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**HERE'S WHAT WE KNOW.**  
**HERE'S WHAT WE'VE DONE.**  
**HERE'S WHAT'S NEXT.**

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**THE STEPS WORKED  
ON MY HUSBAND.**

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**Here's what we know:** *The accident happened in our parking garage at 7:42 pm. The driver was in a white Honda Civic, license #. He sped off and left the scene.*

**Here's what we've done:** *We've filed a claim with our loss-prevention team. We have two eyewitnesses. We have filed a police report with the Austin Police Department.*

**Here's what's next:** *You also need to file a police report. You need to notify both your insurance company and your rental car company. Your insurance company will go after the driver.*

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# PRACTICE

PREPARE TO DEFLECT AN ESCALATION BY WALKING THE CUSTOMER THROUGH: HERE'S WHAT WE KNOW, HERE'S WHAT WE'VE DONE, HERE'S WHAT'S NEXT.

Here's what we know.

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# PRACTICE

PREPARE TO DEFLECT AN ESCALATION BY WALKING THE CUSTOMER THROUGH: HERE'S WHAT WE KNOW, HERE'S WHAT WE'VE DONE, HERE'S WHAT'S NEXT.

Here's what we've done.

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# PRACTICE

PREPARE TO DEFLECT AN ESCALATION BY WALKING THE CUSTOMER THROUGH: HERE'S WHAT WE KNOW, HERE'S WHAT WE'VE DONE, HERE'S WHAT'S NEXT.

Here's what's next.