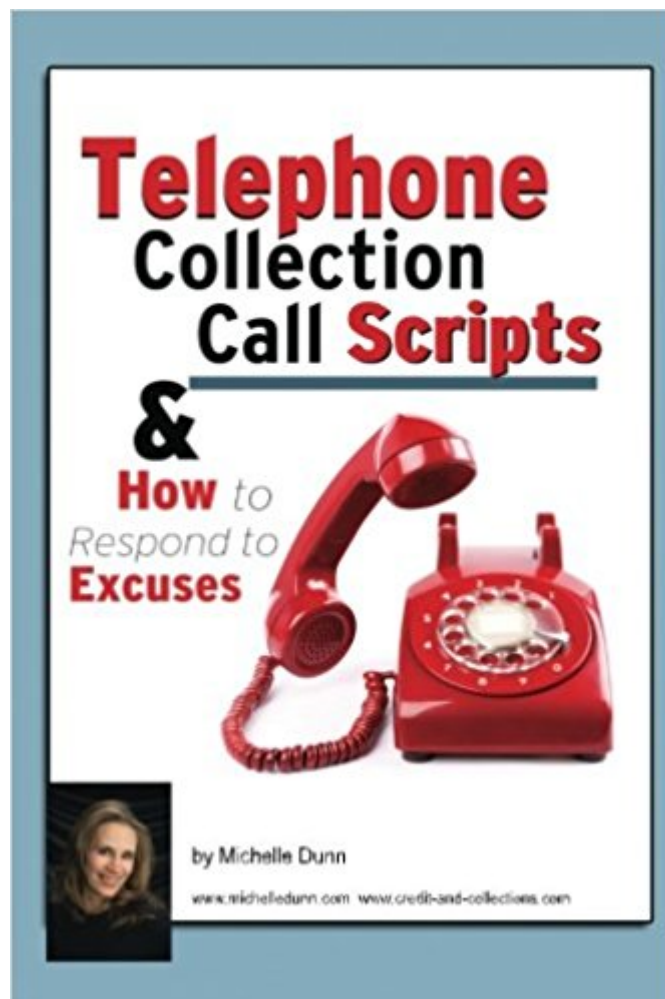


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Telephone Collection Call Scripts & How To Respond To Excuses: A Guide For Bill Collectors (The Collecting Money Series) (Volume 13)



Synopsis

As someone who has made thousands upon thousands of debt collection calls as a credit manager and first party collector and as an agency owner and third party collector, I wanted to share what I know about making these calls so that you can improve on your calls. To take the fear out of it, just remember that making a collection call is like making a customer service call. You are calling about a problem with the account and you just want to resolve it. You will learn what common excuses people give and what you can say to them in order to keep the call moving in the right direction and not going off track. You will learn how to notice a red flag with an account that you are calling and be able to avoid disaster by taking specific steps based on your knowledge of what is happening with that particular account. This book will help anyone who owns a business and needs to call customers that are past due. It will help accounts receivable clerks who make calls to delinquent accounts; it will help credit managers who make collection calls or whose account is on credit hold calls. This book will also help collectors who work for a third party collection agency. This book is meant to be a guide for bill collectors. I have shared with you actual and specific steps I have taken in my years of doing collection work that have worked well for me. I have found that when making collection calls and dealing with excuses, you must be firm, tread lightly, have compassion and treat the account carefully. Treat the account (not the customer) like a child who needs your guidance and help to get this paid. This has worked very well for me and I have successfully collected more money than other collectors based on following these steps.

Book Information

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Customer Reviews

One thing that you can take to the bank is any advice from author Michelle Dunn. This is a very lawful guide to phone scripts, and it's very important that you seek advice from experienced debt collectors. Using the wrong word could land you in a lawsuit that you can't afford. Know that if your company can record a phone call, so can the debtor, and the scripts that you use can make a huge difference in lawful collection and collect-ability of a debt. You'll definitely use this as a go-to source guide for your collection call scripts.

I highly recommend this book. I just finished reading it this weekend and I am telling you guys, It is wonderful. So many examples for any situation. Things that one would never think about. Telephone calls are not that easy. If you need good tools and get ready for your next successful call you should buy this book ASAP. I know you too will benefit from that.

This was a very good book. This book pretty much tells you what to say and how to deal with those difficult customers. My favorite that is not in the book is, "This is your job really? To call people when they're late?" "My wife takes care of the bills" is my favorite and is addressed in this book. I have read a few collection books and this is one worth buying. It's hard being in collections and this author helps address the problems we face.

It offers basic but interesting pointers on the agents interaction with clients, which start from the time before the call, how to handle the call and good follow up advise. The book is short so it won't take time to read it complete.

Didn't satisfy my expectations. No real reference concerning the more extreme debtors who take the situation to another level. No plan of action really offered for such cases.

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