



Greeting: Hello, my name is [OpName]. I am happy to help you opt out of text messages our system sends you. I just need to collect a few details from you.

- i. Caller Wants to Opt Out
  - a. May I please have your first name? (optional)
  - b. And the spelling of your last name?
  - c. And may I please have your mobile number?
  - d. Okay, and may I have the short code? It is usually a 4-digit, 5 digits, or 6-digit number that the text message came from.
  - e. Thank you [FirstName]. Is there anything else we can assist you with?
    - i. Yes
      - 1. And what question would you like me to pass along?
      - 2. Okay [FirstName]. We appreciate you submitting your information to be opted out. If we run into any issues or have any questions, an agent will follow up with you. Thank you for calling, and have a nice day!
    - ii. No
      - 1. Okay [FirstName]. We appreciate you submitting your information to be opted out. If we run into any issues or have any questions, an agent will follow up with you. Thank you for calling, and have a nice day!
- ii. All Other Calls
  - a. I apologize, but this line is for requests to opt out of the text message program. For all other inquires, you can email [CompanyEmail]. Thank you for calling and have a nice day.