

# ARP Wholesale Welcome Call Script – Direct Attorney

## Script | Instructions

**Red:** Instructions

**Green:** Insert Prospect's Info

**Grey:** Must be Verbatim

### 1. Introduction

#### Transfer Greeting

Hi [**prospect's first name**], this is [your name]. I'm a Client Support Representative with Turnbull Law Group, and I'm here to help you get started.

#### Direct Inbound Greeting

Hi, this is [**your name**] with Turnbull Law Group. I'm a Client Support Representative, and I'm here to help you get started. I see you were working with [wholesaler name] while you were searching for solutions. Before I 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!

# ARP Wholesale Welcome Call Script – Direct Attorney

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Just so you know, this call will be recorded for quality and training purposes. First, it's important that you understand that I am not a licensed attorney and I cannot give you any legal advice. But I can walk you through setting up your account to the dashboard, where you'll be able to track every step of your program progress. And most importantly, you'll have the opportunity to chat with your attorney who will review and approve your program! **[Pause] [initiate 3-way transfer to the attorney queue]**

**[If the attorney is available right away, give the attorney the client phone # to locate the client file]:** While we discuss some important details about your program, an experienced Turnbull attorney will be reviewing your information to help you be the most successful you can be in this program. Once we finish reviewing some important details of your program, the attorney will complete the rest of the call

**If the attorney is NOT available:** Your attorney may pop in at any point. When that happens, I'll give your attorney some of your information before you two talk and approve your program.

**WHEN ATTORNEY POPS IN:** [client name] Your attorney just joined the line. Let me give them your phone number so they can pull your file to review your information while we finish our call.

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## **2. Let's walk through the email we sent**

After your attorney call, you'll want to set up your Turnbull account. This'll be crucial to your success in the program as you can use this account to track your progress, respond to settlement offers, and check for important notifications—you can also review helpful program resources, and so much more.

After your attorney call, we will send you an email with the subject line "Check Out Your Dashboard."

This email walks you through how to create your account so you can keep moving forward to resolve your debt! As soon as you're off the phone with your attorney, you'll want to look for this email to set up your account. That way, you can jump right into your important program resources and double-check your account and enrolled debt details.

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### **3. Additional program info**

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

1. Once you get logged into your account, also called the dashboard, you'll be able to see the date of your first program deposit and your program at a glance.
2. We have patented technology that creates a customized plan to negotiate with each of your creditors at the best time to get you the most savings possible.
3. The way it works is, 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.

With experience helping clients resolve over \$1 billion in debt, our experts are best equipped to successfully help you get rid of your debt.

### **4. Trust info**

Know that with us, you have a support team you can count on as you resolve your debt. We have served over 87 thousand clients just like you. Dealing with your debt is an important decision. It's important you know you're working with a team of experienced legal experts who'll stand up for you. Are you excited to start putting your debt behind you, [Firstname]?

# **ARP Wholesale Welcome Call Script – Direct Attorney**

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### **5. Closing**

**If attorney is STILL NOT available:** Looks like we can't get your attorney on the line, so let's look at their calendar and find a time that works for you both. [**Walk them through available options**]

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

**IF client is in ALL OTHER ARP STATES, the phone number is 800-674-1504**

**IF client is in SC, the phone number is 833-876-1455**

**IF client is in NJ, the phone number is 877-977-7755**

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