

## SCRIPT

When calling a delinquent student remember we help the student not harass the student. Keep the call simple.

Once you have the student on the telephone,

“Susie we have been notified that you are delinquent on your Federal Student loans and want to help you bring the loans current.” “The government offers deferment and forbearance options to take your loans out of the delinquent status.” “I am going to conference in your Loan Management Advisor, \_\_\_\_\_ to help us complete the process.” (1-800-861-9119)

If the student does not want to do the conference calls ask them if you can fax them a forbearance form or if they can come pick up a form in FA. If the student is coming into the campus, make sure, get a time, date, and set this up like an appointment. Get a commitment.

If the student is unemployed and a graduate then you want to get them to Career Services after the call.

If the student is withdrawn, you want to get them to Student Services after the call.

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