

Phone script 2 (14 days after due date)

- One week after the first call (14 days overdue)
- This call is important in that it shows you are on the ball and not going away
- Always go over what was said in the previous call and what they promised to do (this puts you in control, and the customer feeling guilty for being caught out).

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

You may remember I phoned you last week on (advise day, date and time) in regard to your account being over our trading terms of 30 days.

When we spoke you advised that the money would be deposited to our bank account that day. I have checked my bank statement and your deposit has not yet appeared.

Is there a problem with payment?

No, great, do you still have our direct deposit details, or can I give them to you again?

Thank you for your assistance with this.

Bye for now.