

C Exercise 2 (Track 16)

- Operator:* Good morning, Safe Hands Insurance Company, can I help you?
- Marilyn Forbes:* Hello, this is Marilyn Forbes, I'm a customer of yours. I want to report an accident. It happened like this ...
- Operator:* Can I just ...
- Marilyn Forbes:* You see, I was driving south down the main road on my way to Ely, you know, on the A10, and just as I came to the Littleport roundabout, the one where the A1101 comes in from the east from Mildenhall – you do you know where I mean?
- Operator:* Yes, but ...
- Marilyn Forbes:* Good, well, I was in the right hand lane indicating right and there was a Landrover in front of me, waiting to go. He pulled out, at least I thought he did, so I accelerated out too. Actually I was just glancing at the side of the road to my left, because there was a woman with a pram standing there on the pavement next to the Mildenhall sign and I was worried she was going to walk in front of me, so of course I didn't see that the Landrover had actually stopped. Have you got that?
- Operator:* Erm, can I just ...
- Marilyn Forbes:* So anyway, as I said, I was accelerating out, and I noticed too late that he'd stopped. So I slammed on my brakes, right? but I couldn't stop in time and I hit the back of the Landrover and pushed him forward where he was hit by a BMW coming round the roundabout. OK so far?
- Operator:* No, actually ...
- Marilyn Forbes:* So anyway, they all said it was my fault, including the woman with the pram, which I absolutely don't agree with, because I thought the Landrover was pulling out and anyway the BMW must have been driving too fast so ...
- Operator:* Please STOP!
- Marilyn Forbes:* I beg your pardon?!
- Operator:* I said, please stop! Ms Forbes, I'm sorry to interrupt you; I'm sure you've had a nasty experience, but I'm afraid we have a clear procedure to follow here. If you look in the claim pack we sent you when you took out insurance with us, you'll find a form to fill in. On the form, we ask you for a diagram of the accident scene. There are full instructions on the form. OK?
- Marilyn Forbes:* Well, you could have told me that from the start! What a waste of time! All right, you'll be hearing from me. And I hope you'll hurry up and process this claim! My car's bonnet is badly dented. Goodbye.
- Operator:* Goodbye Madam.