



## Scoring Your Appointments & Increasing Your Referrals

Many efforts; sports, tests, school, etc. rely on a scoring method to determine success. Your appointments are not an exception.

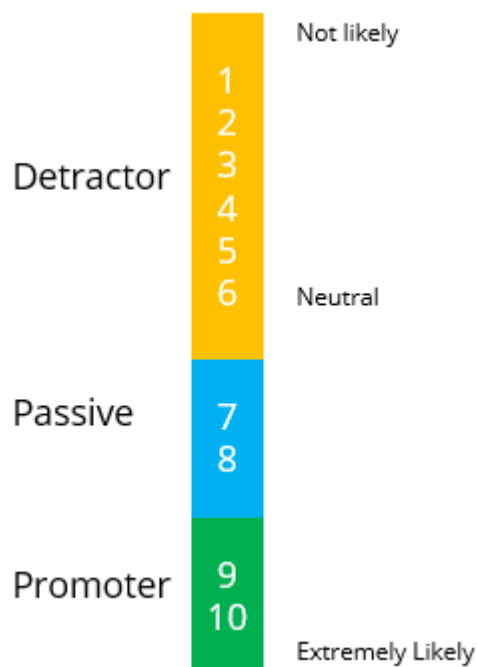
The higher your appointment is worth, the more connection and value you have with your clients.

### Using the Net Promoter Scoring Method (NPS)

The chart to the right represents the NPS system. This scale is used by numerous industries to determine how likely a person is to recommend a business to their friends and family. The same scale can be used by agents to score their appointments.

#### Scoring Your Appointments

If you are not going above and beyond what most clients can do for themselves, they will not have a reason to refer you.





## Your average appointment will score a 3 or 4

Most agents see a basic appointment scoring at a 8-10. They think because they enrolled someone in a Medicare plan, they exceeded the client's expectations.

However, many clients will view this as just a normal event as they have been enrolling in healthcare plans their entire adult lives, mostly in a group or employer situation.

Reaching a score of 9 or 10 will require you, the agent, to go above what is expected or deemed routine.

## HOW CAN YOU SCORE HIGHER?

Download the full report to see how you can score higher on your appointments.

Then make sure you join the Medicare Café every Tuesday at 10:00 am (CT) to discuss this and more!



[CLICK HERE TO DOWNLOAD THE FULL REPORT](#)



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