

# Transcript of telephone call 09 November 2016

Operator: Thank you for calling Crusader assistance.

██████ Hello Slater Gordon legal, ██████ speaking how can I help?

Ian Turnbull: Oh hi there. I've just had a text, erm...

██████ Can you give me your reference number?

Ian Turnbull: Erm..Reference number 492497

██████ Bear with me a second, 492

Ian Turnbull: 4971

██████ 4924. All right, it's meant to start with a nine but what we'll do is if you give me a postcode?

Ian Turnbull: It is EX7. 9PN.

██████ Okay, and what's your name, sir?

Ian Turnbull: Ian Turnbull

██████ Ok so that's echo, x-ray, seven, nine, bravo, delta.

Ian Turnbull: No, papa, november.

██████ Papa, November. Okay. And that's Ian Turnbull?

Ian Turnbull: It is, Yeah.

██████ Bear with me a second. I'm just gonna go into your file.

Ok, I see that my colleague Andre was trying to get in contact with you. For data protection if you could just give me a password please.

Ian Turnbull: Erm, Brighton.

██████ Okay, bear with me a second. Right. And what we deal with here at Slater Gordon Legal is the personal injury side of things. I understand you have neck pains, back pains, head pains, knee pains and arm pains and would like to make claim.

Ian Turnbull: Yes [inaudible].

Is it ok if I just confirm a few things with you?

Ian Turnbull: Yeah, sure.

So that's Mr Ian Turnbull of I've got your main number and only number as 07510002476. Your email was Turnbulllan66@gmail.com. Do you have access to that email now?

Ian Turnbull: I do

Okay, brilliant.

Ian Turnbull: But I can't work it while I'm talking to you, I'm not very computer literate.

Alright, not to worry. Your date of birth the seventh to the 11th 1966?

Ian Turnbull: It is.

Happy belated birthday.

Ian Turnbull: Thank you.

All right. It says here you're a construction worker, is that employed or self employed?

Ian Turnbull: Self employed.

Okay, I've got your national insurance number here is November November, 240461, C for Charlie.

Ian Turnbull: That's it, yep.

Okay, right, I just need to let you know that in order to process your claim and just so you're aware of our use of your personal data, we may use some of your personal information to carry out searches on other databases but that's only to support your claim. This might include a [inaudible] and vehicle lookups or to search for central register of road accident claims at the motor insurance Bureau. Like I said, we're only going to take these steps where they're necessary to further progress and help your claim, is okay with you?

Ian Turnbull: That's fine yeah.

Ok, and I've got here that you were driving a Renault Kangoo?

Ian Turnbull: That's it.

██████████ Car derived van white registration x-ray 232 alpha echo foxtrot.

Ian Turnbull: That's it, yes.

██████████ Okay. And I've got here that the incident happened on the eighth of November 2016 At 5pm.

Ian Turnbull: Yep

██████████ It was raining and the road conditions were wet. I've got here I was driving along on the motorway in slow moving traffic and I came to a stop. Third Party vehicle behind me has then come at a bit of a speed and gone into the rear of my vehicle and shunted me forward into the vehicle in front. This happened in Junction 31 on the M5 in Devon?

Ian Turnbull: That's right.

██████████ Okay, are there any witnesses that can come forward, independent witnesses?

Ian Turnbull: The guy in front would witness it.

██████████ Ok, not to worry. How many accidents have you been in last five years?

Ian Turnbull: None

██████████ Okay, were any emergency services called in this accident?

Ian Turnbull: The police.

██████████ Police, have you got a police reference?

Ian Turnbull: Erm I have hold on. 506 was the log number.

██████████ Okay. Just 506?

Ian Turnbull: That's it, yeah.

██████████ Okay.

Ian Turnbull: Do you want the PC's number and name?

██████████ Oh no that's alright, it's quite alright, as long as we've got the reference. Right, how many passengers in your vehicle?

Ian Turnbull: Erm, just myself.

Okay. Do you know how many passengers the third party had?

Ian Turnbull: Erm, just themselves as well I think.

Okay. I've got here third party's

I've got here he was driving a Citroen Relay, white, registration whiskey golf one four, oscar echo uniform?

Ian Turnbull: That's it, yep.

Right your hire and repair will be dealt with by progress vehicle management.

Ian Turnbull: Yeah.

Okay. Right throughout this whole ordeal I'm sorry to hear you've suffered from discomfort. It says neck pains, back pains, head pains, knee pains. You were wearing a seatbelt?

Ian Turnbull: Yes I was yeah, the airbag went off.

Oh airbag [inaudible], right. Have you taken any...

Ian Turnbull: I had a seatbelt on as well. [inaudible] I had a seatbelt on but the airbag did go off, yeah.

Oh right, yeah. And have you taken any time off work due to the pain?

Ian Turnbull: Yes.

How many days?

