

Training Transcript From Intergalactic Insurance Company

Long ago in a galaxy far away a customer calls in, looking to submit a claim.

Caller: Hello, I'd like to file a claim.

Agent: Great, auto or home?

Caller: Both.

Agent: Two claims, then?

Caller: One claim, it's a space station.

Agent: I understand. What is your policy number?

Caller: DS1989EP4

Agent: Ok, and is this Mr. Vader?

Caller: Yes.

Agent: Can you confirm the email address we have on file?

Caller: ASkywalker@force.com but I'd like to update that to DVader@thedarkside.net.

Agent: No problem, that will only be a minute. Ok, done. Now can you provide a description of what happened.

Caller: There was an explosion.

Agent: Do you know what caused it?

Caller: A structural weakness.

Agent: We may have to send an inspection droid out to evaluate. Was anyone harmed in the event?

Caller: Yes. Many.

Agent: Ok, I'll send you a form that you can fill out that details the extent of the casualties to the best of your knowledge – note that there are special nuances for certain species. Will you need a page for droids?

Caller: Yes.

Agent: And for the property itself, what is the amount of damage?

Caller: It was totaled.

Agent: I'm sorry to hear that Mr. Vader. Now, just to verify, your policy's total replacement coverage does not cover claims due to negligence, intentional damage, acts of war –

Caller: Acts of war?

Agent: Yes. That is correct, is that an issue?

Caller: You cannot resist the power of the dark side.

Agent: I'm sorry, what was that?

Caller: I find your lack of faith disturbing.

Agent: I'm just following protocol sir. It sounds like there be a few items to tie up before we can approve payment for full replacement value. However, I am willing to advance a portion of the payment that we can offer for rebuilding and repairs. There are less exclusions for rebuilding funds.

Caller: That will be acceptable. We will build it stronger and more powerful.

Agent: Anything else I can help you with?

Caller: Can you transfer me to the life division? I need to change my beneficiaries

Agent: That will be my pleasure. Thanks for your business Mr. Vader

Caller: *respirator machine noises*

End of Call