

## A Exercise 1 (Track 9)

- Anja Steffen: Boschmann Versicherungen, Steffen. Was kann ich für Sie tun?  
 Tyra Reilly: Hello Ms Steffen. My name is Tyra Reilly and I am calling to find out about accident insurance. I hope you can help me.
- Anja Steffen: I will certainly try. Are you already insured with our company?  
 Tyra Reilly: Yes, I took out health insurance cover with your company after I first got here from Cork six months ago.
- Anja Steffen: Oh yes, I remember. And now you would like to take out accident insurance?  
 Tyra Reilly: Well, I got interested in taking out personal accident insurance because a colleague of mine had a severe bike accident several weeks ago and is still recuperating from it. He was lucky because he is well covered. I ride my bike every day not just to and from work but also in my leisure time, as I don't have a car. I enjoy riding my bike but with all this traffic and the trams I do worry sometimes and wonder how I would deal with the situation if I had an accident.
- Anja Steffen: I understand. Why don't I send you some information first concerning the different types of coverage we offer and the options that go along with each tariff.
- Tyra Reilly: That sounds great.
- Anja Steffen: If you have an email address I can send it to you as an attachment and you'll have it right away.
- Tyra Reilly: Let me give you my email address: Tyra.Reilly@hotmail.com
- Anja Steffen: Thank you. I'll be sending it off this morning. Why don't you give me a call after you've had time to read through it and we can set up an appointment for Thursday or Friday this week?
- Tyra Reilly: Thursday afternoon would suit me just fine. How about 4 pm?
- Anja Steffen: I'll call by your place. Do you still live at the same address? I've got Kornstraße 8a in my files.
- Tyra Reilly: Yes, that's right, it hasn't changed.
- Anja Steffen: I'm looking forward to seeing you.
- Tyra Reilly: Same here. I'll be waiting for you Thursday at 4 pm. Goodbye.
- Anja Steffen: Goodbye.