**Sales Script**

Hello is this Mr./Mrs. \_\_\_\_\_\_\_\_\_\_\_? My name is \_\_\_\_\_\_\_\_\_\_\_ and I’m calling from Williams and Burns. I’m calling you today because our records indicate that you did business with a company called \_\_\_\_\_\_\_\_\_\_. Do you remember that?

**(If no)** Is there a spouse/partner who could have made this transaction that may have the info? Or would you have a way to check your records if I provide you the date when the transaction was made?

**(If yes)** This company has had multiple complaints from clients of theirs who say that the company promised to sell their timeshare. Was that your experience with this company as well?

**(If no)** Okay we’re sorry to have bothered you then, have a great day.

**(If yes)** Our company, Williams and Burns, is a collection agency that specializes in fee recovery for victims of Timeshare resale fraud. We help clients like you get money back from companies who promised them services that were not rendered. Did you ever get your money back?

**(If yes)** Great! Thank you for your time, have a nice day.

**(If no)** We have a collections team that can work with you to get that money back. Most people we talk to have paid more than one company in an effort to either sell or get out of their timeshare. If you had to give me an estimate of how much you’ve paid out to these companies, how much would it be? (Wait for amount) Okay thank you. Our typical commission for the recovery is 50%. Meaning based on the amount you told me that you paid out, the cost to you for us to help you recover those funds would be $\_\_\_\_\_\_\_\_\_\_\_. Is that something you’d be interested in today?

**(If yes)** Confirm all information on file is correct and/or update, collect and update all other info including payment information for the fee and correct email for confirmation.

**(If no)** Are you interested in letting us help you recover those funds, but you just don’t have $\_\_\_\_\_\_\_\_\_\_\_ available for a payment today? (Negotiate smaller deposit)
(After coming to agreement on collections) Now Mr./Mrs. \_\_\_\_\_\_\_\_\_\_\_\_ please understand that there are a lot of companies out there telling people they can rent or sell their timeshares for them. We highly recommend that you don’t pay any company who promises to sell your timeshare!! If you are contacted by any individual or company regarding this, please do not speak with them!! And whatever you do, don’t pay them or provide them any information!! We have an amazing advertising team that can advertise the week(s) you’re not using, at no additional cast. This is not in any way a guarantee to rent or sell any timeshare for you. We simply market it for you at no cost as a benefit of being our client, and any offers you get are between you and whoever makes the offer.