

C Exercise 1 (Track 10)

Anja Steffen: Guten Morgen, Boschmann Versicherungen, Steffen.
 Tom Turner: Good morning, this is Tom Turner speaking.
 Anja Steffen: What can I do for you?
 Tom Turner: My wife and I have personal accident insurance coverage with your company and I would like to report an accident.
 Anja Steffen: Would you give me your and your wife's first name und last name?
 Tom Turner: My name is Tom Turner and my wife is Marcia Turner.
 Anja Steffen: Could I have your service number please?
 Tom Turner: The number is BSUT04
 Anja Steffen: I also need your telephone number and your email address.
 Tom Turner: My telephone number is 07151 84 94 884 and my email address is T.Turner@web.de.
 Anja Steffen: Now, can you tell me when the accident happened?
 Tom Turner: That was last Saturday, 10 July 2009.
 Anja Steffen: Do you remember the exact time?
 Tom Turner: It was 11:15 am.
 Anja Steffen: Please tell me exactly what happened.
 Tom Turner: My wife was gathering cherries off our cherry tree in the back yard. When her basket was full she tried to step down the ladder, but she lost her balance, slipped and fell, breaking her hip and leg.
 Anja Steffen: I am so sorry to hear that. I hope she is doing as well as can be expected under the circumstances. Which hospital did you take her to?
 Tom Turner: I took her to the Städtische Klinikum.
 Anja Steffen: What is the name of the treating physician?
 Tom Turner: His name is Dr Schmittke.
 Anja Steffen: Thank you that's all the information I need right now. I'll send you the filled in accident report. Please sign it and send it back to me.
 Tom Turner: Thank you so much for your help.
 Anja Steffen: Feel free to call me if you have any questions about the claim. We will try to process your claim as quickly as possible.
 Tom Turner: Thanks, I appreciate that.
 Anja Steffen: Give my best regards to your wife. I hope she gets well soon.
 Tom Turner: Thanks and goodbye.
 Anja Steffen: Goodbye.