

TEST 2

SECTION 1

- DIANE Good morning. Diane Davies. Can I help you?
- GAVIN Yes, I'd like to get some insurance for the contents of my home.
- DIANE Fine. When did you move into the house?
- GAVIN A couple of weeks age, and it's an apartment actually. I was told by the landlord that it would be a good idea to get some insurance for the furniture and other personal possessions. *Example*
- Repeat*
- DIANE Fine. Well, let's get some details. What kind of apartment is it?
- GAVIN It's a two-bedroom apartment.
- DIANE What floor is it on?
- GAVIN Why do you need to know that?
- DIANE Because it affects the cost of the insurance. An apartment on the ground floor isn't as protected as others and there's more chance of a break-in.
- GAVIN Really? I didn't know that. It's on the third, no, ... second floor. *Q1*
- DIANE Second...and now much is the rent?
- GAVIN It's \$615 per month. *Q2*
- DIANE Good, and where is it located?
- GAVIN In Biggins St, South Hills.
- DIANE I see. And what things did you want to insure?
- GAVIN Well, what do you recommend?
- DIANE Well, the most important things are those which you would normally find in a home. Things like the television, fridge and so on.
- GAVIN I see. Well, I've got a fridge and a stereo system which I've just bought from a friend.
- DIANE And how much did you pay for the fridge? *Q3*
- GAVIN Er, \$450.
- DIANE 50 OR 15?
- GAVIN 50, and the stereo system cost \$1,150. *Q4*
- DIANE Have you got a television?
- GAVIN Yes, but it's very old and not worth much.
- DIANE OK. Well, is there anything else you want to insure?
- GAVIN Yes, I've got a couple of watches and my CDs and books.
- DIANE How much do you think they're worth?

GAVIN The watches are worth \$ 1,000...

DIANE For both of them?

GAVIN No, each one and , all together. the CDs and books cost me about \$ 400. Q5

DIANE OK, so the value of everything you want to insure is \$ 4,000.

GAVIN How much will the insurance cost?

DIANE Let me see, \$ 4,000 divided by...plus 10%...right, so this kind of insurance, er, that's Private Contents insurance. it comes to \$ 184.00 for a Q6
twelve-month period.

GAVIN \$ 184.00. Well, that sounds pretty good. OK. I'll take that policy.

GAVIN Can I arrange the policy over the phone?

DIANE Sure. just let me get the details down. So that's Mr...

GAVIN Gavin Murray. that's M-U-R-R-A-Y. Q7

DIANE And the address is?

GAVIN It's 16C Biggins Street. South Hills. Qs 8, 9

DIANE OK (*writing*) 16C Biggins Street, South Hills?

GAVIN That's right, it's two words, 'South Hills'.

DIANE And your date of birth is?

GAVIN 12 November 1980.

DIANE And your contact number?

GAVIN Home phone number is 9872 4855.

DIANE Right...and er, ...you're Australian?

GAVIN No... I was born in London, although my mother is from Tasmania. Q10

DIANE Really? Whereabouts?

GAVIN Hobart.

DIANE I see...interesting place. Now, are you working at the moment?

GAVIN No, I'm a full-time student at Sydney University.

DIANE Right. good.