

**Office of Court Administration—Collection Improvement Program
Amended Rules Effective January 1, 2017**

Sample Scripts for Telephone Contact for Past-Due Payments

Sample Contact 1

This is a call from <COUNTY/CITY/COURT>. A payment on your court costs and fines is past due. If you are unable to make your payment, call <PHONE NUMBER> to request additional time to pay or a different payment plan. You may also request a hearing or court review of your ability to pay and any other options available to satisfy payment.

Sample Contact 2

This telephone call is about a payment agreement with <DEFENDANT> for fees, fines, and/or court costs. Payment is now past due. Please call <PHONE NUMBER> for instructions if you are unable to make payments. You may also request a hearing for the judge to consider your ability to pay and any alternative options available to satisfy the payment. Again, call <PHONE NUMBER> for information on your options.

Sample Contact 3

This is a courtesy call from the <COUNTY/CITY/COURT>. This call is regarding outstanding court fines and fees. Please pay the amount due immediately. If you are unable to pay the amount due, you may appear in court or call to see a judge for: additional time to pay; an alternative means to satisfy the fines and fees; or a hearing for the judge to consider your ability to pay and other options available.

Sample Contact 4

Collection program staff: This is <NAME> with <COUNTY/CITY/COURT> calling for <DEFENDANT> about a past due payment for court costs and fines.

Defendant: Speaking.

Collection program staff: You have a past due payment. You need to make a payment online or come in to make a payment.

Defendant: I can come in and make a payment on Friday.

Collection program staff: Great. I'm making a note in your file that you will be in on Friday. Please note that if you are unable to make that payment you need to call me or come to the office to make other arrangements or to request a hearing for the judge to consider your ability to pay and other available options. I'll see you on Friday when you make your payment.