

## C Exercise 2 (Track 17)

- Herr Schramm:* Westfalen Versicherung, Schramm, was kann ich für Sie tun?  
*Ms Li:* Good morning. This is Ms Li from Shanghai Glassware.  
 I am calling about a claim.
- Herr Schramm:* Excuse me, could you repeat your name and the name of your company?  
*Ms Li:* Certainly, let me spell my name for you: That's L – I and my company is  
 "Shanghai" like the name of the city and "Glassware".
- Herr Schramm:* Thank you Ms Li. How can I help you?  
*Ms Li:* I would like to report a claim concerning a shipment of wine glasses which were  
 shipped clean on the SS Morning Star and had left for Hamburg on 18 November.
- Herr Schramm:* I'm sorry to hear that. Could you give me your policy number please?  
*Ms Li:* That's SEG 877521.
- Herr Schramm:* I see you haven't made many claims so far and we've already received your  
 declaration form for the shipment you mentioned.
- Ms Li:* From what I know we now need the claims form to file the claim as we've already  
 sent replacements with a separate shipment. They are on the way to our customer  
 in Düsseldorf.
- Herr Schramm:* That's no problem Ms Li. You'll find the claims form on our internet site. Just fill it  
 in and send it to us as an attachment.
- Ms Li:* Do I need a special access code to download it?  
*Herr Schramm:* No, you just need to enter your customer service number.
- Ms Li:* Thank you so much for your help. I'll fill out the form right away so you can start  
 settling the claim.
- Herr Schramm:* Just make sure you've completed the form with all the necessary details. If in  
 doubt call me back and I'll try to assist you.
- Ms Li:* Thanks. If I have any questions I'll take you up on your offer.  
*Herr Schramm:* Good bye Ms Li.  
*Ms Li:* Good bye Herr Schramm.