

# COLLECTION CALL SCRIPT

**ACCOUNT INFORMATION:** Customer Name: \_\_\_\_\_

\_\_\_\_\_ Contact  
Person: \_\_\_\_\_ Phone: \_\_\_\_\_ Account

Balance: \$\_\_\_\_\_ Days Outstanding: \_\_\_\_\_ **INTRODUCTION:** "Hello, may I speak with [CONTACT NAME]? This is [YOUR NAME] from LegalCollects.ai regarding Account #[ACCOUNT NUMBER]. Do you have a few minutes?" **IDENTITY VERIFICATION:** "For verification purposes, can you confirm your billing address is [ADDRESS]?" [Listen for confirmation or correction] **STATE PURPOSE:** "I'm calling because we show an unpaid balance of \$[AMOUNT] on your account. The invoice is dated [DATE]. Can you help me understand what's happening with this account?" **LISTEN & ACKNOWLEDGE:** [Listen actively to their response] "I understand. Thank you for explaining that." **HANDLING OBJECTIONS:** **Objection 1: "I don't recall this invoice"** Response: "Let me provide you with the details. Invoice number [NUMBER], dated [DATE], for [SERVICE/PRODUCT]. Does that ring a bell?" **Objection 2: "I already paid this"** Response: "I appreciate that. Can you provide the payment date and method? Let me verify that in our system." **Objection 3: "I don't have the funds right now"** Response: "I understand cash flow can be tight. What would work for your situation? Could you make a partial payment now with the balance due [DATE]?" **Objection 4: "There's a dispute with this invoice"** Response: "I'd like to help resolve this. What's your concern with the invoice? Can you tell me more about it?" **Objection 5: "Your company should have resolved this"** Response: "You're right, and I apologize for any inconvenience. Let's work together to resolve it now. [PROPOSE SOLUTION]" **PAYMENT ARRANGEMENT:** "Would you be able to send a check by [DATE]?" OR "Could we set up a payment plan? For example, \$[AMOUNT] on [DATE] and \$[AMOUNT] on [DATE]?" **CLOSING:** "Thank you for your time and willingness to resolve this. Let me confirm: You'll send payment of \$[AMOUNT] by [DATE]. Is there anything else I can help clarify?" [Document the commitment made and next steps] **LOG DETAILS:** Decision: [PAYMENT COMMITTED / PAYMENT PROMISED / NO COMMITMENT / DISPUTE NOTED] Date Called: \_\_\_\_\_ Time: \_\_\_\_\_ Next Follow-up: \_\_\_\_\_