Ian Turnbull: Well, one so far it only happened yesterday.

Oh sorry. All right. Did you seek any medical assistance?

Ian Turnbull: Yeah, I went straight to Torbay hospital after the recovery driver...

Right, you went yesterday after it happened?

Ian Turnbull: Yeah, yeah.

Ok and what's the hospital name?

Ian Turnbull: Torbay hospital.

Can you spell that for me?

Ian Turnbull: T-O-R-B-A-Y

Torbay Hospital

Ian Turnbull: In Torquay, Devon.

Okay. Did you stay overnight?

Ian Turnbull: Not overnight no.

Okay, that leads me to my next question, would you be okay to attend a medical we'd arranged it for you local, completely free of charge just to get you back to 100% health?

Ian Turnbull: Yeah, sure.

Brilliant. Thank you for confirming those details. Now we have everything we need. And I can confirm this file has been accepted. In order for us to proceed with your compensation for the injury, we'll need send you a claim pack. Right, you said you've got access to the email now but it's on your phone?

Ian Turnbull: Yeah.

Right. Would you put me on loudspeaker and go on the email?

Ian Turnbull: I am on loud speaker but I honestly don't know how to get onto the email from it.

Okay, erm have you got a laptop or computer near you?

Ian Turnbull: Erm, same sort of thing mate, I wouldn't know how to do it.

Yep, because I can guide you better on a laptop or a computer as opposed to the phone.

Ian Turnbull: Erm hold on mate.

Alright, take your time.

[Pause]

Ian Turnbull: Just found it hold on.

Alright yep, just tell me when you're ready.

Ian Turnbull: Is this regarding the hire car as well?

█ This is regarding the personal injury, the hire car is dealt with by progress vehicle management, they'll be in contact soon with you, or I can give you their number you can call them.

Ian Turnbull: If you could yeah, that'd be great.

█ That's not a problem I'll just go back to your file not to worry. It's 0208..

[inaudible]

█ It's called progress vehicle management.

Ian Turnbull: Yeah, 02..

█ 08

Ian Turnbull: 0208

█ 760

Ian Turnbull: 760

█ 0714, read that back to me so I know you've got it correctly.

Ian Turnbull: I just missed the last bit, 0714 was it?

█ Yeah.

Ian Turnbull: Erm, 0208

█ Yeah.

Ian Turnbull: 760

█ : Yeah.

Ian Turnbull: 0714

█ Precisely Yeah. Erm if you can switch your laptop or computer on now, I can help you with the email.



Ian Turnbull: Yep.

██████ Okay, so if you just log out and then log back in.

Ian Turnbull: Hold on mate, the WiFi has just connected, the WiFi is terrible here.

██████ All right, no not to worry.

Ian Turnbull: It's still spins, still spinning around [inaudible].

██████ Alright.

[Long pause]

Ian Turnbull: Nothing as yet.

██████ Nothing as of yet? Ok, if you try your spam and junk box.

Ian Turnbull: Trash and junk?

██████ Yep.

Ian Turnbull: Right junk, oh hold on, folders for this account.

██████ Pardon?

Ian Turnbull: I've got folders for this account, would it be under one of them, maybe?

██████ Yeah, if you could just check that.

Ian Turnbull: [inaudible]

[Long pause]

Ian Turnbull: I don't think it's gonna do it mate with the email, with the WiFi sorry.

██████ So what's the top one is it just from Daniel, Daniel Grey?

Ian Turnbull: [inaudible] hold on mate. Erm top ones from google plus.

██████ Ok have you got an alternative email or is that your only email?

Ian Turnbull: That's my only email.



Oh right, is there anyone with you now that's got another email?

Ian Turnbull: No, I'm on my own.

Just bear with me a second, what I'll do is [long pause]. Right, if you refresh one more time, just tell me if it comes up.

Ian Turnbull: Erm, I honestly don't know how to refresh mate.

Oh right if you click on erm, see the web browser where it says www dot?

Ian Turnbull: Yes.

If you just click on that once, it should highlight it.

Ian Turnbull: ww dot, Erm.

Yeah, so the bar where you type in what website you want to go to, if you click on that, and then just, click on it once and press enter.

Ian Turnbull: No, sorry mate [inaudible], no I can't do it.

Alright, not to worry, what we'll do is, erm, yep if you just log out one more time log back in and just tell me if you...

Ian Turnbull: [inaudible] honestly I'm fucking useless at this mate.

Alright, yeah cos if it comes back this time, then we can go through it.

Ian Turnbull: Right, erm, I can only do it off the phone I can't work this [inaudible]. WiFi is so up and down that it's just doing nothing.

I understand, yeah. Alright yeah so just log out one more time and log back in, if it's not there then yep I'll call you another time or get my colleague.

Ian Turnbull: So what, turn it off and turn it on?

