



Live Seller Transcription #1

This is an example of an Inbound Seller Call taken by a Trained Sales Ninja

Lead Processor: Yeah hi this is Lead Processor from #1 Home Buyer of America how can I help?

Steve Seller.: Yeah, are you looking to buy houses?

Lead Processor: Yes sir, that's right. Do you have a house for sale?

Steve Seller.: Well yeah, it's not on the open market though. Anyway, it's at South Three Seven, West Two Seven One Four Five, Genesee Road, Waukesha. Genesee Road and Highway 59 are one and the same.

Lead Processor: And the zip code sir?

Steve Seller.: Five Three One Eight Nine.

Lead Processor: Okay, and also sir, do you have about five minutes so I can ask you questions about the property for sale, like the condition?

Steve Seller.: Okay, another thing is there's another building right next to that is a veterinary hospital.

Lead Processor: Okay.

Steve Seller.: So, you know, wouldn't have to sell them together because they're on the same piece of property.

Lead Processor: Oh I see that, okay, I'll stick another [inaudible 00:01:20] so that the [inaudible 00:01:22] will be aware of it. Well first sir, can I have your full name? First and last name.

Steve Seller.: Steve S-T-E-V-E, Seller, S-E-L-L-E-R.

Lead Processor: All right, and can I have a best phone number where we can contact you?

Steve Seller.: 925 ... The one that I just called you on.

Lead Processor: All right so 925-651-4623, is that right?

Steve Seller.: Yup, yup.

Lead Processor: Okay, and sir where would you like us to email-

Steve Seller.: That's a cell phone. What's that?

Lead Processor: Oh okay, where would you like us to email our contact information?

Steve Seller.: You sent me a postcard in the mail

Lead Processor: Oh I see, all right then, well that's okay. So I'm just going to ask the condition of the property then. So what's the general condition of the house, sir?

Steve Seller.: The general condition? It's in a little ... you just turn the key and walk in. It's a four bedroom house.

Lead Processor: Four bedroom house.

Steve Seller.: With hardwood floors, uh-huh.

Lead Processor: Okay, and how long have you owned this property, sir?

Steve Seller.: 30 years.

Lead Processor: 30 years, okay, and is it currently occupied? Are you staying in the property?

Steve Seller.: No, we have another house in Waukesha.

Lead Processor: Oh so no one is occupying the property?

Steve Seller.: No we didn't want to rent it out because like I said we own the Vet. My wife's a Doctor, she's the veterinarian.

Lead Processor: Oh okay.

Steve Seller.: Yeah, it hasn't been occupied in a couple of years though.

Lead Processor: I see then. Well sir are there any major or minor repairs that are needed in the house?

Steve Seller.: What's that?

Lead Processor: Are there any major or minor repairs that are needed, sir?

Steve Seller.: No.

Lead Processor: No, okay. And then you say you have four bedrooms, what about bathrooms, sir, how many bathrooms does it have?

Steve Seller.: Two bathrooms.

Lead Processor: Two bathrooms, okay. And what's the condition of the roof and the windows?

Steve Seller.: They're in good shape-

Lead Processor: Okay.

Steve Seller.: The property is less than ten years old.

Lead Processor: Okay, so less than ten years old. And same thing with the windows, good condition right?

Steve Seller.: Yeah.

Lead Processor: Okay, and have the kitchen and baths been updated within the last, let's say three years?

Steve Seller.: Yeah, we ended up putting a new bathroom up off the master bathroom. Actually there's a master bath right off the master bedroom.

Lead Processor: Okay, all right. Okay, well sir anything else on the house sir, like a special feature, let's see a garage, a back yard, porch or something?

Steve Seller.: There's a spa in the house.

Lead Processor: I'm sorry?

Steve Seller.: There's a 500 gallon Whirlpool in a separate room.

Lead Processor: Okay, 500 gallon Whirlpool.

Steve Seller.: I usually leave it [inaudible 00:05:01] the maintenance's. A lot of maintenance on the house so that's why I don't keep it full.

