Collection Calls Made Easy

Our Law Firm Collection Script and Email Template

PREP BEFORE THE CALL

Review the financial file. Make sure you know the current amount owed, including any late fees or penalties, the date of the last payment, and the amount of acceptable payment.

MAKING THE CALL

> *"Hello. May I please speak to X?"*
>
> *"Hi X. This is Y calling from Z law firm. Is now a bad time to talk?"*

If they say yes, it is a bad time, ask to schedule a call at their next convenience.

> *"Thank you for giving us the opportunity to represent you. We appreciate your trust in us. We value you as a client and we enjoy working on your matter. Have you been satisfied with the services we have provided you to date?"*

Listen. If there is a problem, it could be the reason they have delayed payment. Work hard to try to resolve this issue with them. It's always a great idea to keep clients happy.

> *"Great - we're happy to hear that. I'm also calling because you currently have a past due amount of $00.00 and I'd like to see how we can work together to find a solution."*

Give them time to answer. Listen. Be prepared for various explanations and/or excuses. Show empathy to their situation.

If they offer something that is unreasonable or unacceptable, consider asking "How am I suppose to do that?"

Otherwise, work with them as best you can. Ask if they can make a partial payment today. Set up a payment plan for the remaining balance.

Be firm and remind the client that you'd like to continue to represent them, but cannot do so until the past due balance is paid or a payment plan is in place.

Document the call.

FINAL TIPS

Never use any type of harassing language, verbal abuse, threats of any kind, or intimidation tactics. This is against the Fair Debt Collection Practice Act. Also, call during reasonable times (generally between 8:00 am and 8:00 pm).