

Wade: UIA Insurance, Customer Service, Janice Wade speaking. How may I help you?

Takada: I'm Masaki Takada of AYG Company, and I'm in Sydney on business now. I'm covered by your standard business plan. I'm not feeling well and I'd like to see a doctor. I'm calling to ask which hospital I should go to.

Wade: I understand, Mr. Takada. Could you give me your insurance card number and the name of the hotel you're staying at?

Takada: I guess this is it ... It's 605-287-3122. I'm staying at the International Hotel in Sydney.

Wade: Would you like me to call an ambulance or would you like to go to a hospital on your own?

Takada: It depends on how far the nearest hospital is.

Wade: The nearest hospital is Douglas Memorial Medical Center, which is a 10-minute drive from your hotel. Gene Hospital is only a 5-minute walk from there, but it's not affiliated with us, so you'll temporarily have to bear the full cost for treatment.

Takada: I think I can take a cab to Douglas Memorial. Should I show my card at Reception?

Wade: Yes, please take the card, the insurance policy and your passport with you. Regarding the doctor's fee, you don't have to pay it because your insurance covers it. Please make sure to get a receipt for your treatment expenses and a copy of the medical certificate, which you'll need to make a claim. When you get back to Japan, please fill out a claim form and send it to us, along with the receipt and the certificate, within 90 days from the date of your return.

Takada: Could you repeat the documents that I have to get at the hospital?

Wade: A receipt for your treatment and a copy of your medical certificate.

Takada: All right. Thank you.

Wade: Oh, just for your information, you can ask for an interpreter at the hospital. Hope you get well soon.

Takada: Thank you very much.