

Shortcuts to Start a Chat

- *"Thanks for contacting First Federal Lakewood. How may I assist you, Tori."*
- *"Hello LaTasha, how may I help you?"*
- *"Nice to meet you, Cynthia! How can I help you today?"*
- *And then...*
 - *"I'm happy to help."*
 - *"To get started, may I know the last 4 digits on your debit card? (or whatever verification question you ask)"*

Shortcuts for Clarification or More Information

- *"Let me see if I have this correct. You want me to..."*
- *"If I understand you correctly..."*
- *"Tell me more about..."*
- *"So you're saying that....correct?"*
- *"This is what I understand you are telling me..."*

Good Shortcuts for Research Time

- *"Thanks for waiting while I check on this for you."*
- *"Please allow me 2-3 minutes to look into this for you."*
- *"Thanks for your patience while I continue to look into this."*

Shortcuts and Sentences For When You Don't Know the Answer

- *"That's a good question. Please allow me a few moments to find out for you."*
- *"I'm sorry, I don't have information on that. Will you allow me a few moments to clarify this with my manager?"*