Rollover Follow-Up Script

Goal of every call: confirm status, get a date, drive the timeline. Never wait passively.

🔒 Non-Negotiable: Document Every Call

- Who you spoke with
- Case status
- What was confirmed
- What action is required
- Timeline given
- Next follow-up date

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1. Call the Receiving Carrier — Application & Transfer Status

> "Hi, my name is ___, and I'm assisting ___, agent. I'm calling regarding an application submitted for [client name]. I want to confirm that you see the application and that it's in good order."

Ask directly:

- "Is the application complete and in good order?"
- "Is anything outstanding that would prevent this from moving forward today?"

Suitability status:

- "Has suitability been approved?"
  - **Yes** → "What date was it approved?"
  - **No** → "What specifically is needed on our end to get it approved today?"

Transfer/rollover form:

- "Has the transfer/rollover form been sent out?"

    - **Yes** → "What date was it sent? How — fax, email, or mail? Who was it sent to — can you confirm the destination?"
    - **No** → "Why hasn't it been sent yet? What can we do today to get this initiated?"

Close:

> "Once this is sent, when should I call back for confirmation?"

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2. Call the Ceding Carrier — Releasing Company

> "Hi, I'm calling on behalf of [receiving carrier name] regarding a transfer/rollover request for [client name]."

Ask directly:

- "Has the transfer request been received?"
    - **Yes** → "What date was it received? Was it in good order? What's the processing timeframe?"

Action: Set a task/reminder to call back on the exact date given.

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3. Follow-Up Call to Ceding Carrier — On Processing Date

> "I'm calling to confirm the rollover check has been mailed."

- **If mailed:** "What date? Overnight or regular mail? If overnight, can I get the tracking number?"

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4. Call the Receiving Carrier — Funds & Issuance

- "Were the rollover funds received?"
- "Have they been imaged and applied to the case?"

- **Yes** → "Can this policy be issued now?"
- **No** → "Has the mail been picked up? Has the check been imaged in the system?"

Action: Call back repeatedly until funds are confirmed and the policy is issued.

Carrier Notes

- Some carriers (e.g., North American) can issue same-day once funds are received.
- Others issue overnight once funds post.
- **Do not wait passively — you drive the timeline.**

Final Close — Every Single Call

> "What's the next step, and when should I call back if this isn't completed by then?"