Scripts for FSOD:

Outbound calling:

First attempt: This is Capital Consortium calling regarding your FS application/FS review. I will call back shortly and if at that time I am unable to make contact with you I will leave a detailed message on how you should proceed.

Second attempt: This is Capital Consortium calling regarding your FS application/FS review. At this time I will be processing your request but you must still complete an interview. Please call the Capital Consortium at 1-888-794-5556 to complete this interview. You will also receive a notice with detailed information on how to proceed.

Case Comment templates for FSOD:

First attempt: Tried calling for FS interview but wasn’t able to reach PP. ID# 1234567890.

Second attempt: No answer on 2nd attempt. ID #0987654321. Left VM with Capital Consortium phone #. Keyed application/review for FS and FS/HC etc. and case pends for interview.