Lead Processor: Oh I see then, I understand.

Steve Seller.: Yeah, you keep it full of water and then you end up having to service it, so ... It does work, so-

Lead Processor: Oh it's still working, okay. All right, then. Well I think I've got all the details we need on the property's condition sir, but I just want to ask Mr. Elliott, why are you thinking about selling it, sir?

Steve Seller.: We're moving on, I'm getting older, and ... I'm in my sixties ... It's hard to maintain it I guess.

Lead Processor: I see.

Steve Seller.: I have to cut the grass, I do the snow plowing ... My health is not in really good shape because ... yeah I did three years in the Marine Corps during Vietnam.

Lead Processor: Oh okay.

Steve Seller.: Yeah.

Lead Processor: All right, well let's say you do decide to sell to us, or let's say to anyone else, how quick do you want to sell sir? 30 days, 90 days, or longer?

Steve Seller.: I don't know.

Lead Processor: You're not sure?

Steve Seller.: It depends on what kind of money you come up with, I guess.

Lead Processor: Oh okay, so it depends on the offer, okay, and any taxes, lease, or mortgage on the property, sir?

Steve Seller.: Nope.

Lead Processor: All right, well we really haven't done a full research in the area sir, so would you happen to know how much are the houses are worth in that area, sir?

Steve Seller.: The house right next door to us, right now they're asking 350,000 dollars.

Lead Processor: 350, okay, and do you already have a price in mind for your property, sir?

Steve Seller.: No.

Lead Processor: No, okay. All right well that's okay. Okay, so I think I've got all the information we need for now, so here's what we're going to do sir, I'll forward the details to our Home Buying Specialist, which will actually be doing is going to give you a call, so when would be the best time-

Steve Seller.: Hang on, I have to answer a call, hold on.

Lead Processor: Okay.

Steve Seller.: Hello.

Lead Processor: Oh yes, sir.

Steve Seller.: Hello, yeah.

Lead Processor: Yes, okay then, all right so I was asking you sir, the Home Buying Specialist will actually get in contact with you for the next step, so when would be the best time for them to call you back?

Steve Seller.: Any time is good.

Lead Processor: Any time?

Steve Seller.: I'm always running like now-

Lead Processor: Okay.

Steve Seller.: I have to run over to Sam's right now, my boss just called me and said "We need stuff over at Sam's." So-

Lead Processor: Okay.

Steve Seller.: I said "Okay!" That's what I do, I'd just pulled into my driveway thinking I was going to be able to sit and relax a little bit. Nope, Sam's always "Go, go, go, go!" Yeah.

Lead Processor: I see, I understood that sir you're all right. All right well sir, okay so I don't want to take more of your time thought sir, but like I said, we'll forward it to a Home Buying Specialist, and we'll contact you as soon as possible for the next step, okay?

Steve Seller.: Okay.

Lead Processor: All right. Well thank you for calling, and have a nice day yeah?

Steve Seller.: Okay bye-bye.



Live Seller Transcription #2

This is an example of an Inbound Seller Call taken by a Trained Sales Ninja

Lead Processor: Hi. This is Lead Processor with #1 Home Buyer of America. How can I help you today?

Joe Seller: Yes, somebody sent a notice for me. I had to call. It said "urgent."

Lead Processor: Okay. Yes, we're looking to purchase properties in the area, ma'am. Any chance wanting to sell your property?

Joe Seller: I just want to see the price. You sent me a postcard in the mail.

Lead Processor: I see. Okay, okay. Well, for the offer itself, we have our home buying specialist that does that for us. And my job is to collect information about the basics and the condition of the property. If this is a good time for you, we'll go ahead and do that. And then they'll call you about the offer.

Joe Seller: I can't do it right now.

Lead Processor: I see. You can't-

Joe Seller: -ask a question.

Lead Processor: Yes. Just around five minutes.

Joe Seller: Okay. I can do it.

Lead Processor: You can?

Joe Seller: Why do you want to buy the house? You want houses, or no?

