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RECORD OF TELEPHONE CONVERSATION

Interviewer: Tanya.

Interviewee: Philip Grace.

Date of Conversation:

T Good morning Jobcentre Plus, my name is Tanya can you confirm that you're calling to make a claim to benefit?

PG Er I'm applying for Employment something Allowance, ESA.

T You wanna make a claim or you're already getting.

PG Er a new, a new claim please.

T A new claim, okay...

PG Yeah.

T ...have you got a sick note off your Doctor?

PG Pardon?

T Do you have a sick note off your Doctor?

PG Yes.

T Yeah that's fine, just need to go through the process then, what we're gonna be doing is taking your details over the phone so depending what information we've gotta put through for you it can take up to half an hour to complete...

PG Yeah.

T ...at the end of the phone call then we send you a copy of the information out so you can check it all through...

PG Okay.

T ...and then there's a prepaid envelope then which you would send back your sick note in so that they can process your application.

PG Okay thanks.

T So just before I take your de, the details off you I just need to read a bit of information to you about the benefit...