

Dialogue

Domain: Insurance

Gender of English speaker: Female

Gender of LOTE speaker: Male

Scenario:

In this dialogue, a customer is talking to an English-speaking insurance claims assessor. The claims assessor, Jenny, is at the customer's home to view broken windows caused by a hail storm. Jenny needs to see the damage so the customer's claim for repairs can be assessed.

The dialogue begins now:

No.	Speakers	Segments	Words
1	ENGLISH	Good morning. My name is Jenny, and I'm from Sunshine Insurance. I am here about your insurance claim for storm damage.	21
2	URDU	ہاں، اولوں کے ساتھ بارش کا ہولناک طوفان آیا تھا۔ میں نے کل کلیم کے کاغذات مکمل کیے ہیں۔ اتنی جلدی آنے کے لئے آپ کا شکریہ۔	
	Translation	Yes, it was a terrible hail storm. I completed the paperwork for the claim yesterday. Thank you for coming so quickly.	21
3	ENGLISH	You are very welcome. My company tries to make the claims process as fast as possible for customers.	18
4	URDU	میں اس بات کو سراہتا ہوں۔ اس ہفتے آگے اور بھی طوفانوں کی پیشگوئی ہے اور مجھے مزید نقصان کی فکر ہے۔ میں آپ کو ٹوٹی ہوئی کھڑکیاں دکھاتا ہوں۔ سب باورچی خانے کی کھڑکیاں ہیں۔	
	Translation	I appreciate it. There are storms forecast later this week and I'm worried about more damage. I'll show you the broken windows. They are all in the kitchen.	28
5	ENGLISH	I can see that the three large windows have been smashed. There are also cracks in the two smaller windows. They are quite bad.	24
6	URDU	ہاں، ایسا ہی ہے۔ ٹوٹی ہوئی کھڑکیوں سے آنے والی بارش نے فرش کو بھی نقصان پہنچایا ہے۔ فرش اب تک بھیگا ہوا ہے۔	
	Translation	Yes, that's right. The floor is also damaged from the rain that came in through the broken windows. It's still soaked with water.	23
7	ENGLISH	We have had a lot of people calling us about storm damage this week. There are broken windows and damaged roofs on many houses in this area.	27
8	URDU	طوفان بہت خوفناک تھا۔ میں نے اس سے پہلے اتنے بڑے اولے نہیں دیکھے۔ ہوا کا اتنا شور تھا کہ میں سمجھا چھت کو بھی نقصان پہنچا ہوگا، لیکن چھت ٹھیک ہے۔	
	Translation	It was very frightening. I haven't seen hail stones that big before. The wind was so loud I thought the roof might be damaged, but it's okay.	27
9	ENGLISH	That's very lucky! I will arrange for someone to come and board up the windows for now. Once your claim has been assessed, we will arrange proper repairs.	28

10	URDU	یہ بہت اچھا ہوگا۔ میں نہیں چاہتا گھر میں مزید پانی آئے! کیا آپ سمجھتی ہیں کہ کمپنی مرمت کے لئے میرا کلیم منظور کر لے گی؟	
Translation		That would be wonderful. I don't want any more water in the house! Do you think the company will accept my claim for repairs?	24
11	ENGLISH	I can't say for sure, but I think so. Your policy does cover hail storms. I will notify you of the outcome of your claim within seven days.	28
12	URDU	ٹھیک ہے۔ میں آپ کی طرف سے اطلاع کا انتظار کروں گا۔ امید ہے کمپنی میرا کلیم منظور کر لے گی۔ جینی، آپ نے بہت اچھی مدد کی، شکریہ۔	
Translation		Okay. I will wait to hear back from you. Hopefully the company does accept my claim. You've been very helpful Jenny, thank you.	23

**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	1	5	0
URDU	146	0	6	0
Total	292	1	11	0