

## A Exercise 7 and Exercise 8 (Track 2)

*David:* Hello?

*Victoria:* Hi David, Perhaps you can help me. I have to get household contents insurance. Can you recommend an insurer?

*David:* Do you mean to say you don't have household contents insurance? That's risky!

*Victoria:* I know, I know, but it's all so complicated and expensive. But my grandmother has just given me some antiques and jewellery. So now I've really got to take out insurance!

*David:* It's not at all complicated and not necessarily expensive. You just have to shop around a bit. You can check into the different insurance companies online – just go to one of the websites that compares different insurers. Contact a few insurance companies and get them to send you a proposal form or even fill one in online. Then they'll send you a quote. You choose the best one – not forgetting to read the small print of course – and get them to send you the policy. You sign and return it and start paying the premiums. Simple.

*Victoria:* That's what I mean! It's not simple at all! Why do I have to fill in a proposal form?

*David:* So that they can assess the risks and fix a premium. They need details of the total household value and also of individual items to do this. You'll probably need something quite different from mine. I don't have antiques and expensive jewellery!

*Victoria:* Well, can't you at least give me the name of your company, so I have somewhere to start?

*David:* Yes, of course. Have you got a pen?

*Victoria:* Just a minute ... OK.

*David:* It's Safe Hands Insurance Company and the phone number is 01263 57 99 846. I'll give you the email address while I'm at it – it's enquiry – as in e – n – q – u – i – r – y – @ – safehands – as in s – a – f – e – h – a – n – d – s .co.uk . Have you got that?

*Victoria:* Yes, thanks. Have they got a website?

*David:* Yes, just a mo ... right it's safehandsinsurance.co.uk

*Victoria:* Thanks ever so much, David. I appreciate it!

*David:* That's OK. Just don't forget to lock and bolt your doors and windows in the meantime! Bye!

*Victoria:* Bye!