

Elite Defender Services – Secondary Product Sales Script

BUILD RAPPORT / IDENTIFY PAIN

“Based on what you shared with me today, I can tell this situation has been weighing on you. Most people in your position feel overwhelmed because it’s not just the debt itself, it’s the stress that comes with it. The calls, the letters, the unknown numbers, worrying something legal could show up unexpectedly... it can feel like you’re constantly waiting for the next problem.”

“I do want you to know the full legal representation program is still the strongest and most comprehensive solution we offer. That’s the ideal path when someone is ready for a higher level of legal support and can comfortably fit the payment into their budget.”

“But I also understand that not everyone is in a position to commit to a larger monthly payment right now, and that doesn’t mean you should be left completely unprotected.”

TRANSITION TO DEFENDER PROGRAM

“That’s exactly why we offer the Elite Defender Program.”

“For only \$99.99 per month, it gives you an affordable way to have a consumer rights law firm in your corner if debt-related issues come up.”

“Now, I want to be transparent — this is not the same as full representation. Full representation is more aggressive and hands-on. The Defender Program is built around protection, readiness, and having a legal team you can turn to when something happens.”

EXPLAIN THE VALUE

“So instead of receiving a scary collection notice, summons, or threatening phone call and wondering, ‘What do I do now?’ you already have a process in place.”

“You know exactly who to contact.”

“You know where to send documents.”

“And you have a legal team reviewing the situation and helping determine what support may be available.”

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FEATURE BREAKDOWN

Collector Harassment

“If collectors are repeatedly calling, threatening you, contacting family members, calling you at work, or using tactics that don’t feel right, you have somewhere to turn. The legal team can step in and address those issues directly.”

Summons & Legal Notice Review

“If you receive a summons, complaint, court paperwork, or legal notice from a creditor or collector, don’t panic and don’t ignore it. You send it to us immediately for review.”

“The team can review the documents, identify important deadlines, and help determine what options may be available to you.”

Identity Theft Support

“A lot of people don’t realize identity theft issues often start small. Maybe it’s a suspicious account, strange debt activity, or inaccurate information showing up on your credit.”

“The Defender Program gives you immediate access to support so problems can be reviewed early before they become even bigger financial headaches.”

Credit Report Concerns

“If inaccurate or suspicious information appears on your credit report tied to a covered consumer rights issue, the legal team can review it and step in where appropriate.”

Class Action Monitoring

“One of the unique benefits is class action inclusion monitoring.”

“Sometimes illegal collector behavior or credit reporting problems aren’t isolated cases. If larger consumer violations are discovered, you may potentially qualify to participate in broader legal action.”

Future Benefits

“And the program continues to grow. Estate planning services like wills and trusts are expected to be added as additional benefits in the future.”

CREATE EMOTIONAL VALUE

“At the end of the day, the biggest value here is peace of mind.”

“This gives you affordable legal protection without taking on the higher monthly commitment of full representation.”

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“And honestly, for many people, just knowing they are not facing these situations completely alone makes a huge difference.”

CLIENT RESPONSIBILITY

“The most important part of the Defender Program is communication.”

“We can only protect you from issues we know about.”

“So if you receive anything legal, financial, tax-related, or collection-related, don’t wait and don’t set it aside.”

“Send it to us immediately.”

“That includes:

- Summons or court papers
- Collection letters
- Certified mail
- IRS notices
- Wage garnishment notices
- Bank levy notices
- Identity theft alerts
- Or any communication from a collector that feels aggressive or inappropriate”

“The faster we know about something, the faster we can review it and determine how we may be able to help.”

CLOSE

“The reason I really like this option for you is because it prevents you from feeling completely on your own.”

“I speak with people every day who simply are not ready to spend \$300 or more per month for full representation. I understand that.”

“But that doesn’t mean they should go completely unprotected.”

“For \$99.99 per month, Elite Defender gives you a lower-cost way to put legal protection in place so if something happens, you already have a law firm standing beside you.”

“You may never need every benefit.”

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“But if a collector crosses the line, a summons shows up, or something feels wrong financially, having someone to call can make all the difference.”

“So let’s go ahead and get your protection activated today.”