

# DID YOU KNOW...

**70%** of buying experiences are based on how the customer feels they are being treated?

**AND 61%** of consumers prefer **the phone** over email, live-chat and other sales methods?



How do you keep your customers happy?  
Learn what you can do to create a personal and pleasant buying experience in the first 30 seconds of every call.



**THE POWER OF 30 SECONDS™**  
*[IndependentAgent.com/30Seconds](http://IndependentAgent.com/30Seconds)*