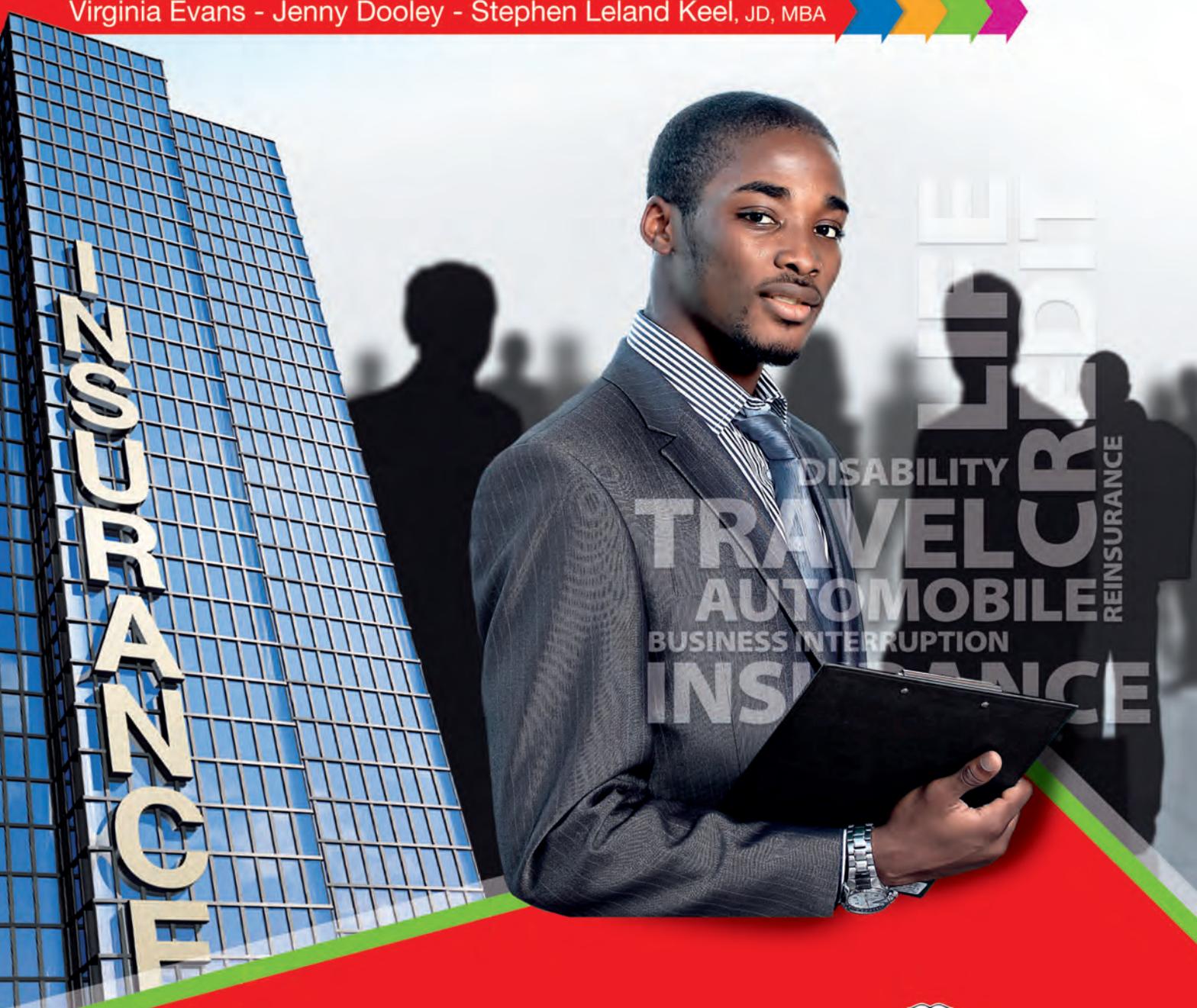


CAREER
PATHS

INSURANCE

Virginia Evans - Jenny Dooley - Stephen Leland Keel, JD, MBA



Express Publishing

**CAREER
PATHS**

INSURANCE

Virginia Evans - Jenny Dooley - Stephen Leland Keel, JD, MBA

Book

1



Express Publishing

Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Insurance	Webpage	in exchange for, insurance, insurance policy, insured, insurer, loss, payment, premium, risk, transfer	Giving reassurance
2	Principles of Insurance	Textbook excerpt	compensate, dependent on, entity, fee, frequency, funds, indemnity, insurable interest, principle, protect, severity, utmost good faith	Asking for clarification
3	Types of Insurance 1	Webpage	auto insurance, dental insurance, disability insurance, gap insurance, health insurance, home insurance, landlord insurance, life insurance, long-term care insurance, renter's insurance	Expressing relief
4	Types of Insurance 2	Textbook excerpt	all-risk insurance, burial insurance, collateral protection insurance, kidnap and ransom insurance, legal expense insurance, liability insurance, media liability insurance, possession, property insurance, specialized	Making a suggestion
5	Basic Insurance Finance	Textbook excerpt	earned premium, expense, finance, income, incur, investment, pay out, payout, price, profit, underwrite	Expressing confusion
6	Working with Numbers	Chart	add, divided by, equal, hundred, less, minus, multiply by, over, plus, subtract, times	Making a calculation
7	Describing Quantities	Guide	decimal number, fraction, mixed number, out of, percent, place, point, quantity, reduce, whole number	Expressing curiosity
8	Describing Change	Report	climb, decline, decrease, expand, fluctuate, increase, plummet, rise, shrink, stabilize	Making an assumption
9	Describing Benefits	Advertisement	benefit, damage, hedge, homeless, in the event of, left without, mitigate, repair, replace, sentimental value, transportation	Describing a possible outcome
