

## **REALTOR® Safety Alert Script**

### **1. Are you in immediate danger right now?**

- a. If yes, can you call 9-1-1 right now?\*\*\*
  - i. If not, can anyone call 9-1-1 on your behalf right now?
  - ii. If not, do you want me to call 9-1-1 for you?
  - iii. Where are you located right now?
- b. Can you get to a police station or other safe place right now?

### **2. Urge Member to call 9-1-1 if at any point in the conversation the Member expresses immediate concern about his/her safety**

### **3. Gather as much information as possible by asking the following questions:**

- a. What is your full name?
- b. Are you a LIBOR Member?
  - i. If not, how did you learn about this safety alert line number?
- c. What is your phone number?
  - i. Is this the best number to use to contact you?
  - ii. Is there another number we should have to contact you?
  - iii. Is there another way you would like us to contact you other than by phone?
  - iv. What phone number are you calling from now?
  - v. Whose number is that? (ask that question if this number is different from the contact number(s) given above)
  - vi. Why are you calling from that number?

### **4. What causes you a safety concern?**

- a. What happened?
- b. When did this occur?
- c. Where did this occur?
- d. Did anyone get injured?
- e. Did any property get damaged?

- f. Did any property get stolen?
- g. Do you know the name of the person(s) who did this or was involved in this?
- h. Can you give a description of the person(s) who did this or was involved in this?
- i. Were you alone when this occurred?
- j. Was anyone else with you or present at the time?
- k. If so, please give me the name(s) and phone number(s) of any other witnesses.
- l. Did you actually witness this yourself?
- m. Did you hear about this from someone else?
  - i. If so, from whom?
  - ii. What is the person(s) name and phone number(s) who told you about this incident?
- n. What if anything did you do?
- o. Is this the first time this has happened to you?
  - i. If not, what are the details of it happening before?
- p. Have you heard about this happening to anyone else?
  - i. If so, what are the details?
- q. Have you notified the police, any governmental agency, or anyone else about this incident?
  - a. If yes, please tell me who you have notified so far.
  - b. Did you file a police report?
  - c. Do you have the police report number?

Can I have it please?

Do you have a copy of the police report?

If so, can you send me a copy?

Did you go to the police station to file the report or did the police respond to the scene?

If responded to the scene, who was the responding officer(s)?

If went to police station, what is the name of the police officer(s) you spoke to at the police station?

- d. Did you receive any response or follow-up from the police or any governmental agency?

If so, what?

- e. Can I please have the name and phone number of all the people at the police or governmental agencies you have spoken to about this incident?

Is there anything else you can tell me about this incident?

Is there anything I can do for you right now?