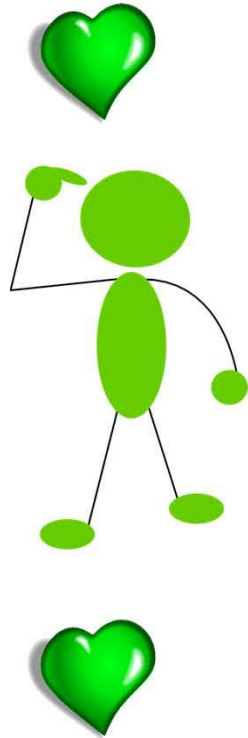# PEER TO PEER

- Opening statements cordial and engaging

- Ask for what information they have
- Understand their reason for denial and counter it politely, give them a way out

- Closing statement, agree on status, get auth no if possible, try to find a common ground to prevent future denials.

WELL CONNECTED.