

SERVICE CHECKBOOK FOLLOW-UP

- Customer name: _____
- Hello, my name is “ _____ ”. I am with 3.2.1 Automotive Mailing Services. Did I call at a bad time?
 - NO - Proceed
 - YES - Pick a time to call back
- We were recently hired by _____ to conduct a follow-up with all customers who received a FREE CHECKBOOK from *manufacturer** PROGRAM HEADQUARTERS. May I ask you a few questions?
- Did you receive your checkbook? YES _____ NO _____
 - YES - Have you used it for service?
 - NO - Set an appointment
 - NO - Well, please stop by and we will give you one or I can mail it to you.

Thanks again, _____
- We are here to serve you.

*Insert your manufacturer’s name here