“Hi there! Sorry to catch you off guard, I’m \_\_\_\_\_\_\_, your local benefits coordinator. I was just in the area helping your neighbor with the state regulated benefit programs for 2021 (show lead card). Have you received your packet in the mail?”

***Typical response #1- um, no. I’m sorry, but what is this about?***

“No worries! This is what it looks like (show lead again). Just because you didn’t fill out the card and send it back to us, doesn’t mean you’re not eligible for the program...being a resident of (the state you’re located in) qualifies you for the program! I would love to show you the info, it just takes a few moments!”

***Typical response #2- yes, I received the information, but I don’t get what it’s about..***

“Wonderful! Don’t worry about sending it back to us..I’m here now and would love to help and go over the program with you! It only takes a few moments.”

**REMEMBER: You can’t say the *WRONG* thing to the *RIGHT* person. Not everyone will show interest, but adding this to your daily routine will without a doubt increase your AP.**