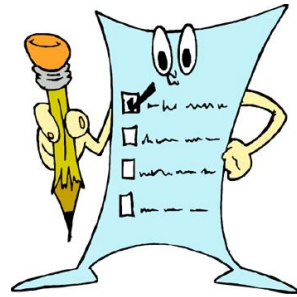
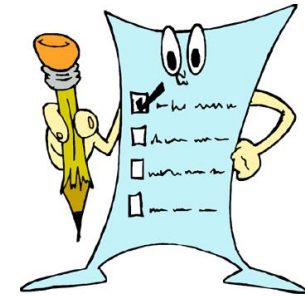


My Collection Call Checklist



- Pre-call planning & set objective(s).
- Identification – Speak to the right person!
- Tell ‘em who I am...and company/organization
- Ask for the money!
- Reasons for delay or non-payment?
- The 5W’s as appropriate: Who, What, Where, When and Why.
- How much are you short of?
- Summarize agreement and/or next steps.

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