



FSCO # 10530



toll free 1.888.955.9011

email info@kmortgage.ca

web www.kmortgage.ca

SCRIPT FOR CREDIT NEGOTIATIONS

Even though you might well know the answers yourself to some of these questions, it's important to ask them of your credit company/bank so that they open your file and have your information in front of them. It also reminds them what a good client you are and how much they could potentially lose if they do not assist you. My recommendation is to follow the script as best you can to maximize the results. So if your goal is to increase your limit AND decrease your interest rate follow Step 1 and then Step 2... alternatively, just pick the script that works for your situation or goal – let me know how you make out:

Step 1: To Increase Your Credit Limit

I'm calling to make some adjustments to my current credit card/line of credit. First, what is my current credit limit? **Their response:** Your current limit is \$ _____

I am going to be making some purchases shortly/want to amalgamate some other balances, and rather than using more than one credit facility, I would like to use this line of credit/card as my primary account. In order to do so, I will need to raise my limit. I would like to increase my limit to \$ _____.

Their response: I can raise your limit to \$ _____.

If they offer you what you are looking for then go to Step 2: Decreasing your Interest Rate

*If they offer you **less** than you are looking for or tell you they will get back to you in a few days.... continue:*

Thank you so much for your help, I'd like to speak to a supervisor now please

When the supervisor gets on the line...

I have been speaking with one of your representatives, but I need some additional assistance (continue up at the beginning again). Once you have concluded this part, then move to STEP 2

Step 2: To Decreasing Interest Rates

I'm calling/would also like to make some adjustments to my current line of credit/credit card. First, what is my current/new credit limit?

What interest rate am I currently paying?

I would like that interest rate lowered immediately! (If they do not decrease your interest rate to an acceptable level):

I'm confused. I receive offers in the mail quite frequently that are for less than I am paying now AND I have an excellent credit rating. I'd like my interest rate dropped to a level that competes with everyone else. What can you do?

If they say they cannot assist...

Thank you so much for your help, I'd like to speak to a supervisor now please

When the supervisor gets on the line...

I have been speaking with one of your representatives, but I need some additional assistance (continue up at the beginning again).

KATARINA KUPINA

Mortgage Agent License # M11001526

cell: 289.456.9149 email: kat@kmortgage.ca

MARK KUPINA

Mortgage Agent License # M11001703

cell: 905.730.4782 email: mark@kmortgage.ca