

Transcript created by DTI

Event: PI_D2_GTIRT17-
00664_SECTION_3_999_T_OTH_76226_024849_ [REDACTED] 9R

Date:

Interviewer:

Interviewee:

OPERATOR 1: It's not answering.

OPERATOR 2: Hi, Surrey.

OPERATOR 1: Oh, hi London. Sorry to bother you, I know you're busy. We had another call from the same person at Grenfell Tower about their father-in-law who's stuck on the 22nd floor.

OPERATOR 2: On the 22nd floor?

OPERATOR 1: Yeah. We've got -- they keep coming through to us because they're, obviously, in Surrey. But we've got his mobile number. So, we've got a reference of 76029.

OPERATOR 2: Yeah.

OPERATOR 1: So, I was just wondering if we were able to pass you that number and if you might be able to give him a call to reassure him, because I mean his family are absolutely (inaudible), they were panicking.

OPERATOR 2: Yeah. We've just been told --

OPERATOR 1: Obviously, we didn't know anything.

OPERATOR 2: No. Well, we've just been told to tell people to put a wet towel over their heads and try and get out.

OPERATOR 1: Right. I mean he's 70 years old, which (overspeaking) --

OPERATOR 2: Yeah. I mean -- and he's on the 22nd floor?

OPERATOR 1: Yeah. And he's (overspeaking) --

OPERATOR 2: I mean we're getting calls -- yeah, we've got so many calls to that floor.

OPERATOR 1: Right, okay. Can I just pass you his number? I mean it's, obviously, up to you what you do with it but at least if we've passed that information --

OPERATOR 2: Yeah, go, because I've got lots of calls waiting.

OPERATOR 1: Yeah. So, it's 077 [REDACTED]

OPERATOR 2: Yeah.

OPERATOR 1: [REDACTED] 033.

OPERATOR 2: 00... So, [REDACTED] yeah?

OPERATOR 1: Yeah.

OPERATOR 2: Okay. All right then, thank you.

OPERATOR 1: Thank you.

OPERATOR 2: Okay, bye.