

Info: Hi there! Thank you for getting in touch with us today, I'm the Admiral Digital Assistant. Just a little note, we'll never ask you to enter any sensitive information into the chat & if we need any financial details, we'll send a secure form. Now, can you please let me know which product would you like to discuss?

19:23, Sep 4

Michael Ali: car is stolen

19:23, Sep 4

Admiral Digital Assistant: OK, can I take your full name please?

19:23, Sep 4

Info: Hi there! Thank you for getting in touch with us today, I'm the Admiral Digital Assistant. Just a little note, we'll never ask you to enter any sensitive information into the chat & if we need any financial details, we'll send a secure form. Now, can you please let me know which product would you like to discuss?

19:23, Sep 4

Michael Ali: Michael Ali

19:23, Sep 4

Admiral Digital Assistant: Thank you. Can I take the policy number please.

If you do not have the policy number, you can type **Skip** to move on.

19:24, Sep 4

Michael Ali: P73244643

19:24, Sep 4

Admiral Digital Assistant: Lastly, before I get you through to an agent, what would you like to talk to us about today?

19:24, Sep 4

Michael Ali: car is stolen

19:24, Sep 4

Admiral Digital Assistant: Thank you very much. I'm just going to pass you to an agent who will respond to your query as soon as possible, thanks for your patience.

Name: Michael Ali

Policy Number: P73244643

Query: car is stolen

Our opening hours are: Our opening hours are: Mon - Fri: 07:00 - 20:30 Sat - Sun: 09:00 - 17:30 Bank Holidays, Christmas and New Years may vary.

Info: Thanks for choosing Admiral, a trading name of EUI limited. Authorised and regulated by the Financial Conduct Authority. To improve our service, we may record and monitor this and any future conversation. Our agents provide information but do not make recommendations as to the suitability of any products we provide. All prices quoted include insurance premium tax. Please answer all questions accurately and honestly. Incorrect information could affect or invalidate your cover, change your premium, or affect any claim made. **Just a reminder that this is a messaging service and not a live chat. One of our agents will respond to you as soon as possible.**

19:26, Sep 4

Tanya: Hi 😊, hope you are doing well! Thank you for contacting customer care. You are connected to Tanya,

I'll be assisting you today with your concern 😊. Thank you for the above information, I'm sorry to hear about the situation, since this is the claims specific query so I would request you to please wait let me connect you with the claims team for further assistance.

19:26, Sep 4

Michael Ali: Okay, thanks Tanya

19:28, Sep 4

Tanya: I'm so sorry, as the claims team is closed in the queue and there are no agents to whom I can transfer and I really do not want you to wait in the queue looking at the situation so I would request you to please contact our claims team on 0333 220 2033 and they will be glad to assist you. Please find below the opening hours of the team :- Monday - Friday: 8am-7pm Saturday: 9am-3pm Sunday: 9.30am-4pm

19:30, Sep 4

Michael Ali: if the claims team is close, how can i call them?

19:32, Sep 4

Tanya: Unfortunately Michael I just checked they are closed on the voice too now hence I would request you to please connect with us on messaging tomorrow before 6PM or on phone lines before 6 PM and they will be glad to assist you, I do understand the inconvenience I really wish I could assist you with this.

19:32, Sep 4

Michael Ali: shambles

19:34, Sep 4

Tanya: Please accept my sincere apologies, I wish I could help you in this but since this is the claims specific query so please contact our team tomorrow they will assist you with everything;

20:06, Sep 4

Tanya: We haven't heard from you in a little while 🙄, I will close the conversation and send you a survey, if you want to continue the conversation, we will be here to help you during the following opening hours: Mon - Fri: 07:00 - 20:30 Sat - Sun: 09:00 - 17:30

Info: Conversation closed by the agent 20:06, Sep 4

20:06, Sep 4

Survey Bot: Hello, I'm the Admiral survey bot. Please can you answer 4 quick questions on your experience? If you'd like to skip to the end of the survey please type 'skip' at any point.

20:07, Sep 4

Survey Bot: How satisfied were you with the person who dealt with your query? (1 - Not at all satisfied 5 - Extremely satisfied)

21:07, Sep 4

Survey Bot: The survey has expired.

16:06, Sep 5

Michael Ali: hello

16:06, Sep 5

Admiral Digital Assistant: OK, can I take your full name please?

16:07, Sep 5

Michael Ali: Michael Ali

16:07, Sep 5

Admiral Digital Assistant: Thank you. Can I take the policy number please.

If you do not have the policy number, you can type **Skip** to move on.

16:09, Sep 5

Michael Ali: P73244643

16:09, Sep 5

Admiral Digital Assistant: Lastly, before I get you through to an agent, what would you like to talk to us about today?

16:09, Sep 5

Michael Ali: car is stolen

16:09, Sep 5

Admiral Digital Assistant: Thank you very much. I'm just going to pass you to an agent who will respond to your query as soon as possible, thanks for your patience.

Name: Michael Ali

Policy Number: P73244643

Query: car is stolen

Our opening hours are: Our opening hours are: Mon - Fri: 07:00 - 20:30 Sat - Sun: 09:00 - 17:30 Bank Holidays, Christmas and New Years may vary.

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16:10, Sep 5

Shruti: 'Please Note- Any changes you request to make to your policy will not take effect until you have received confirmation from us on this chat'. 😊 Thanks for contacting customer service, my name is Shruti. You have contacted us regarding car is stolen is this correct?

16:11, Sep 5

Michael Ali: Hello. Correct

16:15, Sep 5

Shruti: I would like to inform you for this we have one dedicated department if you allow me I can connect you with the claims team so that they can help you further for the same.

16:15, Sep 5

Michael Ali: thank you

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16:16, Sep 5

Gulshan: Good afternoon, Michael, I hope you are well. My name is Gulshan. Thank you for taking the time to contact us, I will be happy to help in any way I can. Please bear with me whilst I review your query. For reassurance, you are free to log in and out of My Account at your leisure and the conversation will remain open.

16:27, Sep 5

Gulshan: Thank you for allowing me the time to go through your previous conversation, Michael. I am really sorry to hear about this. I hope you are fine. I understand your concern and will be more than happy to help you with this. I have reviewed your file and I can see, that you have Third Party Only level of cover with us which only covers repairs or damages of third party vehicle. Unfortunately, Third Party Only cover does not cover any damages occurs to your car. I do apologise we cannot help further with this, and I do hope everything is sorted quickly for you. I trust I have answered your query in full so I will look to end the chat. If there is anything else at all we can do, please do not hesitate to send another message. Thank you again for your time today. After the chat there will be a short survey about my customer service - if you don't mind taking a moment to fill this out, it would be greatly appreciated. Take care!

16:27, Sep 5

Michael Ali: Hello

16:28, Sep 5

Michael Ali: ?