

Wholesale Welcome Call Script – English FDR Mobile App

Script | Instructions

Red: Instructions

Green: Insert Prospect's Info

Grey: Must be Verbatim

1. Introduction

Transfer Greeting	Direct Inbound Greeting
<p>Hi [prospect's first name], this is [your name]. I'm a Client Success Advocate, and I'm excited to help you get started.</p> <p>Just so you know, this call will be recorded for quality and training purposes.</p>	<p>Hi, this is [your name] with Freedom Debt Relief. I'm a Client Success Advocate, and I'm excited to help you get started. I see you were working with [insert DC name] while you navigated finding the right solution for you. Before we continue, may I please have your first and last name and your phone number? And can you please verify your [choose one of the following: DOB, Last 4 of SSN, or Physical Address]? Thank you!</p> <p>Just so you know, this call will be recorded for quality and training purposes.</p>

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2. Let's Create Your Account

Now, let's get your Freedom Debt Relief account set up so you can have a successful and seamless start to your program.

We just sent you an email a couple moments ago with the subject line "Get started with the FDR app." Do you see it?

[If no]: Account Login Email Walkthrough

Go ahead and click on the blue button and follow the prompts to create your account. Be sure to select "Remember me" and "Use Face ID" or "Use Fingerprint" when prompted so you can login without having to remember your password.

Let me know once you're logged in or if you have any questions.

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3. Let's Get You On Our App

Now, let's get you on your FDR app so you can see your enrolled debt details and access important resources that will help you throughout your program.

Do you remember the email we just used to set up your account? Let's go back to it so you can download your FDR mobile app. All you have to do is click on "Get the FDR app."

Go ahead and download the app. Let me know when it's downloaded. [**Wait**]

Awesome! Now you have a one-stop shop for your program right at your fingertips—like program resources directly from the app home screen.

Now, click on the blue button and follow the prompts to log in using the same login you used to set up your account. It will ask for permission to send you notifications. This allows you to get a pop-up message on your phone whenever a settlement is ready for you to authorize! Responding to them is really important as settlements are time sensitive, and this is the fastest way to do that.

Has a screen stating "Send push notifications," loaded for you, [**Firstname**]? [**Wait**]

Great, go ahead and click on that for me.

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4. Tools

Congrats, [Firstname]! Now that your app is all set up—you are enrolled! Let me be the first to officially welcome you to the Freedom Debt Relief family. We couldn't be happier to partner together to help get rid of your debt. How are you feeling?

Know that with us, you have a support team you can count on to get rid of your debt. We have served over 1 million clients just like you, earning recognition from trusted sources like the Better Business Bureau, USA Today, and TrustPilot. Dealing with your debt is an important decision and you want to ensure you're working with a company that delivers on its promises so you have confidence when you enroll. Are you excited to start getting rid of your debt, [Firstname]?

Now, there are a couple things that are very important for you to understand in order to be successful in this program.

1. Starting today, instead of making monthly payments to your enrolled creditors, your deposit will be automatically made into your Dedicated Account. In your app, go ahead and take a look at the "Dedicated Account" tab. This screen shows your upcoming deposits and the progress you'll make in building up the funds in your Dedicated Account. Do you see that?
2. Our patented technology creates a customized plan to negotiate with each of your creditors at the best time to get you the most savings possible. Go ahead and click on the "Enrolled Debts" tab at the bottom of the screen. Here, you should see your total enrolled balance and details about each of your enrolled debts. Any questions on this?
3. We plan on restructuring the repayment terms for all of your debts and we try to do that as fast as possible—maximizing your savings and time. By the looks of it, your first two estimated settlements are going to be [1st creditor] and [2nd creditor]. Remember, whenever new terms are ready for your authorization, you'll get an app notification sent directly to your phone. Clicking on that notification

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will bring you into the app, and once you've logged in, you will immediately see the details of the settlement we negotiated for you, and authorize it right through your app! We will also email you and text you when a settlement is ready. Does that sound like a plan?

4. With over 20 years of experience in the debt relief business, our experts are best equipped to successfully help you get rid of your debt.

5. Closing

One last helpful tip I have for you, [**Firstname**] is to add Freedom Debt Relief to your contacts! This way, when we reach out, you know exactly who it is messaging you. Do you need help setting that up? [**Wait**]

Well, thank you so much for allowing me to give you a rundown of your Freedom Debt Relief program and walk you through some helpful resources. Please don't hesitate to reach out to our Customer Service team whenever you need.