

How to speak with Representatives from the collection agencies.

When you contact a person by phone always ask them what their name is and write it down. This helps put you in control and keep accurate records.

"Hello, whom am I speaking with? My name is _____ and I would like to speak to someone about my account, please."

"My account number is _____"

"My social security number is _____"

Be aware that your creditor is reviewing your credit report and knows you are in trouble. During your conversation always maintain your composure and be humble, (even if you want to yell).

Listen to what they have to say and don't offer any information.

You want to find out your balance, the interest owed, penalties and your past due amount.

Key points to emphasize and go back to during conversation:

"My intentions are to honor this debt"

"My economic situation has changed since our agreement"

"Please work with me so I can realistically make payments"

"I would rather do it this way instead of going bankrupt"

"This is an effort to pay my debt"

"This is only a temporary situation"

Your goals are:

- To get the interest lowered or stopped.
- To stop penalties.
- To establish a payment plan you can realistically maintain.

Always use "please" and "thank you". Always keep your composure

If you get lost or feel you are losing control, just excuse yourself by saying:

"Excuse me (person's name), may I have your phone number and extension. I have a small emergency and will need to call you back. When would be a good time?"

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