



Ron LeGrand - PATLive Live Receptionist Application



How PATLive's live answer service can help you:

PATLive's highly-trained Live Receptionists will answer all of your calls 24/7/365 according to your custom scripts. They will pre-qualify your leads, answer FAQ's and save you money and valuable time!

PATLive has answered calls for Ron and his students since 1995:

"PATLive helped me solve the age-old problems my students had: talking to unmotivated sellers and taking incoming calls while trying to work. PATLive's service is the difference between success and failure, and is a godsend to the art of prescreening."

Ron's Recommended Package

\$149.95 Monthly Fee

- Includes 250 live answer minutes per month
- Includes up to 5 local or toll-free numbers
- \$149.95 one-time setup fee
- \$0.95 per additional Live Receptionist minute

Unlimited Package

\$2,995 One-Time Annual Fee

- Unlimited Live Receptionist minutes
- Best deal for higher volume users
- Fair usage rules apply*

Additional Unlimited Package Information:

* Please note that PATLive reserves the right to adjust our agreement with you, at any time, should your advertising produce extremely high call volumes (i.e. running widespread TV or radio ads) and prevents PATLive from serving all of its customers with high service levels.

Once your PATLive unlimited service has completed its 1-year term, your account will be converted to PATLive's standard monthly service: \$149.95 per month for 250 Live Receptionist minutes, \$0.95 each add'l minute.

Sample Script Questions: SELLER CALL

If not using a Virtual Assistant:

1. May I get your name please?
2. Your phone number including the area code?
3. What do you think your house will appraise for?
4. What are you asking for the house?
5. What do you owe on the house?
6. How did you hear about us?
7. What's the address?
8. When do you want to move?
9. Are your payments current or behind?
10. Does the house need any repairs?

If using a Virtual Assistant:

1. Do you have a house for sale?
2. What is your phone #? Cell phone #?
3. What is the address?
4. What is the best time to reach you?

Sample Script Questions: BUYER CALL

If not using a Virtual Assistant:

1. May I get your name please?
2. Your phone number including the area code?
3. In which area are you looking to buy a home?
4. How many bedrooms and baths would you like?
5. What is the maximum monthly payment that you can afford?
6. How much money do you have for the down payment?
7. Are you ready to buy now?
8. How soon are you looking to move?
9. Is your credit good, fair or ugly?

If using a Virtual Assistant:

1. Are you interested in buying a house?
2. What is your phone #? Cell phone #?
3. What is the best time to reach you?



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Customer Information:

Subscriber Name _____ SS/Fed ID # _____

Mailing Address _____

City _____ State _____ Zip _____

E-mail Address _____ Fax _____

Home Phone _____ Business Phone _____

Live Receptionist Script Information:

You will be using PATLive Receptionist for: Callers wanting to buy a home Callers wanting to sell a home
 Callers wanting to buy and/or sell a home Yellow Letter scripts

Will you be using a Virtual Assistant (VA) to do follow up for you? Using a VA NOT Using a VA

Send caller information by: Email after each call Email once a day Fax after each call Fax once a day

Will you receive more than 50 calls per week? Yes No

Are you planning television or radio ads? Yes No

PATLive will answer your calls using either your name or your business name.
 Example 1: "Thank you for calling ABC Realty." Example 2: "Thank you for calling John Smith's office."

Please provide the name or business name to use when we answer your calls: _____

What script should callers hear while being sent to PAT? Example: "Please hold for an ABC Realty representative."
 I would like this sample script with my business name. I do not want any message at all.

I would like the script to read: _____

Payment Method:

VISA MasterCard Discover American Express

Credit Card # _____ Cardholder's Signature _____

Expiration Date _____ Name As It Appears On Card (please print) _____

Customer Signature:

Customer Signature _____ Date _____

Your signature indicates consent to the terms of agreement found on www.patlive.com or requested from PAT at 1-800-775-7790.

Fax this form to 1-800-800-6126

You may also sign up online at www.patlive.com/ronlegrand

Thank you for using PATLive!