**U.S. Trust Private Banking Associate phone script**

**Phone script for new PBAs**

* Hello, I’m [name].
* I’m your new Private Banking Associate, and I work closely with [your private banker].
* I’ll be supporting all of your everyday transactional needs.
* Please feel free to contact me directly for your everyday banking transactions, such as wire transfers, check reorders, address changes and balance inquiries.
* Is there anything I can help you with today?