Verification Phone Script

Name of student: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Leaving a message:*

*Hi, this is <name> with <School District>. We are calling to let you know we have sent home a letter with instructions for documentation to send to us to verify our records. Please respond to this request either by sending in the documentation or by contacting our office for further information. We can be reached at <phone#>. Thank you and have a great day.*

When someone answers:

Hi, this is <name> with <School District>. Your family meal application has been selected for verification. We have sent home a letter indicating the required documentation to send in,

**Have you received the letter from our office yet?**

* NO – we can send a new letter; where would you like us to send it?

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Fax #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

We will get this letter out to you right away. This letter will be asking that you send us your proof of income. After receiving the letter, please respond to this request either by sending in the documentation or by contacting our office for further information. Let me give you my number in case you have any further questions. <phone#>. Thank you and have a great day.

* YES – Have you sent the information to us?
* Yes – When did you send it? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How did you send it to us? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* No – When are you planning to send in the documents?

Name of person you spoke with\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Comments: