**Transcription**

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| Female 1: | It seems your insurance is attempting to contact you. |
| Male 1: | Is that correct? Is there anything specific you would like to discuss? |
| Female 1: | Okay, he’s on the line. What question do you have? |
| Female 2: | Okay, so I just wanted to confirm the your 2001 Chevrolet suburban was involved in a theft. |
| Female 1: | Has your car been involved in a collision? |
| Male 1: | Yes, my Chevrolet Superman car was stolen, and the individual who took it was involved in a crash. |
| Female 1: | Someone stole it, right? |
| Male 1: | Yes, someone stole my car, and they drove it, resulting in a crash. |
| Female 1: | Oh, he said somebody stole his car, and then they have an accident, the people that stole his car |
| Female 2: | Okay, do you know who the driver was? |
| Female 1: | Do you know who stole your car? Who was driving it? |
| Male 1: | I don't know because they had it for several days. On the 3rd day of the 8th month, I instructed my son to contact the police, and on the 30th day, the individual who stole my car was driving it and got into a crash. I still haven't been able to recover my stolen car. |
| Female 1: | He already reporting on August 23 that the car was stole. And then he said on the 30th they have a car accident. But he don't know that driver. He don't know it. |
| Female 2: | Okay and do you know how many vehicles they hit was it just one vehicle |
| Female 1: | Did they inform anyone about the number of car crashes? |
| Male 1: | They didn't inform me at all; I only found out when they requested documentation. |
| Female 1: | He don't know how many cars they hit. Because the car was stolen already. So he don't know. |
| Female 2: | okay where's the vehicle at right now |
| Female 1: | Do you know the current location of the car? |
| Male 1: | I wasn't aware until the police called and informed me that someone had stolen my car and it was involved in a collision, resulting in extensive damage. The police had already impounded the car. They gave me the option to have it inspected if I wished to keep it, but if not, they would proceed with taking it away. I've decided to dispose of the car. |
| Female 1: | they have a car accident, the police call him that everything in the car was damaged. And if he want the car, then he could go check. But if damaged, then he don't want the car. And he has not gone and see the car because it's all damaged. |
| Female 2: | where is it is it on the tow yard or a body shop |
| Female 1: | He don't know where it is. I think they must in a tow yard somewhere. |
| Female 2: | Okay, |
| Female 1: | Did he not inform you about the location where he left your car? |
| Male 1: | They don't provide any information at all. |
| Female 1: | The police did not tell him where they put it the car |
| Female 2: | Okey, did you have a physical copy of the police report or you don't have you just have the number right |
| Female 1: | Have they provided you with any documentation or contact numbers? |
| Male 1: | I'm not sure, as the police showed me two reports, and I subsequently forwarded them to my insurance. |
| Female 1: | when he received the document from the court. Then he called the police and had a copy of the report from the car accident. So he already submitted to the insurance company. |
| Female 2: | okay yes so I did order the police report so it does take some time to get it so once I get it I'll send your copy |
| Female 1: | She mentioned requesting the documents and assured me that as soon as she receives them, she will promptly send them to you. |
| Female 1: | Yes, go ahead. |
| Male 1: | I have also gathered the accident complaint documents and forwarded them to my insurance. |
| Female 1: | he said when he received the document from the, I think the court. And then he already requests a copy of the day that they stole the car and the day that they have an accident. And he already submitted to the insurance, the insurance company. |
| Female 2: | so where was the vehicle stolen from the home address? |
| Female 1: | Did she mention if the stolen car is at your house or somewhere else? |
| Male 1: | Yes, it was stolen from my house. The car belonged to my wife, who has passed away, so I parked the car there, and it was stolen. |
| Female 1: | the car was stolen from home. |
| Female 2: | Can you confirm your home address |
| Female 1: | Can you please verify your home address? |
| Male 1: | 905 Greensboro |
| Female 1: | Are you in Fresno? |
| Male 1: | California |
| Female 1: | Oh, in California, correct? Can you provide the phone number? |
| Male 1: | 95207 |
| Female 1: | Okey, The home address is 905. Greensboro. Chris California 95207. |
| Female 2: | Okey, thank you, have that here you got along too for another insurance company do you have there information |
| Female 1: | Has someone received their insurance documents, and do you have their contact information? |
| Male 1: | I don't have their contact information. |
| Female 1: | He don’t have it |
| Female 2: | Okey, what is the letter saying that you received |
| Female 1: | What are the documents that he sent to you? |
| Male 1: | The documents sent to me indicated that I was the driver involved in the accident. Subsequently, I received two more documents, and I sent those two documents to my insurance. |
| Female 1: | Report thought that he was driving in the car. So they sue him. But he was not the one that driving the car. It's the person that stole his car driving. |
| Female 2: | who sued who stood him was it a city or was it a specific person |
| Female 1: | Who is the person who delivered the report to you? |
