**A close-up of a logo

Description automatically generated19 Alternative Ways to Say ‘Don’t Worry’ in Customer Service**

|  |  |
| --- | --- |
| # | Statement Example |
| 1 | “Thank you for sharing that with me, I understand your concern.” |
| 2 | “I’m sensing that you are worried about this.” |
| 3 | “Thank you for informing me, I appreciate that this is a worry for you.” |
| 4 | “I understand that this situation is concerning you.” |
| 5 | “We have helped many customers to reduce their payments and I’m confident that we can help you too.” |
| 6 | “I'll handle this personally to ensure it's resolved.” |
| 7 | “Let me reassure you that we have two options that could help. I’ll explain them both and if you have questions, please ask. There is no pressure to make a decision today.” |
| 8 | “I’m sorry that this was the reason for you contacting us today, but I can assure you that getting this sorted is my priority.” |
| 9 | “We can set that up during the call today to save you from going onto the website or calling us back.” |
| 10 | “If you can answer a few questions for me, I’ll explain which is the best option.” |
| 11 | “Thank you for sharing that with me. I have frozen the account with immediate effect. Can you please email or send me the paperwork and then I can process your request.” |
| 12 | “We’ll go through every step of the process together, so you know nothing has been missed.” |
| 13 | “How can I make this easier for you?” |
| 14 | “After this call, I’ll send you a video link/audio guide/infographic which explains everything step by step.” |
| 15 | “You mentioned finding it hard to keep track of things since everything has gone paperless, so I have changed the preference on your account so you’ll receive a letter each month.” |
| 16 | “I want you to know that I can only record information with your consent, so if you want to share something in confidence, it doesn’t have to be noted on your account.” |
| 17 | “Following our call this morning, I want to confirm that your policy has been transferred and you can access the updated documents through your online account.” |
| 18 | “Hello, Mr Smith. Your request for a payment holiday has been accepted, so you will receive no bill from us next month. As discussed, I have also booked an appointment for you with our debt advisor on Tuesday to see if you are entitled to any financial support.” |
| 19 | “I’ve checked and you do need to come into the branch with two forms of ID for us to action your request. I appreciate this is difficult for you, but we are open until 7pm on Wednesdays.” |