**Overage Script**

(Outbound Call)

Hi (**First Name**) - Let the client tell you if they are who they are.

**[If no:** is he/she available? **[OR:]** Do you know a person named **[First name, Last name]** who used to live at **[former address]**?

My name is **Andrea. I'm calling** from **Overages and More.** Our organization is responsible for people --like you-- who are likely owed a significant amount of money by the government.

**[If yes: proceed with script]**

Excellent. I am glad I finally reached you. You’re a hard person to track down. **[Name]**, the reason for my call is, our organization did a recent audit of several government agency and department records and we discovered there’s potentially a lot of money that may be owed to you.

Before we get too much further into this, it’s important that you know I am not looking for ANY of your personal information. I don’t want your social security number, bank account information, credit card numbers or anything else like that. My only interest here is to help you get back as much money as we can of what is rightfully yours.

Are you aware of any reason the government might owe you money? **[Wait for their answer]**

Hmmmm... well the information from our initial government audit doesn’t exactly spell out why they might owe you money either. In fact… right now I can’t get into too many specifics, because at this point it’s just too early for us to tell exactly what’s still there. However, I can tell you that the information we pulled from our audit indicates that you may be owed as much as **[$X to $Y]**. **[Pause].**What would that kind of money do for you?/ What would you be able to do that you’re not able to do right now? **[Listen and take notes]**

Like I was saying it appears the government may owe you a lot of money. Now… just to let you know this is never as simple as it sounds. Normally it’s my experience that the whole process will take 60-90 days and, after attorney fees, processing charges, court filings, research fees, and other costs associated with reclaiming your money, you’ll typically end up with around 40% of that range.

**[Name],** I can also tell you that if you don’t start the process to claim these funds immediately, in a very short time your money will default to the government forever. **[Pause]** Now, I don’t know about you, but **[Name],**

Our organization was founded with the sole purpose of helping people in your exact situation fight for --and reclaim-- what is rightfully theirs. The process we used has helped restore hundreds of millions of dollars to people just like you. The best part for you is: we are so confident we can help you reclaim at least part of your money that --unless we are successful in getting your money back to you-- our services don't cost you a penny. How does that sound? **[Wait for their answer]**

Now, our initial audit didn’t say how close you are to losing your money, in fact it may already be gone. **[Pause]** All this means we really need to get the process started in the next 24-48 hours just so we can be sure to lay claim to these funds before they get any closer to defaulting to the government forever. So we’ll want to get the paperwork taken care of right away.

**[Name],** do you know a notary or have one that you prefer to use?

**[If they do:** Perfect. Do you know where I can find them or can you give me their contact information so I can coordinate a time for us to get everything set for you?**]**

**[If they don’t:** I completely understand. It’s not like you need a notary every day. Let me do this… would it be helpful to you if I were to find one for you that’s near your neighborhood?**] [Wait for their answer].** Great… Do you want me to find one that will come to you, or would you prefer to go to them? **[Wait for their answer].**

When would be a good time for me to **[send a notary to you/set the appointment with the/your notary]** so we can get the process started before it’s too late? **[set date and time]**

Well, unless you have any questions for me, I am going to get started by setting up your notary appointment, getting the paperwork in order, and then we can get to work tracking down your money and getting as much of it as possible returned to you as fast as possible.

**Common questions/objections:**

**Where is the money:** You know that’s a great question. And at this point my data is only preliminary. We haven’t done a deep audit to discover which department owes you the money. All I can say at this point is our initial audit suggested you may be owed money. Until we finalize the paperwork, unfortunately our organization can’t dedicate resources to digging deeper and getting all of the details. Now, the government owes over $14.8 Billion dollars all hidden in various departments, agencies, bureaus… there’s too much data for us to go through unless we have an agreement in place to help you find and reclaim as much of your money as possible. So… how would you like to proceed? **[Wait for their answer]**

**How do I know this is real:** Let’s talk about the worst case scenario. Let’s say that you send us the paperwork and we find out that the government doesn’t owe you money or that it is already permanently defaulted to them --which would be a horrible outcome for everyone EXCEPT the government. Well, in that case because we didn’t collect anything for you, it wouldn’t cost you a cent. We bear 100% of the cost of doing all the research and legwork. Let’s go to the other extreme. Let’s say we find the money, it’s still there waiting to be claimed. We help you find the local attorney to file the claim, we help manage the entire process, and still do all the legwork. You get to live your life and focus on other things, and eventually we call you up and say we are sending you a large check. In either case… you win. What do you have to lose?**[Wait for their answer]**

**Who are you:** My name is [Your Name] and I am a personal asset recovery specialist calling from **[Organization Name].** Our organization is responsible for finding people who are likely owed a significant amount of money by the government and, based on our preliminary audit of several government agencies and departments, we have discovered the government may owe you a substantial amount of money. That’s the good news. However, the bad news is if it is not claimed soon, your money will LEGALLY become the government’s... forever. I am calling you to help make sure that absolutely does not happen.

**Can I do this on my own: [Name]**, that’s a great question… and you can absolutely try to do that. Now, I don’t know where to suggest you start to look --I’m not in the research side of the organization-- but I do know that there are countless piles of government records that we have to sort through to identify people who may be owed money. At this point, all I do know is we have done the initial legwork to identify the potential to help you reclaim your money… but that’s as far as we can go until the paperwork has been completed. Now if you want to try to do this on your own and risk losing the money to the government forever, you can certainly do that. And while I can’t tell you what to do, I’ll tell you what most people do in your situation, at least those who actually want to get a portion of their money back, they realize that there are too many government agencies and departments to look through, too much work that has to be done, and they decide it is smarter to partner with an organization that specializes in getting people their money, rather than trying to do it all on their own. So with that being said, how would you like to proceed?**[Wait for their answer]**