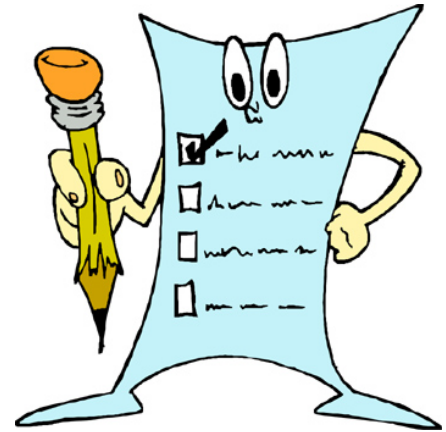


Collection Call Checklist



- Pre call planning and set objective(s).
- Identification of customer/debtor (speaking to the right person).
- Identification of self and company.
- Ask for the money!
- Identify reasons for delinquency.
- The 5 W's as appropriate: Who, What, Where When, Why.
- How much are you short of....?
- Summarize agreement and/or next steps.