

Porch Home Assistant Script

Welcome Call Script:

INTRODUCE YOURSELF

Hi **CUSTOMER FIRST NAME**, my name is **YOUR NAME** from Porch calling on a recorded line regarding your home inspection by **<INSPECTOR NAME>**, how're you doing?

SET EXPECTATIONS

You should have received my email, and hopefully your inspector, **<INSPECTOR NAME>**, mentioned me, but again my name is **YOUR NAME** and I've been assigned to be your personal Home Assistant. I work with homebuyers in **STATE** to make sure moving into and maintaining your home after that goes smoothly.

ENGAGE THE CUSTOMER, REACT TO WHAT THEY SAY

- Possible: Ask about the inspection or the move
- Possible: Are you excited about your move?

GET LIBERTY OR ADT

SET UP FOLLOW UP CALL

VM: "Hey <homeowner name>! This is **YOUR NAME**, your Porch Home Assistant. As part of your inspection with **<INSPECTOR NAME>**, you've got access to me to help throughout the moving process. Give me a call back at (678) 534-7797 if you get 5 minutes today as there are a few items to go through. Talk with you soon."

Welcome Email Prior to call:

Hello <homebuyer name>,

As a benefit of your recent home inspection with <Inspector Name>, you've been assigned a personal home assistant. Your home assistant is there to help you with the open items on your checklist as you move into your new home. There is no cost to you, this is simply a way to say "thank you" for your business.

The most common things we help with include: moving, setting up utilities/TV/internet, and getting quotes for any home improvement or maintenance needs (like lawn care). We'll tailor what we help with according to what you tell us you need.

We'll give you a call sometime in the next day or two. If there's anything urgent you would like assistance with, you can reach us at +1 844-314-1347. We look forward to making the transition to your new home as easy as possible. If you prefer not to be called, please reply to this email and let us know.

Thank you,
The Porch Home Assistant Team
+1 844-314-1347
Porch