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Congress has passed two rounds of stimulus checks. The scripts and messages on this page are for the **first stimulus check**. [Details on the second stimulus check can be found here.](#)

# Phone Banking Scripts and Voice Mail Messages Template

Adapt these scripts as noted in blue italics based on your organization's role as an **assister**, a **referrer**, or a **notifier**.

*TIP: These scripts are merely guidelines and suggestions of key info to share on the phone. Modify the scripts to what would best flow in your conversation.*

*NOTE: Customize text in red as appropriate. Instructions in blue.*

Hello! My name is [Name] with [Organization]. I am calling today to ask if you have received your stimulus payment yet?

*[If they have, tell them that's great news and to have a wonderful day! Ask them to identify three people they can talk to about signing up for the stimulus payment. If they haven't gotten their payment, follow the rest of the script.]*

Most Americans are eligible to get money from the government to help with the impact of COVID-19. Payments start at \$1,200.

If you didn't file federal taxes in that past two years, and you don't plan to this year, you need to sign up to get your stimulus check. You can register for your payment by filling out an online form at IRS dot gov slash EIP. You need to fill out the form by November twenty-first to get your money this year.

*[If you can assist with the form, say the following:]*

I can help you fill out the form if you need support. Would you like me to assist you with the form?

*[If you can refer to local resources, say the following:]*

[Local organization] is helping people fill out the form if you don't have access to a computer with Internet, an email address, or a mailing address where your check can be mailed. You can contact them at [Assister Phone Number] to get help or if you want, I can refer you directly. Would you like me to put you in contact with them?

*[If they say no, encourage them that this is free money given by the government. Tell them that if they change their mind they can get help with the form by visiting get your refund dot org or calling United Way's 211 hotline.]*

*[If you don't have local resources to direct to, say the following:]*

If you have questions about the form or need someone to walk you through the process, you can call United Way's 211 Helpline at 1-844-322-3639. From 10am to 6pm ET, Monday to Friday, you can talk to a live person for support. If you have access to the internet, you can also get help through Get Your Refund dot org slash EIP.

*[All roles say the following:]*

One last thing before I let you go. **Can you identify three people who you can talk to about the stimulus checks?** We want to make sure that as many people as possible know how to get their money by November twenty-first. You can direct them to **[Organization's Contact Information]**.

**They can also get help with the form by visiting get your refund dot org or calling United Way's 211 EIP Helpline. Let me know if you need me to repeat the phone number.**

Thanks, and have a good day!

## **Voicemail Script**

*NOTE: Using a natural speaking voice, this script should result in a 1-minute message, approximately. Customize text in red as appropriate with your contact information.*

Hello! My name is **[Name]** with **[Organization]**. I called today because I wanted to check to see if you have received your stimulus payment yet.

Most Americans are eligible to get money from the government to help with the impact of COVID-19. Payments start at \$1,200.

If you didn't file federal taxes in that past two years, and you don't plan to this year, you need to sign up to get your stimulus check. You can register for your payment by filling out an online form at IRS dot gov slash EIP. You must fill out the form by November twenty-first to get your money this year.

*[If you can assist with the form, say the following:]*

I can help you fill out the form if you need support. If you would like help completing the form or want more information and resources, please give me a call back at **[Organization's Phone Number]** or visit **[Organization's Website or Stimulus Payment Resource Website]**.

*[If you can refer to local resources, say the following:]*

**[Local organization]** is helping people fill out the form. Contact them at **[Phone Number]** to get help or call me back and I will refer you.

*[If you don't have local resources to direct to, say the following:]*

You can get help with the form by visiting get your refund dot org slash eip or calling United Way's 211 Helpline at 1-844-322-3639.

*[All roles say the following:]*

Make sure to tell your family members and friends about the stimulus payments! Thanks, and have a good day!