

## Dialogue

**Domain:** Insurance

**Gender of English speaker:** Female

**Gender of LOTE speaker:** Male

### Scenario:

This is a dialogue between an overseas tourist and Mary, an insurance assessor. It takes place in a commercial office after the visitor has lodged a claim for damages following an accident.

### The dialogue begins now:

No.	Speakers	Segments	Words
1	ENGLISH	Good morning. My name is Mary, I'm an assessor from your car insurance company.	14
2	BULGARIAN	Здравейте. Вчера имах произшествие. За щастие, никой не беше наранен, но по колата има доста щети.	
Translation		Hello. I had an accident yesterday. Luckily, nobody was hurt but there is quite a bit of damage to the car.	21
3	ENGLISH	I'm glad to hear there were no injuries. Could you describe how the accident happened? And any other information about the accident?	22
4	BULGARIAN	Ударих едно огромно кенгуру. Беше около 10 часа през нощта. Кенгурото излезе изневиделица и изведнъж беше този чудовищен трясък. Бях толкова уплашен.	
Translation		I hit a huge kangaroo. It was about 10 o'clock at night. The kangaroo came out of nowhere, and suddenly there was this enormous bang. I was so scared.	29
5	ENGLISH	Unfortunately, this happens far too often in Australia. These accidents cause quite a bit of damage and costs.	18
6	BULGARIAN	Случи се толкова бързо, че нямаше никакво време да спра колата, преди да го ударя. Щетите по колата ми изглеждат лоши.	
Translation		It happened so quickly, there wasn't any time to stop the car before hitting it. The damage to my car looks bad.	22
7	ENGLISH	This is the reason why we advise customers to have comprehensive insurance policies on their cars	16
8	BULGARIAN	Какво искате да кажете с това? Надявам се, че моята застраховка ще покрие това, аз нямам други възможности.	
Translation		What do you mean by that? I hope that my insurance will cover this, I don't have any other options.	20
9	ENGLISH	You have basic insurance policy which doesn't cover damage from hitting an animal. You are only covered for third party property damage, this means damage caused to someone else's vehicle or property.	32
10	BULGARIAN	Какво? Аз си мислех, че понеже имам застраховка, ще бъде покрит. Затова и купих застраховка.	

Translation		What? I thought that because I had insurance I would be covered. This is why I purchased insurance.	18
11	ENGLISH	Unfortunately, we're unable to cover the costs of repairs due to this accident as this is not covered under your insurance policy.	22
12	BULGARIAN	Би трябвало да платите за щетите. Произшествието повреди цялата предна част на колата, не мога да си позволя да поправа това! Мога ли да променя полицата си сега?	
Translation		You should have to pay for the damages. The accident has damaged the whole front of the car, I cannot afford to fix this! Can I change my policy now?	30
13	ENGLISH	I'm sorry, but you were advised of the policy and agreed to the policy cover when purchasing it. There is nothing more I can do to help you. You are unable to change policies now.	35

**End of Dialogue****Dialogue - Word Count**

Language	Total number of words	Number of segments with 20 or less words	Number of segments with 21-35 words	Number of segments with less than 10 words
ENGLISH	159	4	3	1
BULGARIAN	140	2	4	0
Total	299	6	7	1