

Credit Card Interest Rate Negotiation Script

Step 1: Verify Account Information

"Hello, my name is _____, and I'm calling about my credit card account. Could you please confirm that I'm speaking with the right department to discuss my interest rate?"

(Wait for confirmation and proceed.)

Step 2: Express Loyalty & Good Payment History

"I've been a customer with your company for ____ years, and I've always made my payments on time. I appreciate the services you provide, but I've noticed that my current interest rate is quite high at ____%. I'd like to discuss lowering it."

(Pause and let them respond.)

Step 3: Reference Competitive Offers

"I've received offers from other credit card companies with rates as low as ____%. I'd prefer to stay with your company, but to do so, I'd need a more competitive rate. What can you do to help me lower my APR?"

(If they hesitate or refuse, move to the next step.)

Step 4: Apply Pressure with Balance Transfer Option

"I understand if adjustments aren't normally made, but if I can't get a lower rate, I'll have to consider transferring my balance to another card with better terms. I'd really prefer to keep my business here—are there any promotions, loyalty programs, or supervisor approvals available that could lower my rate?"

(If they still refuse, ask to speak with a supervisor. Supervisors often have more flexibility to approve rate reductions.)

Step 5: Confirm the Change

(If they agree to lower the rate...)

"Thank you! Just to confirm, my new interest rate will be ____% starting on _____. Will this be in effect permanently or for a promotional period? Also, can I get this in writing via email or my online account?"

(If they refuse, politely end the call but consider trying again later or escalating the request.)