SAMPLE FIRST CALL DIALOGUE

 Here is an example of a dialogue to use when you are contacting the homeowner over the phone. If you’re knocking on their door for the initial contact, the changes are minor—you can see what they’d be. Several examples of the homeowner’s response are provided, ranging from negative to positive.

You call, the phone rings, and someone answers...

**Homeowner:** Hello.

**Investor:** Good afternoon, may I please speak with Joseph?

**Homeowner:** This is Joseph.

**Investor:** Hi Joseph, my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. I’m following up on a letter I sent you.

**Homeowner:** What letter?

**Investor:** The letter in regard to the pending legal action against your home.

**Homeowner:** Yeah, well we’ve taken care of it.

 No, we’re not interested. (Or any other excuse you might hear.)

**Investor:** You’re not interested in removing the liens against you and your property, avoiding foreclosure and/or bankruptcy, and being out from under the pending legal action that is currently against you?

**Homeowner:** No, not right now. (OR) How can you do that?

**Investor:** At least give me the opportunity to help. Now do you want to stay in your home, or possibly get some cash and relocate, and make the legal action go away?

**Homeowner:** Stay in my home!

 I’m not sure.

 I could use some cash.

**Investor:** Great – because I (or we) specialize in helping homeowners get what they need! We can negotiate with the city as well as your lien holder, if needed, to make sure you do not need to deal with this anymore.

**Homeowner:** How do you make money off this?

**Investor:** That all depends on what solutions we find and what options you chose. Are you ready to move forward in getting this taken care of?

**Homeowner:** How does this all work?

**Investor:** Let’s schedule a meeting so I can explain everything and tell you how we will be able to help you. I am available at 3pm on Tuesday or I can meet you later today at 4:30pm. What works best for you?

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