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*Telephone Collection Call  
Scripts How*

*Page 7/43*

# Read PDF Telephone Collection Call Scripts How

Now that you've reviewed the account, let's prepare your script for collection calls. Open up Word or Google Docs and get ready to write your own! Start by asking for the account holder. You will use a standard greeting such as



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“Hello,” “Good morning,” or  
“Good afternoon.”

*Script for Collection Calls:  
What to Say and How to Say  
It ...*

Below is an example  
telephone collection call

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script that demonstrates how  
to express empathy when a  
customer is having trouble  
meeting their payment terms.

An example telephone  
collection call script:

Scenario: The customer  
doesn't have the cash on

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hand to pay the bill in  
full. Solution: Accept part  
payments over time.

*Series Volume 101: Getting  
the results you want over  
the ...*

Making collection calls: 4

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Rules. Check that the customer's order has been fulfilled before you ask for payment. The focus of this collection call script is to collect payment of invoices by the due date AND to build a strong relationship with

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*A Proven Collection Call  
Script – Jan Reeves*

How to Write the Best Debt  
Collection Call Script 2.

Keep it friendly and

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positive The next step in writing your debt collection call script is to make sure that all of... 3. Ask for Series Volume 13 Do not be afraid to ask for payment in full. If you ask for payment in full in the first... 4.

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*How to Write the Best Debt  
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Debt . . .* **Volume 13**

Telephone Collection Call  
Scripts and How to Respond  
to Excuses Develop skills

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To Respond To Excuses A  
necessary to effectively  
navigate through a  
Guide For Bill Collectors  
collection call while  
The Collecting Money  
remaining professional and  
Series Volume 13  
compliant. Asking people for  
payment is the easy part; it  
gets more difficult for some  
of us when the person does



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Scripts and How to Respond  
to...* Volume 13

With that in mind, here are  
9 ways to improve your  
collection call script: 1.

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Identify & Confirm The very first portion of your script should require you to properly identify yourself and the reason for you call. It should also have you confirm that you are indeed talking to the specific

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debtor you are attempting to  
contact.

*9 Ways to Improve Your  
Collection Call Script*

In other posts, I have  
talked about a debt  
collection call script that

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To have used for years and  
have used to train staff. A  
person who commented on one  
of those articles asked if I  
would post the . . .

*A Simple Debt Collection  
Script That Works*

*Page 20/43*

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Depending on balance, tenure of client and terms, your first call will usually take place between 30- 45 days from invoice date. Taken literally from a page of our free Credit and Collection Handbook, below is a sample

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*What to Say during a  
Collection Call – C2C  
Resources ...*

Download All Sales Call  
Script. 1. Cold Call

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Appointment Script. This is  
an outbound sales call  
script example you can use  
when you don't have a prior  
connection to the person you  
are calling. They likely  
won't have any idea who you  
are, so keep it brief with

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the goal to schedule an in-  
person, video, or future  
phone call at a mutually  
convenient time.

## Series Volume 13

*8 Outbound Sales Call Script  
Examples With Proven Results*

Here's a simple customer



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To service telephone calls to ensure seamless execution of such calls: Greetings; State name and organization; State purpose of call and provide necessary details; Take down relevant information; Confirm the information;

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*4 Customer Service Telephone  
Scripts for Professionals*

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Step 1 – Identify the Client. When calling a client or customer, be sure to verify that the person you are speaking with is the appropriate person to handle the issue at hand. Be sure to identify the name of the

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company or organization for  
which you are collecting the  
debt.

## The Collecting Money

*Debt Collection Sample Phone  
Scripts | Clients A.R.M. LLC*

Having a routine for these  
day-after calls will make

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them easier on you. 1. Schedule the call. If your payments are generally due on the first of the month, schedule a small block of time every month on the second so you can't procrastinate these calls.

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2. Set a deadline. When can you PayPal me that payment? Don't get off the phone until you and the client have come to an agreement on a set deadline for the payment.

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*Acing the First Collection  
Call with a Past Due  
Customer | Nav*

Try recording a general  
collection call opening and  
then listen to yourself.

Make adjustments as needed,  
and try again. This will not

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only improve how you come across on the phone, it will also build confidence. It does take a little time and extra work, but remember, success is strongly linked to preparation.



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*Six Tips for Making  
A Collection Calls that Get  
Results . . .*

Whether it be political  
phone banking, sales  
scripts, or scripts for your  
nonprofit, these tips will  
get you started in the right

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direction. Do keep in mind that a good script can only do so much. For you to truly harness the power of conversations, your call center software should enable you and your volunteers to use the

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*Building Call Center Scripts  
that Motivate Action (with  
Series Volume 13*

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for Bill Collectors: Volume  
13 (The Collecting Money  
Series) by Dunn, Michelle  
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Making Collection Calls: The  
Rules The focus of this  
collection call script is to  
collect payment of invoices  
by the due date AND to build

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To respond to excuses A  
strong relationship with  
the customer at the same  
time....

## The Collecting Money

*A Proven Small Business  
Collections Call Script*

The best way to be  
successful is to prepare. A

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To Respond To Excuses is  
the key to make sure your  
call goes just as you need.

Collection Call Script:

Prepare Yourself to Get  
Paid. 1) Always Stay Calm &  
Professional: Whenever you  
are reviewing your

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To Respond To Excuses, keep  
in mind what is most  
important - keeping calm. A  
collection call really puts  
you in a vulnerable position  
but you have to be super  
careful to not let your  
emotions affect the



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reviews and review ratings  
for Telephone Collection

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