

## Check points

Option 1 has been declined

Customer specifically asks to know the **price both** options

Customer is not happy with the price and wants to know the cost of other option

Referral comes up and the customer wants to know NOW!

NOTE: **Futher** objection-handling skills **may to** be applied to help the customer understand the **reccomendation** as opposed to option 1.

The onus would be on the Adviser to check the Requirements Analysis with the customer to ensure that the right product is still being offered.