

CRM (New Card) Script

CSR: Hi, Good Morning CUSTOMER NAME...! (Pause for a second) it's *Mike* from the Enrollment Department of Credit Cards. How's your day going?

CSR: The reason for my call is that, we've received an Online Credit Card Application in your name. Can you confirm whether you recently applied for a new credit card?

CSR: Thank you for confirming. As a next step, I'll just connect your call to the senior supervisor who will assist you further. Just hold on for a moment so I can connect your call.

CSR: I'll decline the request now. But, I've noticed something concerning your credit report. It looks like there might be a problem with how things are being handled, which isn't allowed under the Fair Credit Act.