

OUTBOUND CALL POLICY

As you may or may not know, there is a recording which plays to the customers before you speak with them that informs the customer that their call into CRST Home Solutions may be recorded for quality purposes. This message not only allows us to track our quality, but it also protects us from legal implications of recording without information when customers call into the company; however, we also make outbound calls to the customer.

Currently, when we make a phone call to a customer or to a servicer or client, there is not a message to inform the person on the other end that we are recording the call. In order to protect us from legal issues revolving around recording messages without informing the customer, servicer, client, ETC., it is important that when you make an outbound call that you **verbally state** to the customer that the call may be recorded.

After you state your proper outbound greeting (based on the client), you will need to tell the customer that the call may be recorded. The proper verbiage for this statement is:

“Hi, this is (Your Name) calling from CRST Home Solutions, may I please speak with (Customer Full Name)?

Mr./Mrs. (Customer Last Name), before we proceed, this call may be monitored or recorded for quality purposes. “

This message needs to be stated after the greeting and before any verification.