

Table of contents

| Unit | Title | Contents |
|-----------|---|---|
| 1 | The insurance company | A company profile Company departments Dual system of training |
| 2 | The insurer and its customers | Customer attitudes Customer profiles Charts and graphs Presentations |
| 3 | Contents and buildings insurance | Formal and informal emails Types of building |
| 4 | Life insurance | Customer needs Business letters |
| 5 | Personal accident insurance | Parts of the body Types of injury Occupational risk |
| 6 | Private health insurance | Top-up benefits Enquiries about reimbursement |
| 7 | Liability | A liability claim A policy query Degrees of liability |
| 8 | Motor insurance | Types of vehicle Types of accident |
| 9 | Financial products | Methods of payment Types of bank account A bank statement |
| 10 | Business insurance | Classes of insurance A broker presentation |
| 11 | Reinsurance | Types of risk Balanced and unbalanced portfolios |
| 12 | Applying for a job | A CV A covering letter |
| | Anhang | |
| | Partner files | |
| | Glossary of insurance terms | |
| | Unit word list | |
| | Alphabetical word list | |
| | Irregular verbs | |
| | Acknowledgements | |

| Language | Extra material | Grammar | Page |
|--|--|---|------|
| Introducing people Meeting visitors Offering hospitality Talking about your job | Different channels of distribution in the UK | Simple present Present continuous | 6 |
| Describing trends The language of presentations Expressing opinions | Insurance fraud | Comparative and superlative forms of adjectives | 18 |
| Telephoning | Cutting costs on home insurance | Simple past Past continuous | 28 |
| Asking for and giving advice Doing calculations Advising a customer | Life insurance trends | Since, for, ago Present perfect (continuous) and simple past | 40 |
| Making appointments Expressing sympathy | Is accident cover just a waste of money? | Future tenses | 52 |
| Mildly disagreeing | Travel insurance | Phrasal verbs | 62 |
| Asking for repetition Asking somebody to speak more slowly | Types of liability insurance | Modal verbs | 72 |
| Advising a customer | What drives the cost of car insurance? | If-sentences | 82 |
| Discussing loans Writing and saying numbers | How we will pay in the future | Verb + infinitive or verb + ing-form? | 90 |
| Changing an appointment | Named perils and all risks property policies Just for fun | Relative clauses | 100 |
| Negotiating | Proportional reinsurance – surplus | Reported speech | 112 |
| Job interviews | | | 122 |
| | | | 130 |
| | | | 134 |
| | | | 137 |
| | | | 156 |
| | | | 167 |
| | | | 168 |