

## Mystery dialogue

A: What do you do **M**?  
M: I'm a claims adviser  
A: And how do you find customers?  
M: Erm, some find us, erm, some people, we find on the street, and some people, we knock on their doors  
A: You knock on people's doors?  
M: Yeah  
A: And what do you say?  
M: We just, eh, tell them that we're there at the moment and we're trying to find people that are entitled to compensation  
A: Oh, you're ambulance chasers!  
M: We're very much ambulance chasers  
A: So you're responsible for our insurance premiums going up and up and up because you're encouraging people who wouldn't normally claim to claim so you can make money.  
M: Correct

### Questions:

1. Do you think **A** is a man or a woman? Do you think **M** is a man or a woman?
2. Who do you think these people are?
3. Where do you think this exchange is taking place?
4. Does **A** approve or disapprove of what **M** does for a living? How do you know?
5. Find words or phrases that mean:
  - *To attempt to get money from your insurance company after a burglary, accident, fire, etc.*
  - *The money that you pay your insurance company each month or year.*
  - *To deserve / have the right to*
6. What do you think **A**'s next question will be (you are about to see the interview in full)?