Lead Processor: We're investors. That's what we do. We work with real estate.

Joe Seller: Actually, the house was still [inaudible 00:01:14]. Oh, no, [inaudible 00:01:15], we rent out.

Lead Processor: I see.

Joe Seller: The house ... We rent out for rent assistance.

Lead Processor: I see. Okay. If you could just give me a bit more information on that, like your name and at least the address of the property, so we can have our home buy-

Joe Seller: [crosstalk 00:01:35]

Lead Processor: Sorry. Go ahead.

Joe Seller: Joe J-O-E ... Seller. S-E-L-L-E-R.

Lead Processor: Okay. And the address?

Joe Seller: 6125 West Fond Du Lac Avenue.

Lead Processor: I'm sorry. West ...

Joe Seller: Fond Du Lac. F-O-N-D, D-U, L-A-C.

Lead Processor: Okay. Let me just pick this for you. Do you have the zip code for this?

Joe Seller: 5 ... 5-3-2-1-8.

Lead Processor: I'm sorry. 5-5-3-2-1-8?

Joe Seller: 5-3-2-1-8. That's correct.

Lead Processor: Okay. Since you don't have the time for me to ask about the basics of the property and condition-

Joe Seller: I have the time. I can ask you. [crosstalk 00:02:48]

Lead Processor: Oh, you do?

Joe Seller: Yes. I do.

Lead Processor: Okay. Sounds good. So Joe Seller, how long have you owned this property?

Joe Seller: 30 years.

Lead Processor: Alright. And it's being rented, right?

Joe Seller: Yes, rent out.

Lead Processor: Oh, okay. How much per month? Hello?

Joe Seller: What did you say?

Lead Processor: How much is the rent per month?

Joe Seller: [inaudible 00:03:22] The front is \$950. The back is \$600. Total is \$1600. Also, you don't pay anything. The tenants pay water, electrical, heating. I pay nothing.

Lead Processor: I see. Okay. That sounds good.

Joe Seller: [crosstalk 00:03:47]

Lead Processor: Oh, I almost forgot. Do you have an email address where we can send you more information about us?

Joe Seller: Email? Okay. I've got an email. J-O-E-S-E-L-L-E-R, November 26 at gmail.com.

Lead Processor: November 26 ... Is November spelled out?

Joe Seller: No, November ... No, just 11 26.

Lead Processor: I see. November 26.

Joe Seller: There's only one JoeSellerNovembertwentysix.

Lead Processor: At Gmail. Okay. Thank you.

Joe Seller: Gmail. Yeah.

Lead Processor: How many bedrooms and bathrooms are in the place?

Joe Seller: Okay. Upstairs got three bedroom. Downstairs got one bedroom. Total is four bedroom. One bathroom.

Lead Processor: Okay. One bathroom.

Joe Seller: But if you lease somebody, they got all the pipe. They used to go to bathroom, toilet paper all over. Used to be someone gotta toilet on a single bathroom. But they take over. Used to they gotta work on have one.

Lead Processor: I see. This is for the whole of the property, right? Four bedrooms and one bath?

Joe Seller: Yeah.

Lead Processor: Okay.

Joe Seller: Upstairs got three bedroom. Downstairs got one bedroom. The top first floor-

Lead Processor: Okay. Ms.-

Joe Seller: Sorry. I explain to you. First floor got one bedroom. Upstairs got three bedroom.

Lead Processor: I see. Okay.

Joe Seller: Total is four bedroom.

Lead Processor: I'm just taking all this. And the property ... Is it in a good condition? No major repairs are needed?

Joe Seller: No, of course, because the building inspector will ... I rent it for rent assistance. The city Milwaukee building inspector every year has come inside to check about plumbing, everything. Also, I remodeled the kitchen three years ago, the kitchen remodel. The ceramic tile, cabinets,

change the cabinets, new cabinets, new floors, new ... Also, the dining room is wood floor put on.

Lead Processor: Okay. What about the bath, the windows, and the roof? Have they been updated within the past three or five years?

