

Phone script 3 (21 days after due date)

- One week after the second call (21 days overdue), or no later than four days after they promised an action (for example – I will do a bank transfer tonight).
- Always go over what was said in the previous calls and what they promised to do (this puts you in control, and the customer feeling guilty for being caught out).
- Ask if there is any problem with the payment.
 - Brings any problems to a head and also challenges them not to lie.
 - If there is a problem refer to the Manager re a payment plan.

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

You may remember my two previous telephone calls (advise days, dates and times).

On both these occasions you promised to deposit money directly to our bank account, but as yet this has not happened.

Is there a problem with paying the account?

No, great, then the deposit will be done today?

Thank you, bye for now.