D 1 Exercise 1 (Track 19)

Eamonn Gardener:	North Norfolk Insurance Brokers, Eamonn Gardener speaking. How may I help you?
Frank Bendel:	Oh, hello, my name is Frank Bendel and I'm speaking from Stuttgart in Germany. I'm a doctor and I'm moving to England to start a job as a GP at a practice in Downham Market. I've just bought a house a few miles from there and I have to organize building and contents insurance quite quickly. Can you give me a quote?
Eamonn:	Yes, of course, we'd be most happy to. You'll need to fill in a proposal form first though. Can I e-mail this to you, or would you prefer to have it by post?
Frank:	Please e-mail it. My e-mail address is <u>f.bendel@t-online.de</u>. That's F – dot – B – E – N – D – E – L – @ – t – dash – online – dot – D – E
Eamonn:	Good, I've got that. I'll send it off today. And I'll attach some extra information for you, in case there are some facts you don't know about insurance in the UK – this should help you as I expect you'll be shopping around. I'll also send you a form called an assumptions checklist. This asks for standard information, which is however very important.
Frank:	Thank you very much; that's very thoughtful. I'll be coming over next Monday so I can fill in the proposal form between now and then and bring it round to you on Tuesday, if that's all right.
Eamonn:	Yes, of course. Do you know where we are?
Frank:	No, can you give me your address?
Eamonn:	It's number 13, Wilberforce Road – that's W – I – L – B – E – R – F – O – R – C – E Road, in Downham Market.
Frank:	Thank you. What time would be convenient for you?
Eamonn:	Shall we say half eleven? Would that suit you?
Frank:	That's fine. Oh, I nearly forgot. Who shall I ask for?
Eamonn:	Oh, sorry, ask for Eamonn Gardener. Shall I spell that for you?
Frank:	Yes, please.
Eamonn:	That's Eamonn as in E – A – M – O – double – N and my surname is spelt G – A – R – D – E – N – E – R.
Frank:	Thank you very much. I'll see you next Tuesday then.
Eamonn:	Thank you. 'Till Tuesday then. Goodbye.
Frank:	Goodbye.

Klett