Joe Seller: Okay, the roof was just did it. I just did the roof. I did it for this year. For last months, I didn't do one thing, because the one did it before, so I only did a half. The full half looks good. Should last about 10, 15 years. Another half, no good, but I did it last months. Brand new. Roof is okay. No problem. Only the garage roof, I didn't do. I didn't do the garage. But the house I did already. Did you understand what I said? The garage roof I didn't repair, but it's less [inaudible 00:07:04]. But it looks not too good, the garage. But the house roof looks good. I did it.

Lead Processor: Okay. Anything else we should know about the property? And special features?

Joe Seller: The feature of the house is for commercial and resident both. There's only both. You can do commercial and resident. A single family house.

Lead Processor: Okay. So it's own commercial.

Joe Seller: Yes, this location ... This zoning is more valuable because you can do business or live in it. Can do both either way.

Lead Processor: Okay. That's definitely a plus there. So I understand you're calling to check the offer. And if it works for you, do you want to do this as soon as possible, then? Or do you need a month or two to sort things out?

Joe Seller: I [inaudible 00:08:00]. I've got a \$1500 rent. So if you could ... I have get out of rent assistance. I've got a contract with rent assistance.

Lead Processor: I see. Okay. I understand. We will definitely-

Joe Seller: That's for the check. It's not tenants that pay the check. Rent assistance pay the check.

Lead Processor: I see. Okay. So-

Joe Seller: But I don't, either. I order money every month.

Lead Processor: Okay. Well, if we do end up with a place, are there any taxes, liens, or mortgages to take care of?

Joe Seller: No, no, no, nothing. No lien, no tax, nothing. Oh, no. No violation, anything to the house. Because I just did the roof this month, because building inspector want me repair the roof to appraise the roof. I did the roof this month. So no violation, no nothing you can't online check about. No mortgage and no nothing.

Lead Processor: Okay, okay. So what about if you-

Joe Seller: Actually, no, I've got a good income. But I just think if somebody want to buy it, I can for sale. But I'm no rush. Because the house [crosstalk 00:09:09]

Lead Processor: Okay. I understand. I just checked the place, by the way, the address 6125 West Fond Du Lac Avenue. We have not done our research in this area, but do you have an idea how much houses around you sell for?

Joe Seller: You mean ideas? I think of things I put a roof on. I want a maybe ... I want about 50, 54. The paper said it was 49, the text said, but I put the roof on. I repair the roof.

Lead Processor: I see. Okay. Depends on the condition, then.

Joe Seller: Yeah, depend on condition. Also, maybe the income.

Lead Processor: I see. Okay. Of course. So yeah, I guess that's pretty much all the information that I need, but I can tell you right now that this is definitely the kind of property we want to make an offer on, so I'll forward this to our home buying specialist. They will contact you about the next step towards the offer, and they may want to check out the place with your permission, so can they call you anytime about that?

Joe Seller: Yeah. They can call me. I have to give tenants 24 days notice. If they want to go inside, I have to call my tenant in 24 days.

Lead Processor: Good. Yeah, not a problem.

Joe Seller: Yeah. Okay. Also, you were saying that this kind of property is not what you're looking for, right? You're not looking for this kind of property, right? Are you looking for this kind of property?

Lead Processor: Yeah, actually. It's the kind that we're looking for. Yeah.

Joe Seller: Oh, okay. The location no good, but it'll very make money.

Lead Processor: Yeah, that's definitely the most important part there.

Joe Seller: You pass the city Milwaukee pier.

Lead Processor: Okay. Let's take note of that here.

Joe Seller: What's your name?

Lead Processor: Oh, my name is Lead Processor with PAD Home Buyers. Yeah. We will inform you when we will give you a call. Okay?

Joe Seller: Okay. No problem. Do you got my number?

Lead Processor: Okay.

Joe Seller: Do you got my cellphone number?

Lead Processor: Yes. 925-391-2599.

Joe Seller: 925 ... 2599. Okay. Bye now.

