

# Transcript created by Epiq

Event: Arbitration - INQ001875  
Date: 24 November 2021 01:45  
Speakers: Female Speaker  
Male Speaker

FEMALE SPEAKER: Good morning, operations room.

MALE SPEAKER: Good morning. Calling from Dover Coastguard.

FEMALE SPEAKER: Hello there.

MALE SPEAKER: We just had a call transferred from the Port of Dover. But when I tried to call them back, it said they were closed. I don't know, would you know anything about that? Your number was on the answerphone message.

FEMALE SPEAKER: Yes, actually, it was us, yes. My colleague rang to say yeah.

MALE SPEAKER: Do you know the number of the caller on that?

FEMALE SPEAKER: I do, yes. Have you got a pen?

MALE SPEAKER: Yeah, read.

FEMALE SPEAKER: **Personal Data**

MALE SPEAKER: **Personal Data**

FEMALE SPEAKER: **Personal Data**

MALE SPEAKER: **Personal Data**

FEMALE SPEAKER: 523.

MALE SPEAKER: 523.

FEMALE SPEAKER: We've actually had two calls and I think I spoke to one of your colleagues earlier on in the evening and it was that same number, so it's the third call we've had from that number.

MALE SPEAKER: Oh, okay, recall from the number. Right, okay, that's great. Thank you very much. That'll just help us match them up because I wasn't able to get a lot of information from them. Did you get anything useful out of them?

FEMALE SPEAKER: No, only other than, "Please help, please help" and you could hear all the voices in the background and the wind. So I'm very confident it is one.

MALE SPEAKER: Oh yeah, it's just I couldn't get any useful information out of them with all the shouting.

FEMALE SPEAKER: I don't think even with what he was saying, other than the "Please help", it didn't really make any sense, did it so --

MALE SPEAKER: They were asking for the WhatsApp number but then when given they said they had no Internet so --

FEMALE SPEAKER: They've probably only got the tiny little bit of bar on the battery.

MALE SPEAKER: Anyway, we'll be able to match it up if there any further calls, that's great. Thanks very much.

FEMALE SPEAKER: Okay, thank you, bye.

MALE SPEAKER: Cheers, bye.