**The Official Process- Refund Handling**

Questions to ask before the call

1. How valuable is this relationship to us?
2. What is the cost of losing rapport or the possible negative consequences of not giving the money back to his person? How big is their network or scope of influence? What will they tell those people?
3. What will they do or respond with if we don’t give the money back? What is their values level? What will they drop down into?
4. How can we keep the money and honor the agreement and still keep rapport?

Points to remember

If they want out there can be a number of reasons for this

1. They are scared of change. They won't have an excuse for not having their life the way they want any more and would have to take responsibility for where they are.
2. They are not trusting this will get them where they want to be.
3. They don’t believe it's going to work.
4. They are essentially seeing a loss that the money investment they made or are making is greater than the value of the training.
5. Maybe an outside voice of influence told them it's crazy or not to do it and they believed that other persons limiting beliefs about the training. They are caring how they are perceived by that person or fear losing love from that person.
6. They have some limiting belief about me that I don’t care or that we won't get them the results they want or that I am not relatable to them.

Before the call

1. Get their payment agreement so you know specifically how much they have paid and what they owe and their payment arrangement and the terms and conditions they signed. Know our rights. According to the Dept of Fair Trading we are legally allowed to keep people's money for a service they choose not to use. The client is responsible for choosing to use the service which they paid for. We are still honouring our commitment to provide the service and training so they have no grounds for a refund in the eyes of the Dept of Fair Trading.
2. Know outcome and project absolute certainty on outcome.
3. Predict why they want a refund – what are their beliefs, values, what may have happened.
4. Predict what they will want – will they want all their money back? Will they want just to cancel the payments and we keep the deposit? Will they want to transfer it to another course? Predict also what you think their goals and vision are and what their blocks may be and have testimonials/other peoples results ready and reframes ready and metaphors ready to overcome their objections and false beliefs.

During the call

1. Rapport- match and mirror
2. Ask general questions about them how they have been etc. outcome is to get rapport and almost be surprised that they are asking.
3. Say from the heart (you can give a compliment here about them that is genuine like for example ‘you are someone who I see as really wanting to help people and make a difference’ ) and then say ‘I know the only thing that will serve us both is if you be totally open and transparent with us because that will be the only empowering place for us to help, so ive got you refund request here, just trying understand sorry why did you want a refund?’ note: you must find the real reason and the truth of why they want a refund not the story.
4. Once you find out the truth and real reason then find out the goal or their ultimate vision for their life 12 months from now.
5. You can ask what has prevented them from having it now? (make sure you are getting the truth from them) Find the problems that i can still solve with my program.
6. Leverage: ask what the negative consequences will be if they don’t get that or don’t remove what has stopped them or learn what has stopped them. Find out an emotional and financial cost that is far greater than the investment of the program.
7. Ask why do you want that (in reference to the goal or vision) then relate their why to our why and so they can see we both have the same highest intent and our program is about results to achieve that.
8. Then say how our training will deliver that and give them exactly what they want. And make them believe we are the only vehicle to provide exactly what they need at the highest level to get them there. Give social proof if they need it of other results we’ve already produced so they couldn’t argue with it. then give metaphors and reframes to speak with their unconscious mind to create the change we want.
9. Is x alot of money if it makes you $1 million?
10. If they don’t believe you or are still not agreeing and choosing to commit there is something they are not telling you. you have to find it.
11. Ask more questions about what they want and tell them how we are going to deliver that and that’s our commitment. All we need is theirs.
12. Get them to stick to the payment plan or if its just the payments they cant make in extreme circumstances we can adjust the payments if it means them staying in the program.
13. Make sure they feel good after the call and they have certainty on value and the result and that we care they get what they want.
14. Give them a strategy if they need on how to deal with other sceptics if they have them in their life.

**General Notes You Can Use or read before hand**

Its good to use what if questions and imagine questions. E.g. imagine if… these questions get people out of the fear state and into a relaxed state coz they are imagining.

Remember people only make decisions coz of the emotional state they are in. so if they are in fear that wont be the state to change. Certainty that its going to work and excitement about it working will. The expectation of poverty perpetuates poverty. You only get what you focus on. So if you focus on it not working you get to be right. If you focus on it working you would get to be right also.

If people don’t have what they consciously want its because etheir unconscious mind is out of alignment with their conscious mind. Sothe masters or nlp or hypno is the only way to get that into alignment because eit works with the unconscious mind to bring it into alignment with the conscious mind so you get what you want.

Money is emotional for a lot of people. I make agreements so I don’t have to make emotional decisions. I make policies so I don’t have to have emotional judgemental decisions. Money is emotional for a lot of ppl.

I set boundaries to ensure safety for both client and myself. Im happy to be flexible with you. there are clear boundaries set up.

Im happy to be flexible with you. there are clear boundaries Ive set up , Im happy to go above to over deliver on service and value. This protects the customer and the business. Its clearly laid out so you don’t have this conversation. If I don’t adhere to the boundaries im at the effect of my clients. Everyone agrees. I have enrolment agreements coz these conversations are usually emotional for people.

Im not going to go against my policies otherwise theres no point in having them.

As soon as someone invests in my business I invest in them.

For someone asking for a prac or master prac refund

Your question was not luke how can I make this money so I can grow but how can I get back to where I was to safety. And a safe life is an unfufilling one. A safe life and an extraordinary life cannot coexist. Master prac has been worth over $500000 to me in under 2 years, why couldn’t it do that for you?

What stops you from making this extra money now?