10	Structure of the Market	Encyclopedia entry	admitted insurer, excess line, general insurance company, life insurance company, mutual company, non-admitted insurer, property/casualty insurance company, proprietary company, regulate, standard line	Asking about experience
11	Structure of an Insurance Company	Webpage	accounting department, actuarial department, claims department, commercial underwriting department, customer service department, home office, human resources, investment department, IT department, legal department, personal lines underwriting department	Making a polite request
12	Types of Agents	Blog	account, carrier, contract, exclusive agent, financial product, independent insurance agent, insurance intermediary, option, producer, represent	Expressing enthusiasm
13	People in an Insurance Agency	Webpage	assistant manager, broker, client, customer service representative, financial advisor, licensed agent, office manager, receptionist, sales representative, team member	Expressing interest
14	Insurance Agency Services	Webpage	advise, assistance, compare, estimate, negotiate, provide, quote, recommend, search, service	Asking for a recommendation
15	Pay and Benefits	Advice column	base pay, bonus, commission, earn, flat sales commission, incentive, paycheck, percentage, percentage commission, policy, salary, straight commission	Expressing uncertainty

Table of Contents

Unit 1 – Insurance	4
Unit 2 – Principles of Insurance	6
Unit 3 – Types of Insurance 1	8
Unit 4 – Types of Insurance 2	10
Unit 5 – Basic Insurance Finance	12
Unit 6 – Working with Numbers	14
Unit 7 – Describing Quantities	16
Unit 8 – Describing Change	18
Unit 9 – Describing Benefits	20
Unit 10 – Structure of the Market	22
Unit 11 – Structure of an Insurance Company	24
Unit 12 – Types of Agents	26
Unit 13 – People in an Insurance Agency	28
Unit 14 – Insurance Agency Services	30
Unit 15 – Pay and Benefits	32
Glossary	34

