

Lesson 20: How to Make a Claim

By Xandra

1. Dialogue

First, repeat after your tutor. Then, practice each role.

Ben: (At the dry cleaners) I'm sorry sir, but we can't find your suit.

Kenjiro: What? What happened to it?

Ben: I think our store made the mistake of giving it to another customer.

Kenjiro: It's a brand new suit. I wore it just one time. What are you going to do about it?

Ben: We apologize for the mistake but we are now trying to trace where your suit is.

We have a record of everyone who has picked up their dry cleaning.

Kenjiro: If you can't get my suit back, will you pay for it?

Ben: Yes, of course. We will also refund your dry cleaning fees.

Kenjiro: Oh well... At least you'll pay for it. That suit **cost me an arm and a leg**.

2. Today's Phrase

First, repeat after your tutor. Then, make a few sentences using Today's phrase.

1. Buying a house in Tokyo **costs an arm and a leg**.
2. How can you afford this apartment? The rent **costs an arm and a leg!**
3. I'm not going in that store. Everything in there **costs an arm and a leg**.

* cost an arm and a leg / 費用が高くつく

3. Your Task

Robbers broke into your car. They took many personal things, along with the CD player and spare tire. Good thing that your car insurance covers this kind of eventuality. Talk to the insurance officer (=your tutor) and relate the whole story of the robbery for your claim. You should also declare the things that got stolen.

4. Let's Talk

Have you ever returned a defective item to a store? Did you ask for a replacement or a refund? Did the store accept the returned item without questions?

Tell your teacher the whole story. Have you tried claiming any losses from your insurance company? Was it a lengthy process?

5. Today's photo

Describe the photo in your words.



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