**Bot:** Hi there! I’m am Botty McBot, your virtual car insurance assistant at Motor Insurance

Company.

You can ask me any questions about our car insurance policies and I’ll do my best to help you.

If you get lost, type “restart” to start from the beginning.

How can I help you?

Get a Quote / Get a Renewal

*If selected ‘Get a Renewal’*

**Bot:** Hey, John? Here is your current insurance

Type: coverage

Car model: Audi A5 Sportback

Car cost: car cost

Start date: 27.05.2018

Total: $2187.50

I want a renewal / See other car insurance policies

….

*If selected ‘Get a quote’*

**User:** No, I’m a new client

**Bot:** Let me introduce you to our various insurance options:

Full Coverage

5% of car cost

View Details / Get a Quote

Collision, fire, and theft

4% of car cost

View Details / Get a Quote

Collision Only

2% of car cost

View Details / Get a Quote

Young Driver

6% of car cost

View Details / Get a Quote

*If selected ‘View Details’*

**User:** View details of Full Coverage

**Bot:** Full Coverage insurance is the highest level of insurance available. This includes

both collision and comprehensive insurance and it offers the most protection of your car, any third parties involved in an accident, as well as their property.

It could also include compensation for medical and legal expenses as well as accidental damage.

Get a Quote / View all products

**User:** View details of Collision, fire, and theft Insurance

**Bot:** Collision, fire, and theft insurance provides the same level of cover as ‘collision’

but it can also cover policyholders if their car is damaged due to fire or if it is stolen.

It is very important to remember that this type of insurance doesn’t cover the costs of accidental damage like a tree falling on your car.

Get a Quote / View all products

**User:** View details of Collision Coverage

**Bot:** Collision coverage is the most basic level of insurance, and is the bare minimum

required by law

If an accident happens between two or more cars, then the insurance covers you for any damage you cause to another person’s car or any injury you caused to someone else, including passengers in your car.

Get a Quote / View all products

**User:** View details of Young Driver insurance

**Bot:** Congratulations! You’ve passed your test and you’re no longer a learner driver.

Young drivers face expensive insurance premiums because they’re far more likely to be involved in a car accident than experienced drivers.

If you are between 17 and 21 you can have a flexible short-term insurance that covers your own car, or a car owned by a parent.

Get a Quote / View all products

*If selected ‘Get a Quote’*

**User:** Get a quote for Full Coverage Insurance / Collision, fire, and theft Insurance /

Collision Coverage / Young Driver insurance

**Bot:** What is your car make and model?

**User:** Audi A5 Sportback

**Bot:** How much is your car currently worth?

**User:** $43750

**Bot:** When do you want your insurance to start?

*YYYY-MM-DD - placeholder*

Today / Tomorrow

**User:** 2018-05-27

**Bot:** Your car insurance would be:

Type: coverage

Car model: Audi A5 Sportback

Car cost: car cost

Start date: 27.05.2018

Total: $2187.50

Agree / Cancel / Change car model / Change Car Cost / Change Insurance Start Date

*If user agrees*

**User:** Agree

**Bot:** What payment plan do you prefer?

If your annual insurance cost is too high, we can offer you to pay in monthly installments.

A monthly payment plan would mean that you may pay more for your car insurance as you will be charged interest on each payment.

One Payment / Two payments / Three payments / Four payments

**User:** Two payments

**Bot:** 1st payment: $1126.57

2nd payment: $1126.57

Total: $2253.14

Confirm / Cancel

**User:** Confirm

**Bot:** Congratulations! Your car insurance is confirmed!

A confirmation message has been sent to your e-mail.

Thank you for choosing Motor Insurance Company! Enjoy the ride!

*If user cancels*

**User:** Cancel

**Bot:** Do you want to see the other car insurance policies?

Let’s do it! / No, thanks!

**User:** No, thanks!

**Bot:** Thank you for contacting us! It was nice chatting with you.

Drive safe!