Customer Conversation Script

How to talk NMI

Keep it simple

Remember you are providing a referral only.
You are simply handing over contact details to NMI.
The experts will do the work and answer all the questions

1

Ask

Are you aware of the surcharge changes happening in October and how it may affect your business?
Would you like someone to help guide you through those changes and look for alternative options, possible better rates, or an updated device?
YES - go to step 2
NO - say "thank you and please keep me in mind if you start looking. Would it be ok if I touched base with you in a month?"

2

Get details

Great! May I have your
(Decision Maker's) Name,
best number to call,
email address,
best time to contact you.
Either Jessica or Gabriela will call. It will be from a Sydney number.

3

Submit

Complete referral form on your store front and submit

Any further questions and enquiries will be answered by the NMI team. Respond with "the experts will answer all that for you, when is best time to call."

Reminder - must be warm market, no cold calling