



Banking On-Hold Sample Scripts

INTRODUCTION MESSAGE - WELCOME:

Welcome to a whole new way of banking! We're (INSERT NAME), the area's leading financial resource! As the most innovative leader in community banking, we've been providing world class financial products with our tradition of friendly hometown service. Come talk to our friendly banking representatives here, or any one of our other branch locations. Or remain on the line. We'll be happy to address any and all your questions when we return to assist you!

EXTENDED HOURS:

With (INSERT NAME HERE), there's always time to stop by. That's because we offer extended lobby and drive through hours so that you're not rushing through your lunch hour or standing in a long line on a Friday afternoon when you'd rather be at home. We are open weekdays until (INSERT #) in the lobby and our drive through is open until (INSERT #) We even offer Saturday hours from (INSERT HOURS HERE). At (INSERT NAME HERE), we always have time for you.

PROMOTION:

A (INSERT NAME HERE) Visa is the smart way to shop. If you apply for your (INSERT NAME HERE) Visa between now and the end of the month, not only will you enjoy all the benefits that come with shopping with Visa, (INSERT NAME HERE) will wave the annual fee and treat you to an introductory fee of only (INSERT # HERE) Percent APR. That's a great rate for the shopping power of visa. We'll be glad to tell you more about this terrific special in just a moment, so please stay on the line. Thank you.

INVESTING:

At (INSERT NAME), we believe investing in yourself is an investment in your future. That's why we offer a variety of CD options that provide a fixed rate of return for a specified period of time - without risking what you've worked so hard to earn. Simply choose your term, open your account and let your money grow. It's an easier way to work toward your financial goals - and it's here, at (INSERT NAME).

ONLINE BILL PAY:

While you're patiently waiting here on line, (INSERT NAME HERE) could be paying your bills. No really. It's our unique bill paying service, where your bills come to us and we withdraw the money from your checking account and get your bills paid on time, every time. It's quick, convenient, safe and smart. Or you can take advantage of our on-line version at (INSERT WEB ADDRESS HERE) dot com. Either way, we'll take care of the bills and send you an itemized statement at the end of the month for your records. We'll be glad to tell you more about this unique service so please stay on the line. Thank you.

MAKE THE ON-HOLD INVESTMENT.

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

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