**CAREER
PATHS**

INSURANCE

Virginia Evans - Jenny Dooley - Stephen Leland Keel, JD, MBA

Book

2

DISABILITY
TRAVEL
AUTOMOBILE
BUSINESS INTERRUPTION
INSURANCE
REINSURANCE



Express Publishing

Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Policy Terminology	Email	boilerplate, condition, consent, contract, declaration, endorsement, exclusion, insuring agreement, party, policy jacket, policy rider, policyholder, terminology	Asking for clarification
2	Insurance in Practice	Advice column	actual cash value, actual cash value coverage, cost, coverage, depreciation, equal, extended cost replacement, new, replacement cost coverage, replacement cost value, value, worth	Giving news
3	Types of Risk	Textbook excerpt	catastrophic, certain, cover, criteria, financially, insurable, insurable risk, measurable, meet, nature, possible, random	Introducing a hypothetical situation
4	Risk Assessment	Course description	analyze, catastrophe modeling, deterministic model, exposure data, financial terms, input, output, physical characteristics, probabilistic model, risk assessment, site location, vulnerable	Expressing surprise
5	Describing Loss	Lecture notes	accidental loss, attendant cost, beneficiary, calculable loss, catastrophic loss, definite loss, element, fortuitous, limited, outside the control, probability of loss	Expressing a lack of understanding
6	Claims	Webpage	arbitration, claim, claims adjuster, deny, file, investigate, litigation, online, plaintiff, report, settle, toll-free number, verify	Asking for a recommendation
7	Reinsurance	Encyclopedia entry	adverse selection, assume, cede, compensation, facultative, indemnity, in excess of, limit, primary, reinsurance, secondary, treaty	Asking about necessity
8	Automobile Insurance 1	Brochure	bodily injury, break down, change, collision coverage, comprehensive coverage, emergency road service, flat, minimum, PIP, rental reimbursement, required, vehicle, vehicle insurance	Expressing concern
9	Automobile Insurance 2	Handbook excerpt	accident, ambulance, collision, contact information, driver, exchange, eyewitness, fault, insufficient, police report, proof of insurance, registration, underinsured motorist, uninsured motorist	Delivering bad news
10	Life Insurance 1	Advice column	death, designate, endowment life insurance, face amount, guarantor, mature, owner, permanent, temporary, term, universal, whole life	Reiterating a point
11	Life Insurance 2	Webpage	contest, misrepresent, mortality table, nullify, preferred best, preferred, standard, suicide clause, tobacco, void	Agreeing with an opinion
12	Disability Insurance	Email	BOE coverage, defray, disability, high-limit disability, incapacitated, individual disability, key-person disability, overhead, perform, permanent, short-term, unable	Expressing relief
13	Business Interruption Insurance	Report	add-on, aftermath, BOP, business interruption insurance, closed, contingent business interruption insurance, extra expense, fixed cost, historical, loss of revenue, rebuild, supplier	Talking about possibility
14	Travel Insurance	Online forum	baggage, book, bump, cancellation, connection, delay, domestic, flight, lose, medical emergency, overseas, travel insurance	Expressing interest
15	Credit Insurance	Advertisement	accounts receivable, bankruptcy, borrower, credit insurance, debt, default, insolvency, lender, loan, mortgage insurance, payment protection insurance, trade credit	Describing necessity

Table of Contents

Unit 1 – Policy Terminology	4
Unit 2 – Insurance in Practice	6
Unit 3 – Types of Risk	8
Unit 4 – Risk Assessment	10
Unit 5 – Describing Loss	12
Unit 6 – Claims	14
Unit 7 – Reinsurance	16
Unit 8 – Automobile Insurance 1	18
Unit 9 – Automobile Insurance 2	20
Unit 10 – Life Insurance 1	22
Unit 11 – Life Insurance 2	24
Unit 12 – Disability Insurance	26
Unit 13 – Business Interruption Insurance	28
Unit 14 – Travel Insurance	30
Unit 15 – Credit Insurance	32
Glossary	34

