



Verification 01 Call Campaign – Draft

Launch Date: Date

Data Upload Deadline: Date

Audience	Content – Contact Made	Notes/?
Students selected for Verification	<p>Hello. This is <i>Trellis Representative</i> calling on behalf of SCHOOL. Is <i>Student Name</i> available? This call may be monitored or recorded for quality assurance purposes. If the call drops, may we call you back?</p> <p><i>Good Morning/Afternoon Student Name</i>. Your YEAR FAFSA was selected for Verification. In order to receive TERM financial aid, you must complete the Verification process. Have you submitted the additional documents that the financial aid office requested?</p> <p>Y: Thanks! If you have any questions, you can contact PHONE/EMAIL. Thank you for taking the time to speak with me today and have a great day.</p> <p>N: You can view your missing documents by logging into PORTAL. INSTRUCTIONS To access and download documents, go to LINK. If you have any questions, you can contact PHONE/EMAIL. Thank you for taking the time to speak with me today and have a great day.</p>	<p>When is the deadline to complete verification?</p> <p>How do students view what they are missing?</p> <p>How do students submit what they are missing?</p> <p>Where do we direct students who have questions?</p> <p>Verification is the process your school uses to confirm that the data reported on your FAFSA form is accurate</p> <p>We can promote AIE coaching to students who need additional assistance with personal finances, financial aid, or other issues that require one-on-one assistance. AIE coaching is a free service to Project Success students and schools and our call center team will recommend it to students who would appear to benefit. If your institution does not wish to offer coaching, please inform us in your approval to this script.</p>
Audience	Content - Voicemail	Notes/?
Students selected for Verification	<p>Hello, this is Trellis Company calling on behalf of SCHOOL.. We have an important message for <i>Student Name</i>. Please return our call at 888-649-1959. Thank you and have a great day!</p>	
Audience	Content – Third Party	Notes/?

Students selected for Verification	Third Party: Hello, this is Trellis <i>representative name</i> calling on behalf of SCHOOL.. Is <i>Student Name</i> available? If not available: Can you please have <i>Student Name</i> return our call at 888-649-1959? Thank you.	
Audience	Content – Follow Up Email	Notes/?
Only students who request additional follow up via email during the call	<p>Dear (Student),</p> <p>Thank you for your recent contact with Trellis Company regarding SCHOOL.</p> <p>Your YEAR FAFSA was selected for Verification. Verification is the process your school uses to confirm that the data reported on your FAFSA form is accurate. In order to receive TERM financial aid, you must complete the Verification process.</p> <p>You can view your missing documents by logging into PORTAL.</p> <p>INSTRUCTIONS</p> <p>To access and download documents, go to LINK.</p> <p>If you have any questions, you can contact PHONE/EMAIL Thank you,</p> <p>Student Outreach and Support Team P.O. Box 83100 Round Rock, TX 78683 (888) 649-1959 www.trelliscompany.org studentsuccess@trelliscompany.org</p>	