



## PHONE SCRIPTS

These are examples used by TruPowur Utility Cost Recovery Auditors (UCRA) representatives. They are intended to provide you with an idea of how UCRA approaches prospects and how we position our auditing service.

### PHONE CALL EXAMPLE 1:

Mr. \_\_\_\_\_, this is \_\_\_\_\_ with UCRA Utility Cost Recovery Auditors.

I am calling in regards to the removal of erroneous charges and billing discrepancies listed within your firm's utility and telecom invoices.

Our organization reviews utility and telecom invoices at no cost. The fact is, over 80% of the time we find refundable errors and overcharges listed within the invoices.

I would like to take a few minutes to explain exactly how we work, show you an actual client report and then let you decide if you want to go any further.

Do you have time now or would \_\_\_\_\_ at \_\_\_\_\_ o'clock or \_\_\_\_\_ o'clock be better?

### PHONE CALL EXAMPLE 2:

Mr. \_\_\_\_\_, this is \_\_\_\_\_ with UCRA Utility Cost Recovery Auditors.

What we do is audit telecommunication and utility invoices for errors, overcharges and billing discrepancies that can be refundable from the provider. There is no fee; we are only compensated if we obtain you any refunds/future credits.

I would like to take 5 minutes to explain exactly how we work, show you an actual client report and then let you decide if you want to go any further.

Do you have time now or would \_\_\_\_\_ at \_\_\_\_\_ o'clock or \_\_\_\_\_ o'clock be better?



**PHONE CALL EXAMPLE 3:**

Mr. \_\_\_\_\_, this is \_\_\_\_\_ with UCRA Utility Cost Recovery Auditors.

I understand you are the person at \_\_\_\_\_ responsible for controlling costs; am I correct?

Mr. \_\_\_\_\_, let me ask you this - "If we could recover some of the erroneous charges and billing discrepancies on your telecom and utility services, would that be a worthwhile benefit to your organization?"

We review utility and telecom invoices, costing you nothing, and over 80% of the time we find refundable errors and overcharges. The statute of limitations allows us to go back 36 to 48 months of your current billing to obtain a refund for any overcharges. We are only compensated out of any of the savings we find for you.

I would like to take a few minutes to explain exactly how we work, show you an actual client report and then let you decide if you want to go any further.

Do you have time now or would \_\_\_\_\_ at \_\_\_\_\_ o'clock or \_\_\_\_\_ o'clock be better?

**PHONE CALL EXAMPLE 4:**

Hi \_\_\_\_\_, I am calling in regards for invoice verification at \_\_\_\_\_.

Our Firm, UCRA, Utility Cost Recovery Auditors, works with \_\_\_\_\_ type of organization \_\_\_\_\_, and organizations nationwide in order to verify the accuracy of their telecom and utility bills. We perform audits nationwide and have seen utility and telecom providers make billing errors within in this industry very often. To be specific, 80% of the time there are errors and tax discrepancies listed within the invoices. We perform audits on these invoices in order to provide you a refund on any billing discrepancies or error dating back 36 TO 48 months.

This will cost you nothing, we are only compensated if we obtain any refunds for you.

I would like to take a few minutes to explain exactly how we work, show you an actual client report and then let you decide if you want to go any further.

Do you have time now or would \_\_\_\_\_ at \_\_\_\_\_ o'clock or \_\_\_\_\_ o'clock be better?