



Debtor collection process

Phone script 1 (seven days after due date of payment)

- 80% of overdues will be paid as a result of the first phone call, with the explanation that non-payment was an oversight

Script:

Good morning/good afternoon (clients name); this is (your name) calling from (your business name).

I am ringing in connection with your account balance, which has gone beyond our trading terms of 30 days.

Our invoice/s number/s is/are XX for the amount of \$\$.

We were wondering when we will receive payment for this amount?

Would you like our direct deposit details or will you be paying by cheque?

Thank you for your assistance with this.

Bye for now.