

## Dialogue

Domain: Insurance

Gender of English speaker: Male

Gender of LOTE speaker: Female

## Scenario:

This is a dialogue between a customer and their health insurance company. The customer wants to know if there is a cheaper insurance package available.

The dialogue begins now:

No.	Speakers	Segments	Words
1	ENGLISH	Good morning, this is Hope Insurance. I'm Tim. How can I help you today?	14
2	CZECH	Dobrý den. Mám s vámi zdravotní pojištění. Ale dělá mi starosti kolik to stojí. Mohu to změnit na lacinější měsíční balíček?	
Translation		Hello. I have health insurance with you. But I'm worried about the cost. Can I change to a cheaper monthly package?	21
3	ENGLISH	Yes, you can change packages. Please give me a moment to check your details. Then we can talk about what you'd like to do.	24
4	CZECH	Chci si zdravotní pojištění ponechat, ale je to obtížné zaplatit účet. Pracuji pouze na částečný úvazek.	
Translation		I want to keep my health insurance policy, but I find it hard to pay the bill. I only work part time.	22
5	ENGLISH	I see you're on the premium package. That is the most expensive option we have.	15
6	CZECH	Když jsem si pojistku koupila, pracovala jsem na plný úvazek. Nemám ve svém rozpočtu tolik peněz, když teď pracuji na částečný úvazek.	
Translation		When I bought the policy, I had a full time job. There's not as much money in my budget now I'm working part time.	24
7	ENGLISH	I understand. If you don't need a full range of hospital services, the basic package might be a better choice for you.	22
8	CZECH	Nemám žádné zdravotní problémy a tak nemusím pravidelně chodit do nemocnice.	
Translation		I don't have any medical conditions so I don't need to visit the hospital regularly. Please explain the difference between the basic and the premium package.	26
9	ENGLISH	The basic package offers fewer benefits but it is much cheaper. I can email you a brochure with the details, or you can look at the website.	27
10	CZECH	Podívám se teď na webovou stránku. Mohu aktualizovat své pokrytí po telefonu, když se rozhodnu pro jiný balíček?	

Translation		I will look at the website now. Can I update my cover over the phone when I decide on another package?	21
11	ENGLISH	Yes, we can change your cover over the phone when you're ready. I'd recommend you look at the basic package and the intermediate package to compare.	26
12	CZECH	To je dobrá rada. Porovnáím balíčky a ozvu se , budu-li mít dotazy.	
Translation		That is very good advice. I will compare the packages and call you if I have questions.	17
13	ENGLISH	Excellent. You might find the intermediate package is still affordable and has more benefits than the basic package.	18
14	CZECH	Děkuji vám za pomoc, Time. Ulevilo se mi, že si mohu ponechat zdravotní pojištění.	
Translation		Thank you for your help Tim. I'm relieved that I can keep my health insurance.	15

**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	146	3	4	0
CZECH	146	2	5	0
Total	292	5	9	0