

## D 1 Exercise 5 (Track 20)

- Eamonn Gardener:* North Norfolk Insurance Brokers, Eamonn Gardener speaking. How may I help you?
- Frank Bendel:* Oh, hello, this is Frank Bendel again, from Germany. We spoke yesterday a couple of times.
- Eamonn:* Hello Dr. Bendel – sorry about the mix-up with the email. I hope you got it all right on the second attempt?
- Frank:* Yes thank you. Mr. Gardener, I’m calling about the documents you sent me.
- Eamonn:* Yes?
- Frank:* Well, to be honest, I’m wondering if I’m doing the right thing moving to England! My English isn’t as good as I thought! Or rather, my insurance English isn’t – I’m quite confident about the rest.
- Eamonn:* Oh dear, are you having problems?
- Frank:* Yes, lots of problems. I’ve spent the last few hours in close consultation with my dictionary. There are so many new words!
- Eamonn:* I wouldn’t worry about it, Dr. Bendel. Forms like this can be difficult for native English speakers too.
- Frank:* Well that makes me feel a bit better. But I don’t really understand why I have to fill in the extra document as well as the proposal form.
- Eamonn:* You mean the assumptions checklist? That’s to save time. If you answered “incorrect” to any of the assumptions, then finding insurance for you would not be such a straightforward procedure any longer.
- Frank:* So it’s important that it’s accurate.
- Eamonn:* Oh yes, very important. Vital in fact. Wrong information can invalidate the insurance. It would be too late to find that out just at the point when you want to make a claim. Let me guess..... subsidence, land slip, heave – you had problems with those words, am I right?
- Frank:* Yes, you certainly are!
- Eamonn:* Well, they all refer to movement of land, for example sinking to a lower level. I expect you organised a homebuyer’s survey and report before you decided to buy didn’t you?
- Frank:* Yes, of course.
- Eamonn:* Good, well, we’ll find the answer in that. I’m sure you’ll answer “correct” to all those statements. But, I tell you what ... why don’t you bring that and all your other paperwork in with you next Tuesday and we can go through it together and fill in the proposal form at the same time?
- Frank:* Oh, thank you. That’s a great help!
- Eamonn:* No problem. OK, I look forward to seeing you next Tuesday, that’s the 11th, at 11.30 then.
- Frank:* 11.30? I thought you said half eleven?
- Eamonn:* Yes I did, half past eleven.
- Frank:* Ah ha! In German, half eleven, or “halb elf” would be half past ten!
- Eamonn:* Really? That’s interesting – we’ve both learnt something today!
- Frank:* See you next Tuesday then. Goodbye.
- Eamonn:* Goodbye.