



## Telephone Transcript

Mergel: Hey, it's me, Mergel! Where's Dan?

Operator: Pardon me, you've reached the Scooter Store. Can I help you?

Mergel: Yeah, I just saw your ad on television, where lots of old people tool around on those neat little scooters. And Dan Weston, the President of your store, the bald guy, told me to "call for all your scooter needs," so tell him Mergel's on the phone. He's my friend.

Operator: Is this a personal call? Do you know Mr. Weston?

Mergel: He told me "you have a friend at the Scooter Store."

Operator: Yes, well Mr. Weston doesn't answer phone calls personally. Perhaps I can help you?

Mergel: Sure. On TV Dan says we can qualify to get a power scooter or power chair for "little or no money." Well, that's *exactly* how much I have, so just ship me one of those scooters.

Operator: I can give you information on how to obtain one, and we will help process any insurance and financing. What particular product are you interested in?

Mergel: Do you have a blue one?

Operator: Yes, actually they do come in several colors, including blue. But are you interested in a scooter, a chair, or a lift? We have different lines of product, depending on your needs.

Mergel: Well, for little or no money, just send me one of each.

Operator: We'd be happy to take your order, sir, but which kind are you interested in.

Mergel: One that goes real fast.

Operator: Is this primarily for indoor or outdoor use?

Mergel: Yes.

Operator: I mean, will you be using it within your home?

Mergel: Sure, but Ginny has white carpets, so don't send me one with dirty wheels.

Operator: Do you have stairs in your home? Will you need a lift?

Mergel: We live on the 29<sup>th</sup> floor, so there are tons of stairs.

Operator: But sir, if you live that high, you must have an elevator.

Mergel: I don't have my own, but Anthony the doorman has three and he lets us use them.

Operator: OK, so you live in an elevator building. Do you already have any means of transportation, or will this be your first or primary vehicle?

Mergel: I already have a scooter, and my picklemobile, a segway, a steamroller, a helicopter, a hot air balloon, a shopping cart, a wheelbarrow, a rocket ship, a red wagon (because they don't come in blue), a wheel chair – and sometimes I ride on the back of Simon's bicycle.

Operator: You mentioned a wheel chair. Are you disabled, because if you are, you may qualify for special financing?

Mergel: Does being imaginary count?

Operator: I'll have to check on whether there's an insurance code for that particular condition sir. Does it limit your mobility or balance?

Mergel: I have real short legs. That's how Simon originally imagined me.

Operator: So you've *always* had that condition? I'll note "*congenitally* disabled."

Mergel: Err ... Umm, no, my *privates* are fine... It's just my *legs* that are short.

Operator: Do you have any private sources of financing?

Mergel: I keep lots of Monopoly money in my closet.

Operator: Er, right. Are you eligible for Medicare? Are you legally dependent on anyone?

Mergel: You'd have to ask Simon, he pays my allowance.

Operator: Well, are you over 65?

Mergel: Not this year. But I was a few years ago. One year I chose 104.

Operator: Do you own or rent your home?

Mergel: I usually own Boardwalk, with little green houses. But when I land on Ginny's properties she makes me pay rent. That's why it's good to be in jail.

Operator: I'm sorry, but did you indicate you're incarcerated?

Mergel: No, just imaginary. Besides, I have a Get Out of Jail Free card left over from the last game.

Operator: Perhaps we should postpone discussing financing until later, after you've decided on a specific model. Finally, do you have any special needs?

Mergel: I get hungry a lot. Do any of your scooters or power chairs come with a built-in refrigerator and maybe a little pizza oven?

Operator: Sir, why don't I send you our introductory package, with much more detailed information. It includes a complete set of pictures.

Mergel: Hey, and I can send *you* a complete set of *my* pictures, too. There's even one of me on my scooter ...

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[Originally sent May 18, 2009]