

REBUTTALS

Objection	Rebuttal
<p>I'm not interested</p>	<p>I'm sure you know that if a power surge hits your computer, TV or even your refrigerator, it could cost a lot of money to replace. But, with this plan reimbursing you up to \$2,000 a year, it could end up costing you nothing to replace it! Isn't that peace of mind worth just thirty cents a day?</p> <p>And remember, the \$25 Reward Card is yours once you enroll whether or not you decide to keep the plan.</p> <p>Why not take a look at your welcome materials carefully so you can see all of your benefits. If it's not for you, just give Cinch a call to cancel, okay?</p> <p>Transition back to the point of interruption.</p>
<p>I already have surge protection</p>	<p>That's good because it's important protection to have. But many of these plans don't include the kind of coverage that Surge Protection does, like reimbursement of up to \$2,000 for repair or replacement. Or amazing discounts on appliances from Maytag, Whirlpool, Kitchen Aid and other big names. Since a surge can happen at any time, the best thing to do is compare your current plan to our Surge Protection Plan just to make sure you're getting the best protection.</p> <p>Transition back to the point of interruption.</p>
<p>I want to think about it</p>	<p>I understand, and the best way to see exactly what you're getting is to enroll today, look over the materials in the comfort of your own home and take advantage of your \$25 Reward Card. If you decide it's not for you, just give Cinch a call or go online to cancel and all billing will stop, okay?</p> <p>Transition back to the point of interruption.</p>
<p>Am I purchasing/enrolling right now?</p>	<p>You're actually purchasing your protection today. We have a 30-day waiting period before coverage begins and we want to get that clock ticking so we can get you covered.</p>
<p>Let me call you back/Need to talk to spouse</p>	<p>That's the great thing about the way this plan works. Having information right in front of you helps you make the best decision. That's why I can enroll you today, send out the information and then give you and your <i>[husband/wife/significant other]</i> enough time to look everything over together and decide if it's right for you. If it's not, just call Cinch during the next 30 days to cancel and you won't be billed a penny. At least this way you are both able to make the final decision together, okay?</p>
<p>I don't need it</p>	<p>If you think about it, when a power surge damages your computer, tablet or any other plugged in electronic device, you'll end up being responsible. With Surge Protection, you'll get up to \$2,000 back for these bills. And remember, the \$25 Reward Card is yours once you enroll whether or not you decide to keep the plan. Sounds good doesn't it?</p> <p>Transition back to the point of interruption.</p>
<p>I have someone who can fix it. / I can fix these things myself</p>	<p>Let's say your TV or computer <i>[or fridge]</i> stops working because of a power surge. You'll probably have to buy parts and that alone could cost hundreds of dollars. With this plan, you are reimbursed for the entire repair, including parts, up to \$2,000 a year. If it can't be fixed, you'll be reimbursed for a replacement up to \$2,000 a year.</p>

	Transition back to the point of interruption.
If name on credit/debit card or checking/savings account is different than caller's	<p>Is your name also on the account?</p> <p>If yes: continue</p> <p>If no: For the protection of our customers, we need your name to be on the account to process this transaction. Do you have another account with your name on it?</p>
I don't want to give you my email address.	<p>The email would be used to send you confirmation details of your enrollment. What email address would you like me to send this information to?</p> <p>Transition to point of interruption</p>

DNC REBUTTALS

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Put me on the national registry. / How do I get on the national registry	In order to add your name to the National Do Not Call list, the Federal Trade Commission requires that you either call the FTC's toll-free number at 1-888-382-1222 or register via the FTC's website, which is located at www.donotcall.gov .
Can you give me the national registry number?	The phone number is 1-888-382-1222. The website is www.donotcall.gov .
Don't call, text, mail, or email me again.	<p>I apologize for any inconvenience this has caused. I will place you on Cinch's Do Not [call, text, email, mail] list. Please know that it may take up to 30 days to process this request; therefore, you will stop receiving any calls no later than 30 days from today.</p> <p>Agent requests email address, phone number, or address to be removed,</p>