Transcription

Sorry, I couldn't hear you properly there. Pardon me, I saw a thing. Sorry, who's calling? Is this Enfield Council? I'm sorry, you've come through to Susan Farwell here. I don't know who that person is.

No, Enfield Council is a company.

Enfield Council? This is Enfield Council.

Is this insurance for Enfield Council?

No, no, I'm a transformation programme manager.

What was the name of the person you wanted?

I'll try and look them up for you.

Her name is Kay Osborne.

Yeah. Bear with me. Thank you.

Yeah, she's insurers and she's a similar number to myself. Bear with me.

Have you got a pen now?

Because I can give you her number.

Yeah, I've got a pen here. Yeah. So I presume it's 02-08. Okay. 1476. 1476. That's the letter 9, isn't it? Yeah. You're an angel.

Alright, goodbye. Have a good day, madam. Have a good day, bye.