

## Collection role play

### Activity sheet 8-7

#### Volunteer's role

The volunteer pretends to pick up a telephone and answer.

Their role is to respond to the collector that is calling in whatever way they think is right.

#### Collector's script (Deliver this quickly with some measure of force)

- Is (name) there please?
- I am calling today to inform you of an outstanding collection owing for the amount of \$\_\_\_\_\_
- You are required to make a payment in full immediately
- If you do not pay in full it will be reported to the credit bureau and will further damage your credit history
- We may also be forced to commence legal action upon which time you will be required to pay the outstanding balance and any additional costs incurred to collect that balance
- I am prepared to collect on the full amount today to resolve this situation.

#### Tips for improvising

- If the volunteer offers to make a partial payment, ask for a higher amount than they offer
- Improvise responses to the person owing money that keeps the pressure on until you are successful in your collection attempt
- You may even choose to do some of the things that collectors are not allowed to do to see if this gets a reaction from the group.