**CAREER
PATHS**

INSURANCE

Virginia Evans - Jenny Dooley - Stephen Leland Keel, JD, MBA

Book

3

DISABILITY
TRAVEL
AUTOMOBILE
BUSINESS INTERRUPTION
INSURANCE
REINSURANCE



Express Publishing

Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Actuarial Science	Webpage	actuarial exam, actuarial science, actuarial society, actuary, calculus, compound interest, economics, financial, mortality, present value, probability, statistics	Expressing uncertainty
2	Underwriting	Job listing	accept, automated, data, decline, eligibility, factor, insure, price-setting, relevant, restrict, stipulate, underwriter, underwriting guidelines	Describing experience
3	Investing	Magazine article	available reserve, bear market, bull market, collect, combined ratio, economy, float, investing, pay, termination, underwriting cycle, underwriting profit	Expressing Confusion
4	Marketing	Email	advertise, brand, campaign, commercial, demographic, Internet, market, marketing, market research, market segment, print, publicize, radio, reach, target	Making an assumption
5	Fire and Perils Insurance: Combustion	Letter	burn, combustion, designated, explosion, fire, friendly, glow, hostile, intended, peril, smoke, spark, sufficient	Clarifying information
6	Fire and Perils Insurance: Major Incidents	Webpage	earthquake, flood, hail, hazard, lightning, name, named peril, nuclear incident, open peril, terrorism, theft, weather damage	Delivering bad news
7	Types of Property Insurance	Brochure	aviation insurance, boiler insurance, cargo, crop insurance, dishonest, fidelity bond, hurricane, marine insurance, surety bond, terrorism insurance, tornado, windstorm insurance	Correcting a misunderstanding
8	Common Property Hazards	Advice column	firearm, hidden defect, inherent vice, jewelry, limited, mold, neglect, rodent, sinkhole, termite, valuable property, water damage, wear and tear	Reacting to news
9	Title Insurance	Webpage	defect, financial loss, indemnity insurance, invalid, lien, mortgage, protect, real property, title, title insurance, title search, unenforceable	Asking for explanations
10	Casualty Insurance	Article	broad, burglary, casualty insurance, counterfeit, crime insurance, embezzlement, employee, negligent, omission, political risk insurance, property, robbery	Offering assistance
11	Liability	Encyclopedia entry	complaint, criminal behavior, criminal defense, defend, duty, E&O insurance, general liability insurance, lawsuit, legal defense, product liability insurance, public liability insurance, third party, unintentional	Confirming information
12	Malpractice	Article	accidental, diagnosis, doctor, malpractice insurance, medical error, medical malpractice, medical profession, nurse practitioner, on behalf, patient, physician, professional liability insurance, standard, treatment	Expressing an opinion
13	Health Insurance	Webpage	appointment, capitation, coinsurance, co-payment, deductible, in-network provider, medical procedure, medication, out-of-network provider, out-of-pocket, prescription, sickness	Expressing gratitude
14	Regulation	Encyclopedia entry	accurately, award, bad faith, breach, disclose, good faith, improperly, insurance law, litigate, material, negate, refuse, regulation, rescind, warranty	Expressing disbelief
15	Fraud	Article	arson, detect, exaggerate, hard fraud, insurance fraud, legitimate, lie, omit, organized crime, overinsurance, prosecute, red flag, scam, soft fraud, stage, suspicious	Showing understanding

Table of Contents

Unit 1 – Actuarial Science	4
Unit 2 – Underwriting	6
Unit 3 – Investing	8
Unit 4 – Marketing	10
Unit 5 – Fire and Perils Insurance: Combustion	12
Unit 6 – Fire and Perils Insurance: Major Incidents	14
Unit 7 – Types of Property Insurance	16
Unit 8 – Common Property Hazards	18
Unit 9 – Title Insurance	20
Unit 10 – Casualty Insurance	22
Unit 11 – Liability	24
Unit 12 – Malpractice	26
Unit 13 – Health Insurance	28
Unit 14 – Regulation	30
Unit 15 – Fraud	32
Glossary	34

THE PRINCIPLES OF INSURANCE



Insurance **protects** people in many ways and against many threats. However, certain **principles** apply throughout the industry.



utmost good faith

1

Insurers offer **indemnity** against clients' losses. That is, they provide **funds** to **compensate** clients for losses.

2

Neither the insurer nor the insured may violate the terms of a policy. Both **entities** enter an agreement with **utmost good faith**. For example, the insurer must not charge excessive **fees**. Similarly, the insured must be honest about his or her **insurable interest**.

3

An insurer's prices are **dependent on** the nature of a risk. Insurers assess both the **frequency** and the **severity** of a loss. These factors determine the premium.

Get ready!

