

Lista domande poste dai centralinisti del job center quando prenoti l'appuntamento per il NIN  
Una volta composto il numero **0800 141 2075**, il servizio di prenotazione del NIN verrà introdotto da una voce registrata.

### **Prima parte: Introduzione al servizio – voce femminile**

*“Welcome to the department of working and pensions.  
This is a free call. This is the National insurance number allocation service. Your call may be monitored or recorded for legal and training purposes and to help us to improve our services.  
Please be aware that we are unable to take applications for national insurance numbers on behalf of people who are not currently living in the UK.  
Please contact us again when you or the person you are calling on behalf of are in the UK.”*

### **La seguente parte è stata inserita a Novembre 2018 – voce maschile – seleziona il tasto 2**

*“If you already have an appointment and are calling to inquire about an earlier appointment, please be aware that there is limited availability and appointments will only be changed if you are only not able to attend your allocated time.  
Please use our website gov.uk for any general enquires about national insurance numbers.  
If you have already applied for a national insurance number please press option 1  
For all the other inquires please press option 2”*

### **Se invece hai premuto il tasto 1 sentirai questo testo – voce femminile**

*“If you have already applied for a national insurance number, you do not need to call us about your application. We would contact you.  
If you have attended an interview over 4 weeks ago or applied by post over 6 weeks ago, please ring on the telephone number on the form you were given at the time.  
If you don't have the form or have another enquiry press 1 to speak to an adviser.”*

### **Ora verrai introdotto alla parte dove dovrai premere i tasi in base a ciò che ti serve. Poiché stiamo chiamando per prenotare l'appuntamento dobbiamo premere il tasto 1.**

*“If you need to apply for a national insurance number you would need to give your full name, address including post code and contact telephone number to the person you speak to.*

*To apply for a national insurance number press 1*

*If you need to rebook an appointment or have an inquire regarding a national insurance number of an appointment you have already made press 2*

*For all the national insurance number queries including if you have lost or forgotten your national insurance number press 3”*

### **Dopo la selezione del tasto 1 sentirai un messaggio che ti chiederà di attendere in linea. In base ai tempi di attesa potresti sentire più di un messaggio. (musichetta suona)**

- *“Please hold and your call will be answered as soon as possible.”*
- *“Thank you or waiting, please continue to hold and we will answer to your call as soon as possible or you may prefer to call back later. Our opening time is from 8 am to 6 pm, Monday to Friday. Alternatively, to look for work or other services, please access our website at [www.gov.uk](http://www.gov.uk).”*

- *“We are sorry but all our agents are busy at the moment. Our opening time is from 8 am to 6 pm, Monday to Friday. Alternatively, to look for work or other services please access our website at [www.gov.uk](http://www.gov.uk).”*
- *“We are sorry but all our customer service agents are busy at the moment. Please hold and we will answer your call as soon as possible.”*

**Dopo qualche momento di attesa risponderà un consulente che ti porrà una serie di domande, semplici, alle quali dovrai rispondere.**

Qualche volta la lista delle domande potrebbe variare leggermente, questo varia in base all'operatore che vi pone le domande:

Risposta dell'operatore:

**Operatore:** Good morning/afternoon you are through the department of working and pension, my name is Mario, how can help you today?

**Tu:** Hi, my name is Mario, I am calling because I would like to book an appointment.

**Operatore:** The call could take 5 to 10 minutes. Are you living in the UK right now?

**Tu:** Yes

**Operatore:** And why do you need the National Insurance Number?

**Tu:** Because I am going to work

**Operatore:** Did you apply for a National Insurance Number before?

**Tu:** No

**Operatore:** So what nationality are you?

**Tu:** I am Italian

**Operatore:** Do you have any other nationalities?

**Tu:** Yes/No

**Operatore:** Can I have the surname?

**Tu:** Rossi

**Operatore:** And the first name?

**Tu:** Mario

**Operatore:** Do you have a middle name?

**Tu:** Yes/No

**Operatore:** What is your date of birth?

**Tu:** 01/01/2000

**Operatore:** Are you married or single?

**Tu:** Single/Married

**Operatore:** Can you tell me the post code you are living in the UK?

**Tu:** SW6 7TP

**Operatore:** What is the door number?

**Tu:** 1A

**Operatore:** And your telephone number please?

**Tu:** 07940 123456

**Operatore:** I am going to give you the reference number now. Do you have pen and paper?

**Tu:** Yes

**Operatore:** 102800300

**Tu:** Thank you!

**Operatore:** Can you tell me what day you arrived in to the UK?

**Tu:** 01/11/18 this year

**Operatore:** Just to check now the next available date: I have got one Saturday the 10/11/18 at 11 am at London Job Centre. Do you want to book this?

**Tu:** Yes

**Operatore:** Ok the appointment was booked for you.

**Operatore:** You have to take a valid passport, the reference number I gave you, letter of the employer if you are working if you are working bring an employment letter and also a letter to confirm proof of address.

**Chiedi sempre conferma della data e ora del tuo appuntamento.**