

## Phone Appeal

### Checklist before you start:

- Have this Script ready
- Have Donation Forms ready for Credit Card donations taken over the phone
- Have your online link ready so you can easily copy and paste send it to them, or direct them to that method of giving ([www.netcanada.ca](http://www.netcanada.ca), click on *donate*, then *Support a Missionary*, click on your name, and follow the screen promptings to donate. Or email them your link, whichever they prefer)
- Remember to talk slowly and clearly
- PRAY: Offer this call to the Holy Spirit. Ask for the intercession of St. Thérèse!

### SCRIPT:

Please be joyful, and be yourself ☺

Remember that this script is only meant to be a starting point. Use it to give you an idea of how the conversation should flow, but try to make it natural. Ask them questions and be friendly. Feel free to adapt any parts of the script to what feel natural to you.

- If you know the person you're calling, please take this phone call as an opportunity to love them! Ask them about how they are doing, how their family is, etc. Love them and build the relationship before you make the ask. If you get a chance, share more about yourself, your testimony, and why you're doing NET!
- Explain NET, especially if they aren't familiar with the ministry.
  - *"Most young people lose their faith by the time they leave high school. NET sends teams of young adults to share their faith in schools and churches so that youth are transformed and re-engaged in their Catholic faith. I'm so excited to be a part of this important ministry this year!"*
- Make the ask! (DO NOT be vague. It's so important to be courageous and actually ask the a clear question.)
  - *"I'm calling today to ask you if you consider joining me in my NET year by becoming a co-missionary with me through financial support! NET wouldn't be able to do the ministry we do without the generous support of donors. I also wanted to ask if you'd consider becoming a monthly donor with NET - monthly donors provide a lot of stability for the ministry and are the best way to help me reach my fundraising goal as well! Does that sound like something you'd be interested in doing?"*
- Then be quiet! It's natural to want to keep talking, but DON'T! Give them a moment of silence to actually answer your question!

**If they say YES:**

*“Thank you so much! Is there one way that would be easier for you to donate? We can take donations over the phone, online or by mail.”*

Answer:

**Over the phone:** Walk them through the Donation Form. Get their contact information (address, email, phone number) as well as credit card information

**ONLINE:** Get their email address and email them your link.

**MAIL:** Send a cheque to NET Canada, 1820 St Joseph Blvd, Ottawa, ON, K1C 7C6

**If taking a Credit Card donation over the phone:**

Donation Form: Get their address, card type, card #, expiration date, name on card, amount, and one-time gift or monthly donation. \*ALSO GET THE 3 DIGIT NUMBER ON THE BACK\* (Our company we use, iATS, needs the code for processing the donation.)

**If they say NO:**

I totally understand! May I send you a donation form in case you decide to give at some point in the future? If yes, get their mailing address. If still no, please ask them for a prayer intention you can pray for them.

**Saying Goodbye:**

**If they said YES:** Thank you so much for your support! Your gift is a wonderful help and will make a huge difference this year. Are there any intentions that you would like prayers for?

**If they said NO:** I appreciate your time tonight! Please keep us and the youth in your prayers. Are there any intentions in your life that you would like prayers for?

**Checklist after the call:**

- Write down on your donor tracking form the result of the call
- Fill out ALL sections of the donation form if they are making a Credit Card gift
- Email them your link if requested
- Say Thanks to Jesus and a prayer for the person's intentions! ☺

- Letter follow-up example: *“Hi! It’s \_\_\_\_ calling. I’m just checking to see if you received the letter I sent you last week about my upcoming year as a missionary with NET Canada”. (They say yes hopefully!). “Great! Have you had a chance to read it yet? Do you have any questions about it that I could answer?”*
- If leaving a voicemail: *(“Hi! It’s \_\_\_\_\_ calling. I’m just checking to see if you received the letter I sent you last week about my upcoming year as a missionary with NET Canada. I can be reached at \_\_\_\_\_ or I’ll try calling you again in a few days.”)*

**You can do it!!**