1 Before you read the passage, talk about these questions.

- How do insurers set their fees?
- What is the importance of utmost good faith in an insurance agreement?

Reading

2 Read the textbook excerpt. Then, complete the table.

Principle	How the principle affects insurers
Indemnity	Insurers compensate clients for losses.
1 _____	<ul style="list-style-type: none"> Insurers must not charge excessive fees. 2 _____
Nature of the Risk	3 _____

Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- | | |
|--------------------|--------------------------|
| 1 ___ dependent on | 5 ___ insurable interest |
| 2 ___ compensate | 6 ___ principle |
| 3 ___ fee | 7 ___ utmost good faith |
| 4 ___ frequency | 8 ___ severity |

A a basic idea or theory that affects the way that something is done

B the measurable value of something, which is the factor that allows it to be insured

C directly affected or determined by something else

D the number of times that something happens in a specific time period

E to give someone money to replace something that was lost

F the quality of approaching an agreement with honesty

G a measure of how bad or serious something is

H an amount of money that someone pays for a professional service

4 Choose the sentence that uses the underlined part correctly.

- 1 **A** Most companies refuse to cover situations with high insurable interest.
- B** The policy protects the insured from financial loss.
- 2 **A** An insurer must have sufficient funds to pay for losses.
- B** The policyholder paid the principle every month.
- 3 **A** Both the insurer and the insured are examples of entities.
- B** The insured suffered a fee during the storm.
- 4 **A** People usually like to increase the frequency of their losses.
- B** Auto insurance provides indemnity against damage to a vehicle.

5  **Listen and read the textbook excerpt again. What factors determine the price of a premium?**

Listening

6  **Listen to a conversation between a professor and a student. Choose the correct answers.**

- 1 What is the conversation mostly about?
 - A** the system that insurers use to determine their fees
 - B** common examples of insurable interest
 - C** ways to measure the frequency and severity of losses
 - D** the role of utmost good faith in insurance agreements
- 2 What will the speakers likely discuss next?
 - A** examples of entities
 - B** the responsibilities of an insurer
 - C** how insurers manage funds
 - D** the definition of 'indemnity'

7  **Listen again and complete the conversation.**

Professor: Okay, class. We're having a quiz tomorrow. Who remembers one of the **1** _____ ? 

Student: Um, both entities must enter the agreement with **2** _____ .

Professor: Right. Now, what **3** _____ by "entities"?

Student: The two entities are the insurer and **4** _____ .

Professor: Yes. So, give me **5** _____ of the insured's good faith.

Student: Well, the insured **6** _____ accurate insurable interest.

Speaking

8 **With a partner, act out the roles below based on Task 7. Then, switch roles.**

USE LANGUAGE SUCH AS:

Who remembers ...?
What do you mean by ...?
The insurer/insured must ...

Student A: You are a professor. Talk to Student B about:

- a principle of insurance
- a definition of a term
- how the principle affects insurance agreements

Student B: You are a student. Talk to Student A about a principle of insurance.

Writing

9 **Use the textbook excerpt and the conversation from Task 8 to complete the student's notes.**

Notes Notes Notes

Important Principles in Insurance

Principle 1: It must be possible to check that an insurance loss occurred.

Principle 2: _____

Principle 3: _____



15 Credit Insurance

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are the risks of being a lender?
- 2 What are some types of credit insurance policies?



Reading

2 Read the advertisement. Then, mark the following statements as true (T) or false (F).

- 1 ___ According to the ad, offering trade credit increases a business's risk of financial loss.
- 2 ___ The ad recommends the Gold Plan for banks and other lenders.
- 3 ___ Mortgage insurance is part of the standard Platinum Plan.

Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- 1 ___ debt
- 2 ___ lender
- 3 ___ default
- 4 ___ bankruptcy
- 5 ___ credit insurance
- 6 ___ accounts receivable

- A to fail to pay money that is owed
- B money that customers or clients owe to a company
- C coverage that protects a company from loss when it fails to receive a payment
- D any amount of money that someone owes to someone else
- E a person or company that gives people money with the promise of repayment
- F a legal status indicating that a person is insolvent

W&C Attention Business Owners!

