

## Support Crew Guided Script: Verbal/Phone Call

**Key objective:** to inform the AMP customer about Support Crew to then either:

1. Get their permission to set-up a Support Page on their behalf, or;
2. To guide the customer to set-up a Support Page on their own.

This is ensure that AMP customers get the practical and emotional support they require, in addition to financial support, when making an IP or Trauma Claim.

### Leading introduction (warm-up):

Helen/David/Shawn to lead with their existing script and process when building rapport and managing a claim for a new/existing customer.

When the opportunity presents, CM can check in with the customer to gauge how they are coping, particularly around support for the customer and their family during this time...

I'm here to help, so if it's ok with you, I also want to check in with you to see how you are managing with getting help and support - such as meals and transport (or more relevant if you know: cleaning, child minding etc.), that you and your family may need at the moment?

I know at a time like this, the need for help and support from friends and family becomes paramount. But it can also be an extremely stressful and overwhelming time and knowing how to co-ordinate the help you need, as well as all the offers of help from friends and family, can become an added burden for you.

I'm not sure if this resonates with you...

Some questions to ask (*you may only need to ask one or two to engage here*) I'm wondering...

- Are you having difficulty asking for help from those around you?
- Are a lot of people asking you – 'what can I do to help' and you're not sure how to answer?
- Do you have trouble figuring out what help you actually need?
- Is there anything in particular you're really struggling with right now that you need help with? Meals? Transport? Companionship?
- Is there something that one person is doing a lot of e.g.: neighbour is doing all the dog walking, best friend is cooking all the meals etc.? – that you'd like to share around?
- Is there something that you're getting a lot of.... for example, is your freezer full of lasagne or you have a surplus of home baking or flowers?
- Are you struggling to communicate easily with many different people?
- Struggling to get the help you need because your friends and family don't live nearby?

So, would it be helpful to have something that could help you to: (*pick what's relevant*)

- Ask for help without actually feeling like you're asking?
- Figure out what help you need?
- Co-ordinate the help that's been offered from friends and family?

- Get the help you really need – not that freezer full of lasagne etc.?
- Share the load amongst friends and family?
- Communicate easily with people all in one place?
- Get help from friends and family no matter where they live?

The reason I'm asking is because at AMP, we understand that when facing a life event, notably at claim time, it can be particularly difficult to get the support you need. It's important to us that you receive the emotional, financial and practical support during this time as our way of being there to help.

So, we've partnered with a company called Support Crew to offer you a free service that can help you get the help and support you really need from your friends and family. And given the challenges, we've just talked about, I really think this is something that would be of benefit to you.

**Ask:**

(Because I think Support Crew would be of such benefit to you), I'd like to offer to set-up a free, private Support Page on your behalf. This will mean that you can invite your friends and family, near and far to the Page and easily co-ordinate the meals, transport and any other support that you need over the next few weeks or months. You will also be able to:

- Communicate with your friends and family in one place
- Manage visitors and phone calls
- Identify and add need requests for you and your family during this time

Once I have this set up, I will invite you, your Support Chief or a close friend or relative to the Page and then remove myself, so that you have the privacy to co-ordinate all the help and support that you need. (The Support Pages are managed independently by Support Crew).

What do you think, is this something you'd be interested in/that would help?

**Follow up:**

**“if yes”** - With your permission, I will go ahead and set-up your Support Page. Once I've invited you and your Support Chief/relative/friend, I will remove myself from the Support Page and you can:

- have a play, review and edit the Page,
- add some need requests and
- invite other friends and family to your Support Page.

**“if no”** – I understand, that's not a problem at all. I will send you all the information regarding Support Crew for you to consider. You are welcome to set-up your own Support Page, or if you change your mind at any stage, please let me know and I can help.

**Close:** Thank you so much \_\_\_\_\_. I'll be in touch soon with..... (agreed follow up)

Bye for now/ AMP closing