Lead Processor: Okay then. Thank you for calling us. Have a good day, Joe Seller.

Joe Seller: Bye.

Lead Processor: Bye



Live Seller Transcription #3

This is an example of an Inbound Seller Call taken by a Trained Sales Ninja

Lead Processor: Hi, this is Lead Processor from #1 Home Buyer of America. How can I help?

Mary Seller : Hi, I received a postcard in the mail from I can't remember who the names are. Anyway, oh from Don and Amy. And, I just had a few questions on how does this work?

Lead Processor: Oh, I see. Okay, well sure. Actually, initially what we do over the phone is we gather information about the property that you're selling and then we forward it to our home buying specialist. The home buying specialist will be the one who is going to contact you for the next step or a possible offer.

Mary Seller: Okay, and what would the next step be?

Lead Processor: That will actually depend with the home buying specialist. I actually don't have the specific for that though.

Mary Seller: Oh okay, I see. Okay, and ...

Lead Processor: So, if you do have about five minutes, I can ask questions about your property now.

Mary Seller: Sure, I have five minutes.

Lead Processor: Okay, first can I have your full name.

Mary Seller: Well, hold on. Let me pass you over to John Seller cause it's actually his house. I was just making the phone call for him.

Lead Processor: Oh okay, sure.

John Seller: Hi, this is John. Who am I speaking to?

Lead Processor: Hi, yes sir, my name is Lead Processor from #1 Home Buyer of America. How are you doing today?

John Seller: I'm great. How are you?

Lead Processor: All right, doing good, thank you. So sir, I just need to actually ask you some simple questions about the property that you're selling so that we can forward it to our home buying specialist and they'll be the ones who are going to contact you for the next step okay?

John Seller: You bet. Yes.

Lead Processor: All right, so I got your name John Seller. And, can I have a best phone number where we can contact you sir?

John Seller: Sure. 925-355-6004.

Lead Processor: All right. And, do you have an e-mail address so we can send you our contact information?

John Seller: Yes, it's john, J-O-H-N, 3-55@live, L-I-V-E.com. So, essentially john3-55@live.com.

Lead Processor: Got it sir. Okay, so I'm just going to run some quick questions about the property like the address. Can I have the address sir?

John Seller: Yes, it is W 265 ... I'm sorry, W 275 S 2293 Lacustrine Way, and I'll spell that for you, L-A-C-U-S-T-R-I-N-E Way, W-A-Y. That's in Waukesha, Wisconsin, zip code 53188.

Lead Processor: All right, thank you. And also, can you describe me the general condition of the house?

John Seller: Good condition. It has a brand new roof, literally within the last couple of days.

Lead Processor: Oh okay.

John Seller: Brand new furnace put in about a month ago and brand new air conditioner put in about, I don't know, a few days ago.

Lead Processor: Wow, okay that's good. And then, any major or minor repairs that are needed in the house sir?

John Seller: I'd say minor cosmetic. We still have ... we listed it and then de-listed it because we really want to do some cosmetic repairs outside of the house but it's generally speaking, I would say good condition.

Lead Processor: All right, that's good. And then, how long have you owned the property?

John Seller: Well, I've owned the property since 1993 but we had a fire and the ... so, the house was rebuilt in 2001. So ...

Lead Processor: Rebuilt in 2001.

John Seller: 2001, 2002 right kind of over that area. So, it's about ... the house is about 16 years old.

Lead Processor: Okay, understood. And, is it occupied sir? Are you staying at the house?

John Seller: It is, yes.

Lead Processor: Okay. How many bedrooms and bathrooms?

John Seller: There are, let's see what would it be, large, very large master bathroom. A full second bath and then I'd say a half bath. So, two and a half baths. Right, but the master bathroom is quite large.

Lead Processor: Oh okay, that's good. And then sir, you mentioned the roof was just replaced. What about the windows sir? What's the condition of the windows?

John Seller: They need new screens. That's one of the things we're working on. Condition of the windows are fine but I have a dog so the screens need to be ... will need to be replaced at some point.

