



Conversation Guide: Lower APR Request

Customer:

“Can you lower down my interest? I've been a pretty good customer, always on-time with my payment, for the last for few years.”

Acknowledge and appreciate:

“We thank you for being consistent with your payments every month and we appreciate you reaching out to check our options about your APR.”

Review the Terms and Settings tab for the customer's current purchase APR.

Upon reviewing your account, I see that you currently have (current Purchase APR var/non-var). This is the most competitive rate we have at this moment. However, I completely understand the importance of saving money even if it's just a couple of dollars.

Share ways to save money per the APR FAQs.

“Although APR is something that we can't change at the moment, I can share some tips on how you can manage the interest that will be charged by strategically timing your payments and transactions, will you allow me to discuss it with you?”

- Instead of one payment at the due date, make multiple payments across your billing cycle.
- Pay earlier in your cycle, and if possible, make larger payments.
- If you can afford to make more than the minimum payment, make larger payments to reduce the balance more quickly.

Educate the further customer if they object:

“Just to make you aware, the amount interest that is charged on your account at end your billing cycle is not just based on your APR. There are actually 2 factors we look into when calculating it, the APR and the Average daily balance.”

“The higher the average, the higher the interest charge. It's the is the sum of your balance on each day of the billing cycle divided by the number of days in the cycle. To put it simply, the date you make a payment as well as when you make your purchases matters when it comes to calculating the interest.”

“Paying earlier your cycle or making multiple payments across it will significantly affect your average daily balance which can lower the amount of interest that you'll be charged.”