**Agent**: Thank you for calling Contoso Insurance. My name is <*your full name*> How may I help you?

**Customer**: I had an accident. I am calling to file a new claim

**Agent:** Oh, I am so sorry to hear that. Was anyone injured in the accident?

**Customer:** No, nobody was injured. Kids were scared and there is some damage to the car but thankfully nobody suffered any injuries.

**Agent:** That’s good to hear. Can I get your name please?

**Customer:** My name is <*your full name*>.

**Agent**: Can you please verify your data of birth?

**Customer**: It is October 29th, 1984

**Agent:** Let me pull up your information. Please hold on <intentional silence for 5-7 seconds >

**Agent**: I see you live at 425 Michigan Ave in Chicago, IL. Is that correct?

**Customer**: Yes

**Agent:** Can you please verify your phone number in case we need to contact you?

**Customer:** My phone number is 312-456-9876

**Agent:** I see you have multiple cars on the policy. Which car was involved in the accident?

**Customer:** It was my Honda Accord

**Agent:** Ok, where did the accident happen?

**Customer:** It happened in the Walmart parking lot in the north side of Chicago. It was raining heavily and I guess the other car didn’t see my car when backing up.

**Agent:** Ok, when did the accident happen?

**Customer:** It happened on Sunday morning around 10am. I think it was September 12.

**Agent:** Can you please describe the damage to your car?

**Customer:** Yes, front of other person’s car hit my car’s bumper on the right side.

**Agent**: Ok, let me create a new claim for this. Please hold on < intentional silence for 10-15 seconds>

I have created a new claim for you. We will be contacting you for scheduling repairs to your car. Is there anything else I can help with?

**Customer**: No, thank you for your help.

**Agent**: My Pleasure. You have a great day!