Do you think **credit insurance** is a waste of money?

Think again!

Credit insurance is vital for any business that offers **trade credit**. Do your customers receive your services now and pay for them later? If so, you are at risk for financial loss. You need protection!

The W&C Business Gold Plan is great for small-to-medium sized businesses. It offers full coverage for your **accounts receivable**. In other words, you're protected if customers fail to pay their **debts**.

For banks and other **lenders**, we recommend the W&C Business Platinum Plan. It offers additional protection for businesses that handle large amounts of money. **Borrowers** can **default** on **loans** for a variety of reasons. Some declare **bankruptcy** due to financial **insolvency**. Others simply refuse to pay. Whatever the reason, the Platinum Plan is your best defense. It includes **payment protection insurance** in case the borrower becomes ill. You may also choose the **mortgage insurance** add-on if your business issues loans on real estate purchases.

Call **W&C** today for a free consultation!

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

- 1 mortgage insurance / payment protection insurance**
 A _____ specifically covers a borrower's illness or injury.
 B Real estate lenders particularly benefit from _____.
- 2 insolvency / trade credit**
 A The borrower is on the verge of _____.
 B Many business customers purchase services on _____.
- 3 loan / borrower**
 A The home buyer needed a _____ to afford the house.
 B The _____ repaid his debt at the required time.

5 Listen and read the advertisement again. Who is protected by mortgage insurance?

Listening

6 Listen to a conversation between two company managers. Choose the correct answers.

- 1** What is the conversation mostly about?
 A reasons to purchase a new credit insurance policy
 B the money that the speakers owe to other companies
 C debts to the company that have not been repaid
 D whether the speakers' company will become insolvent
- 2** What will the woman likely do next?
 A attempt to reach a bankrupt client
 B contact the insurer about a payment protection claim
 C review the coverage options in several credit insurance plans
 D calculate the amount owed from accounts receivable

7 Listen again and complete the conversation.

Manager 1: We have a couple of problems. The Miller account is still unpaid.

Manager 2: Still? That was a huge loan. Did the Millers **1** _____ ?

Manager 1: Not that I know of. I can't **2** _____ from them by phone or by mail.

Manager 2: We'd better contact our insurance agent. We might be able to file a claim under our **3** _____.

Manager 1: Ah, yes. That's a good idea. We might **4** _____ for another account, too.

Manager 2: Really? **5** _____ ?

Manager 1: The Kramer account. Mr. Kramer is extremely ill, and his company is **6** _____.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

We have a couple of problems.
We'd better ...
That's a good idea.

Student A: You are a company manager. Talk to Student B about:

- unpaid debts to your company
- the status of a particular account
- whether the insurance will cover the debt

Student B: You are a company manager. Talk to Student A about unpaid debts to your company.

Writing

9 Use the conversation in Task 8 to complete the meeting notes.

Notes January 10

Meeting Topic:

Status of Accounts Receivable

Unfortunately, there are several unpaid debts to our company.

