Talking to Banks & Institutions: Call Scripts

Practical Questions for Your First Conversations

Use this guide when your authority as a financial Power of Attorney agent has begun and you need to contact a bank, credit union or other institution for the first time. Adapt the wording to your situation.

01 Before You Call

- [ ] Confirm that your authority has begun under the document.
- [ ] Have a complete copy of the Power of Attorney nearby.
- [ ] Have your own photo identification available.
- [ ] Know the account holder's full name and the institution's name.
- [ ] Set aside time. Calls may involve holds or transfers.
- [ ] Keep this guide and a pen ready to record the call.

02 Sample Opening Script

"Hello, my name is your name . I'm calling on behalf of account holder's name , who has named me as their agent under a financial Power of Attorney.

Before I send any documents, I'd like to understand what your institution needs. Could you connect me with the department that reviews Power of Attorney documents?"

If asked to verify the account, give only the information you were asked to have ready. Never share passwords or PINs by phone.

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03 Questions to Ask

Check each question as you ask it, and write the answer on the line below.

- [ ] **What documentation is required?**

- [ ] **Is there an institutional review process?**

- [ ] **Are original or certified copies necessary?**

- [ ] **What identification do you need from me?**

- [ ] **Do you require your own form in addition to the Power of Attorney?**

- [ ] **What is the expected processing timeline?**

- [ ] **Who should I contact for follow-up, and how?**

> Each institution sets its own review process. Some government benefit programs, such as Social Security and VA benefits, have their own authorization processes and may not accept a Power of Attorney. A Power of Attorney does not automatically give access to every account or benefit.

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04 Call Notes

Use one page for each call. Print extra copies as needed.

Institution

Date

Representative

Reference number

Department and phone

Follow-up date

Documents requested

Notes

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