



## **Car Buying Service Refinance Follow Up Script:**

Good (morning, afternoon, evening) John,

This is Maria with ABC Credit Union. **I am calling today about saving you money.** Do you have a few moments to talk? *(yes)*

Our Car Buying Service notified us that you just purchased a *(car make & model)*. Congratulations! We are happy that you used our service to find a car that fit your needs.

**Did you finance at the dealer or perhaps pay cash?** *(Financed at dealer)*

OK. That makes sense. **Many of our members finance at the dealer (it's so easy, right?). However, then they saved hundreds of dollars each year on car payments by simply switching the loan to ABC CU.** That's extra money in your pocket each and every month!

**Would you like to know how much you could potentially save?** *(yes)*

I just need a few bits of information from you. The process only takes a few minutes and there's no long forms for you complete. In fact, we may be able to start your savings today!

**Does that sound good to you?** *(If yes, proceed with application. If no, ask when would be a more convenient time?)*