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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 " Hello, "

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

Below is an example telephone  
collection call script that  
demonstrates how to express empathy

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



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Collection call 101: Getting the results  
you want over the ...

Making collection calls: 4 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

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relationship with the customer at the  
same time.

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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  
positive The next step in writing your

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debt collection call script is to make  
sure that all of... 3. Ask for payment in  
full Do not be afraid to ask for  
payment in full. If you ask for  
payment in full in the first... 4. Pause

...

How to Write the Best Debt Collection

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To Respond To Excuses A  
Telephone Collection Call Scripts and  
How to Respond to Excuses Develop  
skills necessary to effectively navigate  
through a collection call while  
remaining professional and compliant.  
Asking people for payment is the easy  
part; it gets more difficult for some of

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Telephone Collection Call Scripts and  
How to Respond to...

With that in mind, here are 9 ways to  
improve your collection call script: 1.  
Identify & Confirm The very first

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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 debtor you are attempting to contact.

## 9 Ways to Improve Your Collection

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

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A Simple Debt Collection Script That  
Works

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 of an



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initial call script for the first call:

What to Say during a Collection Call -  
C2C Resources ...

Download All Sales Call Script. 1. Cold  
Call Appointment Script. This is an  
outbound sales call script example  
you can use when you don ' t have a

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prior connection to the person you are calling. They likely won't have any idea who you are, so keep it brief with the goal to schedule an in-person, video, or future phone call at a mutually convenient time.

## 8 Outbound Sales Call Script Examples

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Here ' s a simple customer service telephone script 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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To Respond To Excuses: A  
Customer Service Telephone Script  
(Example for Calling Out)

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4 Customer Service Telephone Scripts  
for Professionals ...

Step 1 – Identify the Client. When  
calling a client or customer, be sure to

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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  
company or organization for which  
you are collecting the debt.

Debt Collection Sample Phone Scripts

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| Clients A.R.M. LLC

Having a routine for these day-after calls will make 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. 2. Set

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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.

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

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Try recording a general collection call opening and then listen to yourself. Make adjustments as needed, and try again. This will not 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



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

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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 script.

Building Call Center Scripts that  
Motivate Action (with ...

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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 a strong relationship with the customer at the

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Guide For Bill Collectors  
A Proven Small Business Collections  
Call Script  
The Collecting Money

Series Volume 13  
The best way to be successful is to  
prepare. A collection call script is the  
key to make sure your call goes just  
as you need. Collection Call Script:

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

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emotions affect the conversation. A  
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