

Police Officer: I am trying to speak to someone about a policy of insurance, hum a gentleman, seems to claim to hold with you.

Caller Assistant: OK, right can you just wait a minute and I will pass you on to underwriters.

Police Officer: That would be great thank you cheers.

Caller Assistant: OK

Ringing Sound starts:--

Caller Assistant: Good afternoon Carl speaking; how can I help you?

Police officer: Hi there it is PC Geoghegan from the Metropolitan Police, hum I have got; a gentleman stopped, and he has produced a certificate that is hum from KGM

Caller Assistant: Hmm, hmm, yes,

Police officer: Hmm, and I just wanted to clarify just some limitations on the use.

Caller Assistant: OK, Have you got a policy number at all pleas

Police Officer: Year I do year, I have got it hmm mike tango 3574694

Caller Assistant: yes, all right hmm; ah, it is a motor trade policy I might have to forward you to another department, as I am not very well-trained it this case

Police Officer: Yes that is fine.

Caller Assistant: So hold, on one minute.

Police Officer: Yep, sure.

Silence---

Caller Assistant: Hi you have been passed through to Jessica how could I help.

Police Officer: Hi there I am PC Geoghegan from the Metropolitan Police I have got a gentleman stopped, who has produced a certificate of insurance.

Caller Assistant: Yes.

Police Officer: That got issued by KGM insurance I have got a policy number and the other details on there.

Caller Assistant: Yes, I have got the policy number, I have got that up now on my computer screen how is it that I can help you.

Police Officer: Well basically it is down showing use for stmp and motor trade purposes.

Caller Assistant: Hmm, Hmm.

Police Officer: Hmm, looking at the vertical it has got a load of tools in, hmm oversley workmen doing sort of work doing odd sort of work odd jobs here and there

Caller Assistant: Yes.

Police Officer: Is that something that motor trade would cover,