



Basic Script for Screening Calls - Legal Assistant

This is [insert name of person or site], how can we help you?

Ok, I can schedule a consultation for you (or the person you're calling for) to speak with one of our Legal Representatives about that. Do you have a few minutes to answer some questions so I can schedule you with the right person?

First off, how did you hear about our office?

For the immigrant who needs the consultation:

Full Name:

What is your nationality?

What is your current immigration status?

When did you come to the United States?

How did you come to the United States (with a visa, with an appointment at a Port of Entry, or without any documents)?

Have you ever filed any immigration applications?

Are you in immigration court proceedings? **do not ask this if the person has a green card or is a US Citizen**

Can you meet in person at our office for a consultation? If you can't, do you prefer a Zoom call or a phone call?

Which language would you like to use during your consultation? Are you comfortable in English or do you prefer another language?



Our consultations cost \$X. Do you prefer making an electronic payment with your credit card or debit card, or paying via money order? *We do not accept cash or personal checks.*

Is this the best phone number to reach you?

Do you use email? If so, what is your email address?

For the person scheduling the consultation, if different from the immigrant:

Full Name:

Phone Number:

Email Address:

Relationship to Immigrant:

We are located at [insert address], and we use the back entrance to the building. When we get off the phone, I'll text you our address and also text you a payment link for the consultation. Please call or text this number anytime if you have any questions.

if the person starts asking legal questions, you can say "I can't provide legal advice but am happy to schedule a consultation with someone at our office who can. I have a few questions to understand your immigration situation to help schedule a consult for you."