| Male 1: | It was an American woman who stole my car and crashed it, causing injuries to another woman. She claimed that the driver was me, and then she sent me a complaint. |
| Female 1: | the person that involved in the car accident sue him. They don't know that he was the driver. So they sue him for that. But he already submitted everything to the insurance. So he's still waiting for neither. |
| Female 2: | I don't see any information of that lawsuit that he received do you can you send me a copy or of the of the letter or right now can you give me the person their phone number or something like that |
| Female 1: | Have you received a copy of the document? |
| Male 1: | I have already made copies of both levels of the report documents. |
| Female 1: | She also requires a copy of the document. Could you please send it to her? |
| Female 1: | He said you want a copy. He can make a copy and send it to you. How do you want it? |
| Female 2: | You can send it to my email and I provided you a text message with my email address if you can read English |
| Female 1: | Can you make a copy and send it to her email address? |
| Male 1: | I don't have one, but I can ask my brother to provide me with a copy. |
| Female 1: | You instructed your brother to send it to you via email?. |
| Male 1: | Ask her, and let me know. |
| Female 1: | The email are you send it to text ort email address |
| Female 2: | the message but if you want to give me his email I can send him an email to get us forward the photo |
| Female 1: | Do you prefer her to send it to your phone, or would you like her to provide her email address so you can contact her? |
| Male 1: | I have an email address, but my kids made me forget it. Please ask her to provide me with her email address. |
| Female 1: | I'll ask her to give me her email address, and then I'll contact her. |
| Female 1: | He want you to text your email through his phone. Because he don't remember his email address. So tomorrow he will take it to his brother and they will scan the court paper and he will email to you. |
| Female 2: | okay I sent him a text already a while ago can you confirm if you got it |
| Female 1: | She suggests checking your phone to see if she has contacted you. |
| Female 1: | I will check now, and if there's no message, she will provide me with her contact information. |
| Male 1: | Yes, her phone number is 9043 01428. Could you please inquire if this is her correct phone number? |
| Female 1: | your phone number is 904 beginning. |
| Female 2: | that's not my phone number, I can't receive any text messages so it's just like a general phone number but you have to send it to my email the photo |
| Female 1: | I know he will send it to your email. But is that the number that you sent it from beginning with a 90? |
| Female 2: | Yeah |
| Female 1: | That's correct. She included her email address in the message where she used her phone number to contact you. |
| Male 1: | No, my name is not Jose. I am a computer-based AI language model. How can I assist you today? |
| Female 1: | Your name? |
| Female 1: | Yes, that is correct. |
| Male 1: | I saw it. |
| Female 1: | If you see it, you can send her a copy of the address information tomorrow. |
| Male 1: | Yes, I understand. |
| Female 1: | do you have any more question for him? |
| Female 2: | no that's about it I'll just wait for the report so that we can handle the lawsuit and see what we can do |
| Female 1: | She needs information to assist someone. It's not as if your car crashed; rather, someone stole it and then crashed it. You should review a document that explains how they can help you. |
| Male 1: | I have sent all the information to my insurance; I don't know whether they will send the documents or not. |
| Female 1: | This differs from insurance as they require additional information. |
| Male 1: | Yes. |
| Female 1: | He no more question. |
| Female 2: | okay thank you so much you feel free to call me if you have questions and I'll call you soon |
| Female 1: | She said if you encounter any problems, you can contact her. Do you have her phone number? |
| Male1: | I don't have the phone number I'm talking to right now. |
| Female 1: | I'm not sure if this is the phone number I'm speaking to right now. I'll ask her for you. |
| Male 1: | This is 1-800-353-6737 |
| Female 1: | I don't know either; I'll ask her for you. |
| Female 1: | Can you provide your phone number to him? And if he have any more questions, he could contact you. |
| Female 2: | yes I sent it in a text but I can provide you right now if you want |
| Female 1: | Okay, You can give it to me right now. |
| Female 2: | Okay, so it’s 23123895140 extension 1492140 and I can give you the claim number too |
| Female 1: | Yeah, give me the claim number too |
| Female 2: | Claim number is 23123895140 |
| Female 1: | 23123895140 |
| Female 2: | Yeah, |
| Female 1: | Okay, |
| Male 1: | OK, I got it. |
| Female 1: | Oh, good, OK, if you got it, thank you. |
| Male 1: | 1492140 right |
| Female 1: | Yes, that was her extension |
| Male 1: | Okay, then I understand. |
| Female 1: | That is where you can call her directly. |
| Female 1: | Everything is there |
| Female 1: | Do you have any further questions? |
| Male 1: | I don't have it right now, but let her know that tomorrow I'll have a copy of the information, and I'll send it to her. |
| Female 1: | He said tomorrow he will take the document to his brother and they will scan it and submit it to you as soon as possible. |
| Female 2: | perfect okay thank you so much |
| Female 1: | Yeah. Thank you. I hope you have a great evening. |
| Female 2: | You too, Bye |
| Female 1: | Yeah. Bye. |