Lead Processor: Nice, okay. And, have the kitchen and bath been updated, lets say recently or last three years maybe?

John Seller: New electric. We did some upgrading on the electric ... on the plumbing. In terms of the kitchen, we did some upgrading but not really cosmetic. It was more just to make sure that it was functioning. New refrigerator, new ... although we might take that with us but also a new dishwasher.

Lead Processor: New dishwasher, okay.

John Seller: Within the last two weeks.

Lead Processor: Oh okay. So, you're really working on the house right?

John Seller: Yeah, we are. Well, we're somewhat motivated sellers but yeah we've done quite a bit of work.

Lead Processor: All right, I understand. And, anything else sir on the property like special features like a garage, basement, fireplace, things like that?

John Seller: Yeah, fireplace ... gas fireplace downstairs. Gas fireplace in a large master bedroom. So, in terms of the outside, it's beautiful view. It's acreage, I think, is .86 acres. In the master bathroom there is a what is essentially a hot tub. I mean it's a jet tub, I think is what they call it. It's a nice home. Frankly, I'm just kind of curious of how this works and yeah, I mean it seems to ... if this works, it might make some sense for me so I don't have to pay a realtor. And, if we can do this done quickly but you know, we need ... we're still planning on doing a little bit of painting and working on the carpeting and things like that. But, at the time of sale, it will be in ... I would say it will be very good condition at the time of sale.

Lead Processor: All right, I see, understood. All right, that's good. Okay, well I think I got the basic information we need for now ...

John Seller: Gotcha, okay.

Lead Processor: For the property. But, I just want to ask sir, just a few more questions here. Why are you thinking about selling it?

John Seller: It is a divorce settlement.

Lead Processor: Okay.

John Seller: That's why I'm selling, frankly. Otherwise, I still do the same things but it's a divorce settlement.

Lead Processor: I see, understood sir. And, lets say for example, you decide to sell to us or anyone else, how quickly do you want to sell sir? 30 days, 90 days, or some time [inaudible 00:12:57]?

John Seller: That's a good question. I'd say 60 days.

Lead Processor: 60? Okay. And then, any mortgage, liens, or taxes on the property sir?

John Seller: No liens. Taxes are paid. No liens. Mortgage is a little over \$40,000.

Lead Processor: Okay, got it. And, you already have a price in mind, how much you want to sell sir?

John Seller: My ... we originally listed it at 375 ... I'm sorry 355. Since we put on a new roof and all the other things, I'm looking closer to 375.

Lead Processor: 375, got it.

John Seller: Yeah, I'm willing to take less if it happens fast.

Lead Processor: Oh okay.

John Seller: Yeah, but between 355 and 375 is what it would be listed at if we don't work through you. That's what our realtor would list it at.

Lead Processor: I see. I understand. Okay, well I think I got all the information we need for now. Again, thank you very much sir for providing all these details. We'll get ahold of you as soon as possible but when would be the best time for our home buying specialist to call you back?

John Seller: I would say 2:30 in the afternoon, something like that. Some time in the afternoon in between work, I'm ... yeah.

Lead Processor: Okay, that shouldn't be a problem. All right.

John Seller: But, let me ask you, just so I know it's not ... I get a lot of telemarketing calls even on my cell phone. Can you give me the number? Do you know what the number would be that it would come through as so I can maybe plug it in to my phone?

Lead Processor: Well yes sir, the main number that we use ... we have the main number that we use for calling out sir. It's almost the same number, 925-

John Seller: Okay.

Lead Processor: Oh, I'm sorry sir. That's a different number. It's 925-446-3528.

John Seller: 3528, okay. I can punch that ... I can make that a contact and then I'll know it's you guys calling.

Lead Processor: All right, that's great then. So yeah, I'll send out the details as of right now sir and then expect a call from us as soon as possible okay?

John Seller: Very good. God bless you. Thank you.

Lead Processor: You too sir and thanks for calling. Goodbye.

John Seller: Yep, bye-bye.

Lead Processor: Bye.