Yes, just log out of your email, and then log back in.

Ian Turnbull: Ah, log out ok, right I'll do that.

And then we'll see if it comes like that.

Ian Turnbull: Right ok [inaudible].

[Pause]

Ian Turnbull: No, no, it hasn't. No.

It's still not there?

Ian Turnbull: Oh,

Yes, it's there?

Ian Turnbull: E-sign document.

Okay, brilliant. Before I start, I must make you aware that all calls to and from Slater Gordon legal, including this phone call are recorded for monitoring and training purposes. Is that okay with you?

Ian Turnbull: That's fine, yeah.

Great. If you open up the email, there should be a link that reads please click here to display your secure document.

Ian Turnbull: Yeah.

If you click that for me.

Ian Turnbull: [inaudible] yes, ok, yes done.

Ok, if you click on that it takes you to document approval login.

Ian Turnbull: Hold on it's just still...document, yep document approval login, yep.

Ok if you can enter your date of birth as follows 07 forward slash 10 forward slash

Ian Turnbull: Hold on, bear with me, bear with me.

Alright yeah.

Ian Turnbull: 07?

Yeah 07

Ian Turnbull: 07, yep.

██████ forward slash

Ian Turnbull: [inaudible] forward slash

██████ [inaudible] 11 and then forward slash 1966

Ian Turnbull: Eleven, forward slash 1966, yep, type postcode?

██████ Okay and write your postcode just how is, so EX7 space 9PN.

[Inaudible]

Ian Turnbull: [inaudible] Yep, done.

██████: What does it say on your screen now?

Ian Turnbull: Says login.

██████ Right when you press login, what does it say now?

Ian Turnbull: Erm, says unable to retrieve document.

██████ Okay, how do you enter your date of birth? Did you put forward slashes?

Ian Turnbull: Yes. No, just a little line.

██████ Right, if you could do just yeah, just do the forward slashes.

Ian Turnbull: Forward slashes? Right ok.

[Long pause]

██████ Ok?

Ian Turnbull: Hold on, hold on.

██████ Alright what does it say on your screen now when you press login?

Ian Turnbull: Erm, I can't get to the login because the fucking calendars in the way.

██████ Oh right so when you type your...right so, if you typed in your address, sorry your date of birth 07/11/1966.

Ian Turnbull: Yep.

████████ And then you typed in your postcode EX7 9PN, press login.

Ian Turnbull: Done, done, right login.

████████ Okay, tell me what comes up this time.

Ian Turnbull: The [inaudible] document, please [inaudible].

████████ Brilliant. Just tell me when you're in.

Ian Turnbull: Yep, in.

████████ Okay, great. So on page number one to start with, you'll see that this cover letter is addressed to you. It has your reference number at the top and in the middle which just explains what's going to happen next and what you need to do here.

[inaudible]

Ian Turnbull: Have I got to accept the document I imagine?

████████ Yes, if you go to page two before you do, just double check that all your details are correct.

Ian Turnbull: I've done it now.

████████ Have you accepted it?

Ian Turnbull: Yeah.

████████ Okay, not to worry. Ok, if you could tick I confirm on top. Can you see I confirm?

Ian Turnbull: No, erm [inaudible]. Oh yeah I confirm yeah.

████████ Okay, yeah. If you could tick that, just tell me when you ticked it.

Ian Turnbull: Yep, yep done.

████████ Okay, then write your first and last name in the box.

Ian Turnbull: In the same box?

████████ No, no, the one below where it says we need your signature.

Ian Turnbull: Please enter your name.

██████ Okay, so you clicked I confirm?

Ian Turnbull: Yeah, it says enter your name required, then below that review your signature.

██████ Ok, so you wrote your name. First last name.

Ian Turnbull: Hold on, hold on.

██████ All right.

[inaudible]

██████ Right, so after you ticked I confirm...

Ian Turnbull: Hold on. Yeah, and it's signed it as well while I've got it.

██████ Okay, so press sign and just tell me what comes up.

Ian Turnbull: Registering your signature, please wait.

██████ Okay, brilliant. Tell me where you end up and I'm going to tell you what's going to happen next.

Ian Turnbull: Alright. [pause]. Right yep [inaudible].

██████ Ok brilliant, once [inaudible] sign and return, we'll check the information to make sure that we have everything we need to present your claim to the responsible party, and then appoint an individual lawyer who will run your case through to conclusion who will discuss the type of medical evidence need, that is needed for your case sorry. And whether it's appropriate to access rehabilitation services, such as physiotherapy to assist with your recovery. Is there anything else that I can help you with Mr Turnbull?

Ian Turnbull: No, just the need to speak to the hire...

██████ I've given you their number, we've dealt with the personal injury side of things. Thank you for your patience and time sir. Have a good day.

Ian Turnbull: Cheers, thank you.

██████ Goodbye.