



Mortgage On-Hold Sample Scripts

INTRODUCTION MESSAGE - MENU OF LOANS:

Thank you for choosing (INSERT NAME HERE). Whether you're a first time home buyer, or want to take advantage of the equity you've built in your home, there are a number of opportunities available to you. We feature a full menu of residential loan products, from conventional fixed loans to second mortgages, to debt consolidation. We go beyond offering you a normal loan to searching our resources to find the best product for you.

EXTENDED HOURS:

Because people shop for homes after work and on Saturdays, (INSERT NAME HERE) offers extended hours to better serve you and be here when you need us. We are open until (INSERT HOURS HERE) every Weeknight and from (INSERT HOURS HERE) on Saturdays. We look forward to putting our resources and experience to work for you, so please stay on the line. Thank you.

SEASONAL - HOLIDAY:

If there was a little too much ho, ho, ho in your holiday spending, talk to (INSERT NAME HERE) about a home equity loan to consolidate those holiday bills. We offer terrific rates and the interest you pay may be tax deductible. If we think hard enough, we believe (INSERT NAME HERE) Mortgage Company can find a solution for everything!

RECRUITING:

At (Insert Company Name Here), we pride ourselves on superior service, access to today's best financial products and a firm understanding of the future of our business. If you think you've got what it takes to help us maintain our status as an industry leader while working towards achieving our company goals, we would like to speak with you. So hold the line for more information and maybe you'll be the next member of the (Insert Company Name Here) team.

WEB MESSAGE - PREQUALIFY ONLINE:

Get one step closer to your dream home by getting pre-qualified for our home loan! Not only will we help you save time, we'll make it one step easier with our quick pre-approval process! Just go online at (Insert Web Address Here), and fill out our simple pre-approval form! Once you're pre-qualified, you'll also gain the bargaining strength with our lenders -- who can then quickly guide you through all your choice loan options. So don't wait a moment longer. Go online at (Insert Web Address Here) and get pre-qualified today!

RE-FI YOUR ON-HOLD.

Request your **FREE** customized sample production of Muzak Voice On Hold at <http://solutions.muzak.com/VoiceSample>.

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