“Hello, I’m calling on behalf of *(loved one’s name)*. *(Spell out name.) His prisoner number is (prisoner number)*. *(Re-state prisoner number.)* His date of birth is *(DOB)*.

My name is *(your name)*, and I’m his *(state your relationship to your loved one)*. My phone number is *(your phone number)*, that’s *(re-state phone number)*.

*(State the issue and your concern.)*

*(State what you would like to have happen regarding this issue.)*

Thank you for your help. I’d be grateful if you could call me back with an update. *(State when you’re free to receive a call.)*