



## Phrases to Adopt

**“Tell me more about that...”**

**“I have an idea”**

**“I am not sure if anyone has shared with you...”**

**“How may I be of assistance?”**

**“I am happy to help you right here!”**

**“ I am happy to let you know about...”**

**“Thank you for being a loyal customer...”**

**“I am more than happy to help you with that...”**

**“Let me make sure I understand...”**

**“What else may I assist you with today?”**

**“Our goal is to meet all of your financial needs...”**

**“What do you like about your financial institution?”**

**“What would you change about your present banking relationship?”**

**“What can I do to earn your business?”**

**“Does that sound like something you would be interested in?”**

**“What’s keeping us from getting started today?”**

**“What’s been the best part of your day so far?”**

**“If you like we can get a little more information & I can get that started for you...”**