were in the situation you are in now instead of the situation you want to be in is because you didn't know how to...blah blah blah.

Is that still what's going on? Are you still trying to figure out how to get from here to there?

POSSIBLE OBJECTIONS:

"Don't care about it anymore"

- If that sounds like the right decision for you, you have my full and total support. I'm just curious, would you mind just sharing with me because when you came in you seemed so concerned about XYZ issues.

What are you planning to do about XYZ if we're not going to pursue it for you?

Is it primarily a \$ issue?

I'd hate to see you walk away from something like this if it's just about the money.

Or is it you just don't want to be bothered, you don't want to be distracted, and you want to focus on other things.



Do you still have prob you called to talk to us about?

Have you found a solution for that problem yet? (NOT have you hired another lawyer)

Is it still a priority for you to solve this problem?

NO > ok, good luck

YES > Terrific. Do you mind me asking, what is solution?

(Is it stupid and something i should talk you out of?)

Hired another law firm?

Still a priority for you?

YES > We spoke last week and we talked about XYZ and you didn't want to schedule an appointment. It has been a week. The problem is not going away on it's own.

Would you just let me get you scheduled for an appointment so we can talk about this and really figure out if we can help you or not?