

To: [REDACTED]@embk.zendesk.com]
From: [REDACTED]
Sent: Thur 7/13/2023 6:19:15 AM
Subject: RE: [embarkvet] Re: Conversation with Teun Achterkamp
Received: Thur 7/13/2023 6:19:00 AM

Hello [REDACTED]

Thank you for your quick and clear response. We will continue our search elsewhere.
Greetings, [REDACTED]

Van: [REDACTED]@embk.zendesk.com>
Verzonden: woensdag 12 juli 2023 23:29
Aan: [REDACTED]@ gelderland.nl>
Onderwerp: [embarkvet] Re: Conversation with Teun Achterkamp

U ontvangt niet vaak e-mail van support@embk.zendesk.com. [Meer informatie over waarom dit belangrijk is](#)

##- Please type your reply above this line -##



[REDACTED]
Jul 12, 2023, 5:28 PM EDT

Hello [REDACTED]

Thank you for waiting.

I just heard back from our team. Unfortunately, we are not able to accept samples that are not taken using our Embark cheek swab. I know this wasn't the answer you were hoping for, and I'm truly sorry about that--I wish there was a way we could help.

If we can assist with anything further, you are always welcome to email us at any time.

Best regards,

[REDACTED]
Customer Support
Embark Vet



System (embarkvet)

Jul 12, 2023, 11:10 AM EDT

(10:40:16 AM) Embark Answer Bot: Hi there. How can I help?

INFORMATION ABOUT YOUR TESTS, HELP WITH MY ORDER, QUESTION ABOUT ONE OF MY SAMPLES, HELP WITH MY ACCOUNT, QUESTIONS ABOUT MY DOG'S RESULTS, TALK TO A TEAM MEMBER

(10:40:40 AM) Web User 3a17e8aa5909a2b801ebe779: Talk to a team member

(10:40:41 AM) Embark Answer Bot: Alright - let's connect you with a member of the Customer Support team!
Please provide some additional details:

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(10:40:43 AM) Embark Answer Bot:

(10:48:22 AM) Web User 3a17e8aa5909a2b801ebe779: Name: [REDACTED]

Email: [REDACTED]@ gelderland.nl

I am a: I'm interested in partnering with Embark

Please provide further details: I would like to inform if it is possible for your lab to do DNA tests on wolf. The DNA is already extracted from tissue.

(10:48:24 AM) Embark Answer Bot: One moment while we connect you with a team member.

(10:48:39 AM) [REDACTED], thank you for reaching out! I'm [REDACTED]. I'll be assisting you today.

(10:48:51 AM) [REDACTED] Hello

(10:49:20 AM) [REDACTED] Thank you for informing us. Embark has a large reference panel of wolves from many populations, so we'll be able to identify any recent wolf ancestry in your dog and provide an accurate percentage of content. This will be included in the breed breakdown as "Gray wolf".

(10:49:23 AM) [REDACTED] You can find the full list of breeds we test for here:

<https://embarkvet.com/resources/dog-breeds/>

(10:51:57 AM) [REDACTED] The main goal of our investigations is to find out the percentage of hybridisation of Wolf in The Netherlands. So we are not dealing with dog but wolf samples.

(10:53:41 AM) [REDACTED] We can use extracted DNA from Wageningen Environmental Research which lab is connected to the CE-wolf consortium. This would be a second opinion outside the consortium.

(10:53:54 AM) [REDACTED] Wageningen

(10:54:34 AM) [REDACTED] For concerns like this, I would need to seek help with our team.

(10:55:32 AM) [REDACTED] They will get in touch with you via email about this. Would that work for you?

(10:55:47 AM) [REDACTED] ok, no problem. Responding by mail is ok to me because it is an unusual request is suppose.

(10:56:23 AM) [REDACTED] Thank you for understanding. Would there be anything else I can help you with?

(10:58:07 AM) [REDACTED]: No, thank you for now. Any thoughts on when I might receive a mail?

(10:59:21 AM) [REDACTED] They will email you as soon as our team receives this. Well, I don't want to bother you too much on this, so I'll be ending this chat session now then. Just drop us a message or email us if you need further help. Until then, have a great day!

(11:00:10 AM) [REDACTED] ok thanks



[REDACTED]
Jul 12, 2023, 11:02 AM EDT

Hi [REDACTED] thank you for your quick response.

Met vriendelijke groet,

[REDACTED]
Programma vitaal platteland, opdrachtgever natuurbeheer

026 35 [REDACTED] sms of whatsapp 06 [REDACTED]@ gelderland.nl | www.gelderland.nl
(<http://www.gelderland.nl>)

werkdagen: maandag | dinsdag | woensdag | donderdag | vrijdag

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Van: [REDACTED]@embk.zendesk.com>

Verzonden: woensdag 12 juli 2023 17:01

Aan: [REDACTED]@gelderland.nl>

Onderwerp: [embarkvet] Re: Conversation with Teun Achterkamp

U ontvangt niet vaak e-mail van support@embk.zendesk.com. Meer informatie over waarom dit belangrijk is (<https://aka.ms/LearnAboutSenderIdentification>)

Attachment(s)

[image002.png](#)

[image001.png](#)



[REDACTED]embarkvet)

Jul 12, 2023, 11:01 AM EDT

Hello [REDACTED]

I hope this email finds you well.

I understand you have questions or concerns about our tests. While I can't personally assist you with this, I've escalated your inquiry to another team. A specialist will be in touch soon!

Thank you.

[REDACTED]
Customer Support

Embark Vet



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