

Insurance 1



Warm up

- What comes to mind when you think about insurance?
- Have you or your family ever used insurance? What kind?
- Why might insurance be important in business?
- How do you think insurance impacts society and the economy as a whole?
- Do you think people should be required by law to have insurance (e.g., health or car)? Why or why not?



1. List as many different types of insurance as you can.

Health insurance, life insurance, car insurance, home insurance, renters insurance, travel insurance, business insurance, liability insurance, pet insurance, disability insurance, flood insurance, earthquake insurance, unemployment insurance, critical illness insurance, long-term care insurance, dental insurance, vision insurance, marine insurance, cyber liability insurance, product liability insurance, worker's compensation insurance, credit insurance, event insurance, professional indemnity insurance, crop insurance, aviation insurance, umbrella insurance, burglary insurance, key person insurance, trade credit insurance, motorcycle insurance, mobile phone insurance.

- What types of insurance do you think are most common in your country?
- Which types of insurance from the list do you think are the most important?
- Which types of insurance do you think are most relevant for people your age?
- Are there any types of insurance that are more important in certain countries or cultures? *For example, health insurance in Germany compared to the U.S., or natural disaster insurance in Japan.*
- If you were running a business, which types of insurance would you prioritize?
- In your opinion, is there such a thing as having too much insurance?



2. Match the insurance terms to their definitions.

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|--------------|---|
| a. Policy | 1. The protection provided by an insurance policy. |
| b. Premium | 2. The potential for loss or damage. |
| c. Claim | 3. The amount paid for an insurance policy. |
| d. Coverage | 4. A request for payment due to a covered loss. |
| e. Risk | 5. A contract between an individual and an insurance company. |
| f. Liability | 6. Responsibility for paying for damage or injury |



3. Read the text and answer the following questions.

Welcome to *Pinnacle Insurance Solutions*, where every claim has a story. We assess risks daily and create policies to protect individuals and businesses from life's unexpected moments. Whether it's safeguarding a home or preparing a small business for the future, we strive to offer the best coverage tailored to our clients' needs.

Right now, our claims team is investigating an unusual case. At a high-profile charity gala, a waiter accidentally knocked over a towering ice sculpture shaped like a swan. The sculpture shattered and fell onto the buffet table, ruining trays of expensive seafood and spilling wine on the venue's antique Persian rug. The client is requesting compensation for the food, the rug, and the sculpture, which took three days to carve. Our team is currently reviewing the policy and discussing with the client whether their liability insurance covers this type of accident.

Meanwhile, our underwriting department is analysing a new policy for a bakery chain that hosts cake-decorating workshops. These events involve equipment like piping bags and icing tools, and the underwriters calculate potential risks, such as icing stains or minor injuries, to ensure the premium reflects the coverage needed.

At Pinnacle, we pride ourselves on providing coverage for challenges both large and small. Whether it's an extravagant ice-swan mishap or a workshop accident, we are here to help our clients navigate the unexpected with confidence.



1. Would you add extra insurance for unusual accidents, like damage to sculptures or antique items, if you owned a catering business? Why?
2. What risks might occur during a cake-decorating workshop, and which ones would you prioritize for coverage?
3. Why is it important for insurance companies to handle unusual claims quickly and professionally?
4. Have you experienced or heard of an unexpected event needing insurance? Was it covered?

Present Simple and Present Continuous

Present Simple

When do we use it?

- To talk about facts, general truths, or routines.
- For things that are always true or happen regularly.

Examples from the insurance context:

1. Insurance companies assess risks to create policies. (*Routine*)
2. Liability coverage protects businesses from lawsuits. (*General truth*)
3. The claims team reviews client requests every day. (*Habit*)

Present Continuous

When do we use it?

- To describe actions that are happening right now or are in progress.
- For temporary activities or current situations.

Examples from the insurance context:

1. The claims team is investigating a new case. (Happening now)
2. Our agents are working with a bakery to design a new policy. (In progress)
3. I am reviewing the liability policy details with a client. (Temporary situation)



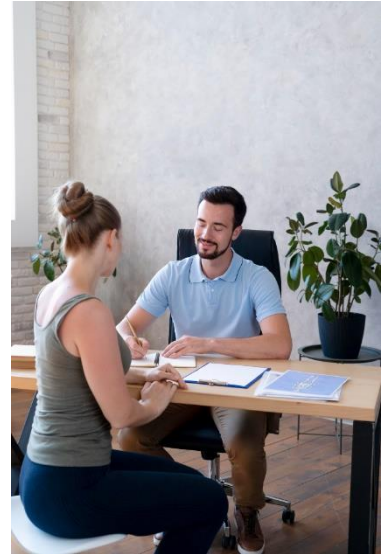
4. Fill in the gaps with present simple or present continuous.

Every morning, our team **starts** (start) work at 9:00 a.m. sharp. We **review** (review) claims from clients who need assistance. Right now, one of our agents **is talking** (talk) to a bakery owner about a damaged oven. The owner **is explaining** (explain) what happened during a cake-decorating workshop.

Meanwhile, another team member **is analysing** (analyse) a new policy for a construction company. This company often **handles** (handle) dangerous equipment, so our underwriters **is assessing** (assess) the risks carefully to create the right coverage.

Our claims manager always **checks** (check) policies to ensure everything is correct. At the moment, she **is reviewing** (review) a particularly tricky case involving a flood in a client's home. The client **is waiting** (wait) anxiously for an update on their claim.

At Pinnacle, we **believe** (believe) in solving problems quickly. Whether it's investigating claims or drafting new policies, our team **works** (work) hard every day to support our clients.



5. Write a short text about your insurance company and your role.

Write about your insurance company: what it specializes in, your role, and your daily tasks. Then, explain what you're currently working on. Optionally, end with what your company prides itself on.

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