

Dialogue

Domain: Insurance

Gender of English speaker: Male

Gender of LOTE speaker: Male

Scenario:

This is a dialogue between an overseas tourist and Paul, an insurance consultant. 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 Paul, I'm an assessor for the company that insured your car.	16
2	SINHALESE	හෙලෝ. මීට දින දෙකකට ඉස්සර අපේ වාහනය හැප්පුණා. වාහනාවට කාටවත් තුවාල වුණේ නැහැ. හැබැයි වාහනයට නම් හුඟක් හානි සිදුවෙලා තියෙනවා	
Translation		Hello. Yes, we had an accident a couple of days ago. Luckily, nobody was hurt. But there was quite a bit of damage to the car.	26
3	ENGLISH	If you say there were no personal injuries, I can only assume that you must have hit an animal? What time was that, please?	24
4	SINHALESE	ඔව්, ඒක තමයි වුණේ: ලොකු කැන්ගරුවෙක්. වේලාව රාත්‍රී 10.00 ට විතර වෙන්න ඇති. මම උච දැක්කේ චත් නැහැ; මට හරි භය තිබුණා. උඹ කොහෙන්නද්දේ මතුවුණා. ඊට පස්සේ විශාල ශබ්දයක් ඇහුණා.	
Translation		Yes, we did: a huge kangaroo. It was about 10 p.m. I didn't even see it, I was so scared. It just came out of nowhere, and suddenly there was this enormous bang.	34
5	ENGLISH	Unfortunately, this happens far too often in Australia. You would probably have heard about this happening a lot. These accidents also cause quite a bit of damage and costs.	29
6	SINHALESE	මට හිතා ගන්න පුළුවනි. හැම දේම සිදුවුණේ හරි ඉක්මනට; ඇරත්, කිසිම දෙයක් කරන්න කිසිම වේලාවක් තිබුණේ නැහැ.	
Translation		I can imagine. It all happened so fast, and there was just no time to take any action.	18
7	ENGLISH	Exactly. Which is why we have special clauses in our policies in relation to accidents involving animals.	17
8	SINHALESE	මොකක්ද ඔබ ඒකෙන් අදහස් කරන්නේ? අපිට මේ සඳහා ආවරණය ඇතැයි මම බලාමොරොත්තු වෙනවා	
Translation		What do you mean by that? I hope we are covered for this.	13
9	ENGLISH	We specifically state in our policy that we cannot insure you for any damage resulting from hitting an animal outside city regions after dark. Did this accident happen outside of the city region?	33

10	SINHALESE	මොනවා? සත්තකින්ම, මේක සිද්ධ වුණේ ගම්බඳ පාරක! සැන්දෑවක, නගරබද, චිතරම් කැන්ගරුවන් පැන පැන යනවා දකින්න ලැබෙන්නේ නැහැ; චිතෙම හේද?	
Translation		What? Of course, it happened on a country road! You don't see all that many kangaroos hopping around town of an evening, do you?	24
11	ENGLISH	Well, you'd be surprised, where you can find Kangaroos.	9
12	SINHALESE	මට පුදුමයට පත් වෙන්න අවශ්‍ය නැහැ! මට ඕනෙ කරන්නේ අපේ වාහනයට වුණ අලාභ හානියට ඔබ ගෙවන චිකයි. වාහනයේ පැත්තකුයි, ඉස්සරහයි, සම්පූර්ණයෙන්ම ඇතුළට විඩිල ගිහිල්ලා; වින්ඩ්ස්ක්‍රීන් විදුරුවත් බිඳිලා. අපට මේකට දහස් ගණනක් වියදම් වෙයි!	
Translation		I don't want to be surprised! I want you to pay for the damage to our car. The whole front and side is pushed in, and the windscreen is broken. This would cost us thousands!	35
13	ENGLISH	I'm very sorry, but you needed to have read the policy. There is nothing more I can do to help you.	20

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	148	4	3	1
LOTE	150	2	4	0
Total	298	6	7	1