

REBUTTALS

<p>I'm not interested</p>	<p>Is there any particular reason why?</p> <p>Well, I'm sure you know that repairing or replacing your electrical or plumbing system could cost hundreds to thousands of dollars. That's why this plan is so important to have. It could actually help pay most of the bill for you.</p> <p>And remember, the \$25 Reward Card is yours to enjoy whether or not you keep the protection.</p> <p>Transition back to point of interruption</p>
<p>I already have a home warranty</p>	<p>That's great. I am not sure what your current plan/warranty covers, but this plan also includes...</p> <p>Up to \$1,000 reimbursement for your homeowners insurance deductible, coverage for unknown pre-existing conditions and rust and corrosion, a 180-day workmanship guarantee and more things the companies you might be considering probably don't offer.</p> <p>Since your home's appliances and systems are turning another year older, the best thing to do is compare your current warranty plan to this plan to make sure you're getting the protection that best meets your needs.</p>
<p>I have brand new systems/water heater that have a manufacturers' warranty</p>	<p>This plan may cover what your manufacturers' warranty doesn't, plus it's only one low monthly fee to protect all covered electrical and plumbing systems plus the water heater in your home.</p> <p>It makes more sense to pay one low monthly fee for all these covered items rather than a separate cost for each one, doesn't it?</p>
<p>I have brand new home./The condition of systems and appliances should be perfect.</p>	<p>I understand, realistically, new homes have problems also – especially when it comes to electrical and plumbing systems. All the people who worked on those systems had to do every single thing correctly. Sometimes that's not always the case, which is why it's better to be safe than sorry.</p>
<p>I have someone who can fix it/ I can fix it myself</p>	<p>That's great. Keep in mind that repairs often require replacement parts. That alone could cost hundreds of dollars. With this plan, you're covered for labor and parts up to your plan's limits. And what if your fix-it person isn't available? Cinch makes sure there's someone to take care of your problem.</p> <p>Why not take a look at the information we'll send you just to see all the savings and benefits you get? If you don't think it's for you, just give Cinch a call or go online to cancel within the next 30 days and you won't be billed a penny, okay?</p> <p>Transition back to point of interruption</p>
<p>I want to review the information first before enrolling.</p>	<p>The 30-day review gives you the opportunity to have all the information right in front of you so you can make the best decision. I do need to enroll you to get this information out to you. What additional questions do you have that I can answer for you today?</p>
<p>Is this insurance? / I already have insurance for my home</p>	<p>The Water Essentials plan complements your homeowners insurance since most insurance policies don't cover electrical and plumbing systems and water heater breakdowns due to everyday wear and tear. That means you might think you're covered, but when something breaks down you might end up having to write a big check. It's definitely important to make sure you're totally covered so</p>

	you don't have to lay out that kind of money.
Let me call you back/Need to talk to spouse	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?
Am I purchasing/enrolling right now?	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.
Deductible is too high	Most of the time the cost of diagnosis and repair exceeds \$250. Then it could cost hundreds or thousands of dollars after that for parts and labor. Since you have this plan, most of those costs are paid for you. It's good to know this protection is there for you just in case. And remember, with this plan you get up to \$1,000 back for your homeowners insurance deductible should you have to pay a deductible. That's \$1,000 in your pocket right off the bat! Transition back to point of interruption
If name on credit/debit card or checking/savings account is different than caller's	Is your name also on the account? If yes: continue 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?
I don't want to give you my email address.	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? Transition to point of interruption

DNC REBUTTALS

Objection	Rebuttal
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.	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. Agent requests email address, phone number, or address to be removed.