One unpaid account is _____

Reason for default: _____

Actions needed: _____

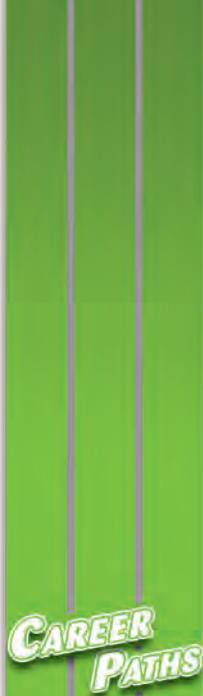
Another unpaid account is _____

Reason for default: _____

Actions needed: _____

Glossary

- firearm** [N-COUNT-U8] A **firearm** is a powerful weapon that shoots something with great force, and may be used to seriously hurt or kill someone.
- float** [N-UNCOUNT-U3] **Float** is an amount of money that someone receives in exchange for a service, but is not expected to render that service or repay the money until later. This allows the float to be used for investments in the meantime.
- flood** [N-COUNT-U6] A **flood** is an event in which a large amount of water flows into an area that is usually dry, often causing damage or injury.
- friendly** [ADJ-U5] If a fire is **friendly**, it occurs in an area where it was intended to take place, such as a fireplace or a grill, and is often considered safe.
- general liability insurance** [N-UNCOUNT-U11] **General liability insurance** is a type of insurance that protects the insured from being held liable for bodily injury or property damage.
- glow** [N-COUNT-U5] A **glow** is a low, steady light that is given off by a fire.
- good faith** [N-UNCOUNT-U14] **Good faith** is the state of approaching an interaction or business agreement with honesty and positive intentions.
- hail** [N-UNCOUNT-U6] **Hail** is an event in which pieces of ice fall to the ground from clouds.
- hard fraud** [N-UNCOUNT-U15] **Hard fraud** is a type of insurance fraud in which someone intentionally causes a loss, or stages a damaging event.
- hazard** [N-COUNT-U6] A **hazard** is a danger, or a source of possible injury or harm.
- hidden defect** [N-COUNT-U8] A **hidden defect** is a problem with a piece of property that could not have been discovered by regular methods of inspection.
- hostile** [ADJ-U5] If a fire is **hostile**, it occurs in an area where it was not intended to take place, and is likely to cause damage or injuries.
- hurricane** [N-COUNT-U7] A **hurricane** is a major, destructive storm that is characterized by high winds and heavy precipitation.
- improperly** [ADV-U14] If something is done **improperly**, it is not done correctly, according to accepted rules and procedures.
- indemnity insurance** [N-UNCOUNT-U9] **Indemnity insurance** is a type of insurance that provides protection from legal actions related to his or her misjudgment or other types of events.
- inherent vice** [N-COUNT-U8] An **inherent vice** is a problem with a property that fundamentally affects its quality or function. It is typically excluded from property insurance coverage.
- in-network provider** [N-COUNT-U13] An **in-network provider** is a medical provider who has a contract with an insurance company, and therefore can offer lower rates to patients with that company's coverage.
- insurance fraud** [N-UNCOUNT-U15] **Insurance fraud** is the act of claiming benefits under an insurance contract by lying or otherwise violating the terms of the contract. Insurance fraud is illegal.
- insurance law** [N-UNCOUNT-U14] **Insurance law** is a field that deals with legal concerns surrounding insurance coverage and claims.
- insure** [V-T-U2] To **insure** someone is to provide financial assistance if a certain event occurs.
- intended** [ADJ-U5] If an action is **intended**, it is done purposely.
- Internet** [N-COUNT-U4] The **Internet** is a worldwide network that allows information to move between computers and other devices.
- invalid** [ADJ-U9] If something is **invalid**, it is not supported by truth or law.
- investing** [N-UNCOUNT-U3] **Investing** is the practice of funding a financial venture with the hope of receiving a profit in the future.
- jewelry** [N-UNCOUNT-U8] **Jewelry** is a type of accessory that is worn for decoration on some part of the body. Rings, bracelets, and necklaces are examples of jewelry.
- lawsuit** [N-COUNT-U11] A **lawsuit** is a dispute between two people or groups that is resolved by a court of law.
- legal defense** [N-COUNT-U11] A **legal defense** is something that legally excuses someone from liability for something.
- legitimate** [ADJ-U15] If something is **legitimate**, it is acceptable according to particular rules or standards.
- lie** [V-I-U15] To **lie** is to make a statement that is not true.
- lien** [N-COUNT-U9] A **lien** is a right to possess a piece of property if the person who has assumed ownership does not meet the obligations of his or her mortgage.



**CAREER
PATHS**

INSURANCE

Career Paths: Insurance is a new educational resource for insurance industry professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. **Career Paths: Insurance** addresses topics including types of risk, principles of insurance, auto insurance, fire and perils insurance, and reinsurance.

The series is organized into three levels of difficulty and offers a minimum of 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The **Teacher's Guide** contains detailed lesson plans, a full answer key and audio scripts.

The **audio CDs** contain all recorded material.



Express Publishing

ISBN 978-1-4715-2335-9



9 781471 523359