



SAMPLE PHONE SCRIPT for a RECALL (INITIAL CONTACT)

A sample TELEPHONE CALL TEMPLATE/WORKSHEET

For each recall telephone contact, first be sure you speak with the right person – someone who can personally deal with the recall, or has the authority to designate someone else to deal with it. Then log that person’s name and contact information on this sheet. Keeping good records is CRITICAL in a recall.

Date: _____
Company Name: _____
Company contact: _____
Phone number: _____ Fax Number: _____
Email address: _____ Website address: _____

Good Morning/Afternoon:

This is _____ (your caller name) _____ calling from _____ (recalling company) _____ to notify your company that we are [recalling] one of our products.

Do you have a pen and paper handy to write down some information? Great. The product brand is _____(brand name)_____. The packaging is _____(size, weight, etc.)_____. The product code is _____(product code)_____. The recall date code is _____(date code)_____. The codes are located _____describe ‘where’ on the packaging)_____.

The reason for the recall is: _____(state briefly)_____.
The product might not meet our company quality standards, and MAY represent a _____[small/moderate/serious] (CHOOSE appropriate word)_____ health or safety threat to people who use it.

At this point, there are a few things we’d like you to do right away: (Adjust instructions as required)

1. Determine if any of the product in YOUR inventory carries the recall date code(s). If you have any of it in your inventory, please immediately discontinue sale or distribution, and put the product ON HOLD for now.
2. We will contact you with further instructions. In the meantime DO NOT throw away or dispose of this product. When a final decision is made about what to do with the product you have in stock, we will contact you to take care of all issues associated with this recall.

We will also send you a written confirmation of this recall notification. Would you like to receive it by fax, or email? (Jot down the answer and make sure you have the correct contact info on the top of this sheet to send the confirmation).

If you have any questions, please call _____(the recalling company’s spokesperson) _____ at _____(phone number)_____.

You can also check for updates to this situation on our website, at _____(web address)_____.

We and thank you very much for your assistance and regret any inconvenience that may be caused by this recall.