



Representative sales procedure

Sales Process:

In every sales presentation, there is a sales process, similar to an interview. Within this fact finding, rapport building interview, the sales representative presents his/her product or services. The representative MUST have extensive knowledge about his/her product or service. Being knowledgeable about the product and services allows the representative to accurately illustrate and truthfully present his/her product/services to the potential client. However, the representative should NOT tell the prospect everything he/she knows. This only overwhelms the prospect and confuses the process. Instead, they should tuck the information in the back of their brain for when the moment it is needed. When asked, the knowledge will be there, a quick and precise answer to a question can be dealt with giving the prospective client the confidence knowing that the representative is well informed within their business and industry. This allows the process to remain uncomplicated, which will be a huge help later when it comes time to making a decision. The presentation must be enthusiastic, truthful, with the honest consideration of the member's service requirements. This must all transpire without undue sales pressure. (Please refer to AHCS's Code of Ethics).

A successful representative is a person who listens to the client to understand their needs, wants, desires, objectives, and financial comfort zone, think of it as a mini-interview (you are the conducting the interview) or building a needs analysis profile.

Application process for Reps:

Representative must complete an application to represent AHCS with the required documentation provided in the representative contracting section under the partners section of the website, www.ahcareservices.com be financially responsible, realize a background check will be conducted by AHCS, perform their representative duties in a professional, compassionate, and faithful mode, will not embrace any abusive or excessive sales tactics and will not replace any insurance policies unless there is documentation demonstrating a valid reason it is benefitting the new member and it is clearly in the members best interest to complete the transaction.



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Knowledge:

Simply read and study our website, brochure, review our approved ads, commercials, seminar presentations, training video content on our website and you tube, third party articles, know the competition, (not much out there but know who they are) all related material the HHC Industry, ask questions, stay abreast of the health industry and do not hesitate to request assistance.

Application:

Fill out the application in its entirety and print clearly. Every line must be addressed and signed by the applicant, power of attorney or legal guardian. Application should be completed in the presence of a AHCS representative, in person or through video such as zoom, facetime, WhatsApp, etc. All signatures must be accompanied by the printed name. All correspondence must be printed or typed and signed. (ex. Special requests, specific information, etc.). All applications are issued as the effective date the application was written unless there is a signed request for a later date, but no longer than thirty (30) days of the application. All applications must be submitted to AHCS with all required application material properly executed. Preferred method is to scan all documents and email them to Customercare@ahcareservices.com

Cancellation:

An application may be cancelled up to three (3) days after the application date for a full refund. After the three (3) day period memberships may be cancelled but without a refund being granted by AHCS. A prorated refund will be in order upon the death of a member. A death certificate must accompany the notice of a death. A refund request must be in writing and is effective according to the post mark date.

Commissions:

Commissions are paid every Friday. To receive commission in full, all sales must be complete with money deposited by the Monday prior to the Friday pay period. Any paperwork supporting new sales received on Tuesday through Saturday will be paid on the following Friday. For commission rates, renewals, deferred compensation, and bonuses please refer to the Representative commission schedule listed on addendum "A".



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Turn-ins:

Applications can be submitted anytime 7 days a week 24 hours a day through email at customer care@ahcareservices.com Checks do not have to be sent or deposited. We can accept a picture of the front and back of the check (Please make sure it is signed). If you are having issues with your phone and cannot forward pictures of the check, please send all checks to: AHCS home office 360 Central Ave. Suite 800 St. Petersburg, FL 33701 Attn: New Business.

Cancellations/(Refunds):

Should a cancellation of a new plan take place after advancing the Representative his/her commission, this will cause a chargeback. Once AHCS issues a full refund to the customer (member), the company will deduct the advanced commission paid to the representative from his or his next sale. If a sale is not made within a 30-day period, the company will keep all renewal commissions until the debt is paid in full. All refund commissions must be cleared within thirty (30) days. NO EXCEPTIONS.

Complaints:

All member complaints (or any other complaints regardless of the source) must be addressed by the representative within twenty-four (24) hours of the date received with a full explanation, complete with documentation, submitted to AHCS by email at customer care@ahcareservices.com or overnight courier.

Replacement of LTC:

We do not suggest or recommend replacing existing LTC insurance plans. We feel that our plans do a great job by themselves or as a supplement to an existing plan that may be a bit out of date. Replacement of an existing plan must have a strong valid reason, and it must be in the members own writing. In addition, it must clearly state that the member's change to AHCS was of their own free will and was not obtained by any unethical or forceful sales tactics or techniques. All application documents must be submitted at the same time.