When we hit stress or uncertainty the amygdala which is the fear part of the brain is searching for ways to keep you safe not make you grow. And if your way to deal with uncertainty is how do I go back to what I know, then this wont just sabotage your life now but in also the situations when you hit uncertainty in the future because that’s your learned pattern. Its only fear that asks for the money back and that is far more expensive to you in what that will cost you long term than to breakthrough it now.

First you create your habits then your habits create you. Some of you may be struggling to be consistent.

Most people to change their behaviour they just try harder or have to use will power and that’s the wrong approach

This is just like a home loan, if you cant pay your home loan what does the bank do?

Handling People asking for refund

1. What got you here today is not what is going to take you to the next place. Its going to take a new mindset. If you use what youve invested into your future, to deal with your past, you stay with the level of the past. And we sit in romance thinking that if i hold on to what i know, that is what is best to help me move forward.
2. Would it be worth it if it made you ... 20k a month? If tis is what it took to achieve your goals for the year?

If i can’t make you money, i dont deserve yours. 30 day doing guarantee.

Nothing will change in your business until you do.

Go to your draws and go right to the back and the bottom draw and somewhere you are going to find your big girl undies and put em on and lets go started.

Reframes

This is like having a kink in a hose and saying i want to cut the water off that is going to water my garden. the water is your mind unleashed. you dont turn the tap off if you garden was getting dry and needing watering so why would you do it to your finances? you have to unking the hose that has stopped money from flowing into your life? and upgrade it. coz clearly its not working right now.

do you think the reason you dont have what you truly want in your life has anything to do with that you havent kept your commitments to yourself to achieve the results you wnat in your life.

im yet to meet a student that has any level of success that hasnt done masters. i havent met one yet.

im way to congruent about the value of this course and care too much about people to even consider that questioon.

the reason why we keep youre commitment because that allows us to keep you accountavble to what you said you wanted to achieve.

**Other General Notes FOR NETWORK MARKETERS and possible others**

What is your goal? what ha sprevented you from having that now? What is it worth to you to breakthrough that? How many do you sign up a month into your biz? How many do you speak to per day? How much do you think not doing facebook lives is costing you? why don’t others in the team take action? Its fear.

What if you had a set of tools to help people break through that? And they start making consistent calls each day? How much is that worth?

These tools and this knowledge brings in over $1 million dollars a year for this business now why couldn’t it do that for you? you don’t get what you want you attract who you are, so when you back out of something that’s going to grow and expand you what do you think youll attract?

If they have kids: you have a child do you want to be a warning or an example for that child?

If they’ve been in their business for a certain period of time and plateud: you’ve been in this business for how long? Are you really going to tell your child I would have been an example if it wasn’t for….

I gave $400 to the nourish the children foundation last week because of who I have become from this program, if I didn’t do this course theres no way I could have given that.

Income only comes from one thing and that is value. You are paid only for the value you add to other peoples lives so if you don’t add this value to you how could you add it to them? Why doesn’t your team take action? Fear. How much is them not taking action costing you? what if you had a set of tools to break them through it. how much is that worth? You could teach them all the strategies to make money from what you learn that are already proven to work. When you recommend a cake recipe would you give one that you are not sure is going to work or a recipe that already has a proven result?

Are you truly commited to helping people? Then aren’t they worth it for you to invest in you. to become the person to lead them?

What would you have to get out of this program for you to know its worth it and commit to coming? Ive worked with 1000’s of network marketers.

How much has your biz grown since you started? And you want to stay with what you know that has kept oyou where you are?

If you knew how to create a 7 figure income that had a personal team of 1000’s of people you would already be doing it. theres only 2 reasons why we don’t have what we want. Either you don’t know what to do or you cant get yourself to do what you know. Now even if you say you know if you don’t yet have it its because there is a thought pattern or thought patterns that have prevented you from acting on what you knoiw. Einstein said the definition of insanity is doing the same thing and expecting a different result. Now the cost of the thought patterns that have stopped you is the difference between what you are earning now and what you want to earn. How much is that? You don’t have what you want consciously because your unconscious mind is out of alignment with the goal. and not having alignment right now (and possibly not even knowing how to do it) is costing you whatever the gap is between what you are earning now and what you want to earn.

**Examples of people wanting refunds (for learinings)**

Mirette

Mirette wanted one from masters coz she said she was travelling and was still going to be in US when masters was on and couldn’t do it now because her flight left day 3 of masters in may.

She wasn’t willing to pay to delay the flight and lose the accommodation costs. And she wasn’t willing to pay for the return flight and accomm to do it with me in novemeber. So she believed that the she would not make more money because eof doing it with me than the cost of the flights and accom. That was the real problem. She didn’t see the value of doing masters with me was greater than the cost of flights back and extra accomm costs.

Learning: I should have asked more questions and sold her on how what we deliver are the only people who could give her that and the costs to her would be far more by not knowing what we would teach her.

REFUND REFRAME:

i understand that you're wanting a refund, do mind that i put my coaches hat on for a second? probs part of the reason that you signed up to this event is to learn how to overcome challenges in your life, when there is something in our life that we want to do and we hit a challenge we get to decide how we get to respond to that, so to me this is just an example of a challenge in your life, where you get to decide to overcome it if you truly want. Its just an example of allowing the external to either stop us or drive us. The reason why we have a certain level of success is not because we dont have challenges, but because we have alot of them, its 100% been about how we respond to challenges in our lives.

Why did you want the refund? Most people don't want to change until its painful enough.

and what if how you handle this challenge is an example of how you handle all challenges.