Your

Richest

Year

SMART COOKIES

SCRIPTS TO NEGOTIATING

Everything You're Overpaying

Negotiation Checklist

- Credit Card Interest Rate + Annual Fee
- Insurance

  -Home/renters insurance

  -Car insurance
- Cable
- Cell phone
- Internet Provider
- Bank fees
- Home

  -Property taxes

  -PMI Insurance

Step One

Knowledge is power. Before jumping on any calls make sure you know two things.

1. Any current offers or promotions that your current service provider is offering to new customers.

2. Any offers any of your current service providers competitors are offering

Step Two

Know the best number to call

Smart Cookie Hack ONE: Before making your phone calls visit gethuman.com, it will help you find a direct number to speak to an actual human. This will save you so much time!

Smart Cookie Hack TWO: If you don't have luck with the first person you speak to, ask to be transferred to the Customer Retention department, their job is to keep you business and often have more authority to work with you!

Step Three

Make the call! Use the following scripts as your guide.

CREDIT CARDS + BANKS

Start with your oldest card/account first.

Loyalty pays. Companies are more eager to work with long-time customers, and it always helps to be able to say,

"I've been a loyal member of XYZ bank since..."

Try this script for starters:

"Hello, my name is _____. I've been a customer of _____ bank/credit card company since ___, and I'de love to work with you to secure a lower interest rate. I've made an effort to make on-time payments, and I funnel ___ dollars per [month/year] through this card/account. I've recently been offered a new credit card with [competing credit card company]. It has a similar structure to yours, but they offer ___% interest rates. I'd like to stay with you based on our history, but the new offer is compelling. Would you be willing to match that offer?"

CABLE, INTERNET, CELL PHONE

"Hello NAME, how are you? I'm doing great, thank you for asking.I saw that you're (or competitor) offering an unlimited data plan(insert relevant offer here) for only $5 more a month. I'd love to find out how I can take advantage of this offer."

"As a (company's name) customer for the past 6 years, I'd really love to continue being a loyal, valued customer."

INSURANCE

"Hello NAME, how are you? I'm doing great, thank you for asking. I saw that (other insurance company) is offering to insure me for $XXX less for [coverage]. I'd like to know if there's a better deal from you, please."

"Well, I've been a good driver/customer for X years now and would love a lower rate. How can we work together so I can continue to be a loyal customer?

Be persistent polite

For all of the calls above, remember this: if at first you don't succeed with, persistence is key. Remember this could be thousands of dollars in interest on the line!

If you're told "no," ask if you can speak with a manager. Keep trying until you are connected with a representative who is willing to work with you. This doesn't mean calling every day, but there's nothing wrong with scattering several phone calls throughout a few weeks.

By doing so you'll be on their radar. Remember customer service representatives are people, too. They listen to complaints all day long, and a genuinely friendly caller actually stands out from the crowd. More flies with honey, you know!?

PROPERTY TAXES

There is no question that your community relies on tax dollars for essential services like public schools, emergency services and libraries. But it's important to make sure that you don't overpay your property taxes.

Step 1: *Visit Your District.'s Property Assessment Website*

 Using Google, search for ."[your city] property taxes.."

 For example, in Denver, I searched on ."Denver property taxes."

 And it took me to the City of Denver, Assessor's Office.

Step 2: *Get Your Facts Straight About Your Property Taxes*

Read the info on your counties property assessment website or call the office number provided on your website. Keep the questions in front of you and jot the answers to each. Each city and counties assessment criteria are different, so you may or may not be eligible for a discount based on the questions below. (Keep your answers for your reference.)

 Should I be paying less taxes if my home is my primary residence (meaning you live in your home, it's NOT a rental property)

 Should I be paying less tax if I am a Veteran? *Should I be paying less tax if I am a senior citizen?* *Should I be paying less tax if I am on disability?*

 If I believe my home's value has gone down, how do I file an appeal?

Step 3: *File an Appeal*

If you believe you are being overtaxed based on the above information, your next step is to file an appeal. This should be done immediately, because most communities will give you 60 days or less to make your request. But, before you go to the appeals board, you are going to have to build an argument that you can win.

PMI MORTGAGE INSURANCE

Nearly 18% of mortgages have PMI, and homeowners with PMI, on average, will make payments for 5 1/2 years before the insurance ends !You can save BIG money by acting to remove PMI sooner. "When your mortgage balance reaches 80% of your home's original value — the lesser of the sales price or the appraised price at origination — your mortgage servicer must cancel [PMI] at your written request.

Step ONE:

Check your PMI schedule, which is based on your home's original value, to track your progress. Make a written request to your lender (not the PMI company) several months before the mortgage is scheduled to hit 80% LTV and get the process moving.

SAMPLE LETTER

Loan Servicer
Loan Servicer Address
Anywhere, State ZIP
Loan #:
Your Social security #:
Your Name:
Your Address in question

To whom it may concern

Property address:

I understand that I am no longer obligated to carry my private mortgage insurance after my loan-to-value ratio has reached a threshold of less than 80%.Please in form as to the steps necessary to drop my PMI.

Thank you,
Your Name

At this point you will probably have to provide an appraisal (around $400). Make sure that you get the guidelines from your loan provider on what is acceptable before you go out and pay for this. Your loan servicer will no doubt give you a list of acceptable appraisers.