

## B Exercise 2 and Exercise 3 (Track 14)

- Receptionist:* Baden Versicherung, Hoffmann. Wie kann ich Ihnen helfen?
- Molly Sanders:* Hello, this is Molly Sanders. I'm calling about a possible liability claim. I hope you'll be able to help me.
- Receptionist:* Well Ms Sanders I'm sure our claims specialist, Mr Carefree, can help you. Just a moment please, I'll put you through. ... Can you hold a minute? He's just getting in.
- Molly Sanders:* No problem, thanks.
- Eric Carefree:* Good morning, Eric Carefree speaking. What can I do for you?
- Molly Sanders:* I've got a personal liability insurance with your company and I would like to make a claim.
- Eric Carefree:* Why don't you go ahead and tell me what happened.
- Molly Sanders:* I was at a friend's last week. She had invited me to a barbecue party. While I was helping myself to some of the delicious food at the buffet, the wind blew my cigarette off the table and it landed on the upholstery, where it left a big hole. I guess I'm responsible and should pay for the damage as it is an expensive new piece of furniture that she purchased recently.
- Eric Carefree:* From what you said it seems you are liable. Would you give me your full name and your policy number please?
- Molly Sanders:* My name is Molly Sanders and my policy number is LP31-8647/553.
- Eric Carefree:* Thanks. In order to start processing your claim we need you to fill in a claims report. Would you like me to send the form by post or can I send it as an email attachment?
- Molly Sanders:* I'd rather you'd sent it by email. It's faster that way.
- Eric Carefree:* I've checked your records and I see that we don't have your email address yet.
- Molly Sanders:* Let me give it to you right away. It's Mo.Sanders@gmx.de.
- Eric Carefree:* Thank you. I'll mail you the claims form right away. Just complete it, sign it and send it back to me by post. Don't forget to include the invoice for the upholstery that you've had to replace.
- Molly Sanders:* Thanks a lot. I feel much better now knowing that your company is trying to help me.
- Eric Carefree:* Providing customer service is very important for our company.
- Molly Sanders:* Goodbye Mr Carefree.
- Eric Carefree:* Goodbye Ms Sanders.