

INTEGRA - Brian Kuehnis

File Edit View Options Utilities Window Help

Select Process
Call 1

Brian Kuehnis

Summary
 Phone Number: (408) 295-9475 Lender Name: Equicredit
 Loan Amount: \$485,000.00 Note Rate: 0.000%

Hello Brian, this is Tim calling from Planet Mortgage, I hope I haven't caught you at a bad time, have I?

(Even tone, like Rabbi)

The reason why I'm calling, is that from time to time we review documents down at the county building, regarding high interest rate lenders. I see that you have done some business with . What we have found is that they tend to give their clients some pretty high interest rates, compared to their credit ratings. I need to ask you a few quick questions to see if this is something that you have been subjected to...and to make sure I am not wasting your time.

(Do not wait for reply)

1. Brian, how long have you owned your home in San Jose? Years: Months:

2. Do you own any other properties? Yes No

3. The way home values have been going up lately, what would you guess your home is worth? \$0.00

Save/Exit Exit

[VALID] Tuesday, October 03 2006, 4:40 PM

Objections

Objections:

I'm not interested in refinancing.
 I just refinanced.
 I'm busy, I don't have time to talk.
 I'm fine where I'm at.
Let me call you back.
 What's your rate?
 I have a pre-payment penalty!
 Social Security Number

Response:

Lets be honest Mr./Mrs. Kuehnis, we both know that this is something that needs to be taken care of as soon as possible. Before you know it, it will be next year and you will be in the same position. I only have a couple more quick questions to see where you're standing.

Action: *(back to script quickly).*