



## Negotiation Guide

Knowing what to say is half the battle when speaking to creditors. Below are a few examples of how to begin a conversation with a collection agency.

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### STATE

“I am calling to complete a negotiation of a debt that you claim I owe you for Acct # \_\_\_\_\_ original creditor \_\_\_\_\_.”

### ASK:

Do you have the authority to negotiate on behalf of your company to settle this debt? If not, I will wait until I can speak with someone who has such authority. (Get their name, position, ID#, etc.)

### EXPLAIN:

I am able to offer you \_\_\_\_\_ to settle this debt today, and only today. I have limited funds with which to settle my obligations.

### IF YOU SUCCEED IN YOUR NEGOTIATION:

- Fill in the blank sections of your Terms Agreement and send it via fax or email to collector.
- Ask collector to put on their letterhead, sign and return while waiting on the phone. If they are unable to complete it over the phone, ask if they can send it by overnight mail.
- Ask collector to **report the payment to all three credit bureaus** and to reflect the payment as “Zero Balance” or “Paid as Agreed.”

### IF YOU DON'T SUCCEED...

- Document the conversation.
- Move to the next collection account for negotiation.
- Use a calendar to target you next contact date. If you contact them again, reduce the amount you originally offered to pay.