<u>Sample Scripts for EIP Helpline Volunteers</u>

Greeting to use when calling a client

- "Hi, this is [first name] calling you back from the stimulus payment hotline. You called us [this week/today/yesterday] with a question about [fill in the blank] and I want to get back to you on that question."
- Provide the client with an answer to their question or ask any necessary follow-up questions

If you are on the phone with a client and they ask a question you cannot answer in that moment

- "I will look into your question and call you back once I have more information. When are some good times for someone to call you back?"
- In Freshdesk, leave a note with detailed information about your phone call and the remaining questions. Assign the ticket to the "Escalations Group" (instructions in the EIP Volunteer Technology Training)

Leaving a voicemail for a client

- "Hi, this is [first name] calling you back from the stimulus payment hotline. We received your voicemail [this week/today/yesterday] and I want to get back to you on your question."
- If possible, via voicemail, provide the client with an answer to their question or let them know about any follow-up information needed to assist them
- "If you have any additional questions, please feel free to call the stimulus hotline at 888-553-9777 or send an email to help@getmypaymentIL.org. If you call the hotline back, please let us know the best day and time that we can reach you, so that we can speak with you directly."