

## Insurance English Course, from Level B1

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Here are possible topics for a Insurance English course:

### **Risk and Reward: First Principles**

The main types of insurance  
Key principles of insurance  
Roles and responsibilities in insurance companies

Talking about your job  
Describing your company  
Using numbers

### **Underwriting and Claims**

The role of claims handlers and underwriters  
The customer and non-disclosure  
Increasing the efficiency of claims management  
Investigating potential fraud

Making suggestions  
Explaining a sequence of events  
Reporting decisions

### **Intermediaries, Distribution, and Advice**

How insurance is sold  
insurance intermediaries  
Cost and payment structures  
Regulation and the German insurance industry  
Choosing a financial adviser  
Assessing customers' needs

Describing positive qualities for  
  
Asking customers the right questions  
Making recommendations

### **Life Insurance and Pensions**

The pros and cons of life insurance  
The different types of life insurance  
Personal and company pensions

Talking about differences  
Expressing opinions  
Agreeing and disagreeing

### **Buildings and Household Contents Insurance**

The types of coverage offered by home insurance  
Complaints to the insurance ombudsman  
Advice on crime prevention for policyholders  
Handling a claim from a policyholder

Completing a claim notification form  
Making and answering telephone calls  
Checking progress on a claim

### **Car Insurance**

The terms and conditions of car insurance  
The variety of coverage offered by insurers  
Technology and car insurance pricing  
Car insurance fraud

Explaining coverage to customers  
Summarizing information

### **Private Medical and Health Insurance**

Preventative services for policyholders  
disadvantages  
Private medical insurance  
A PMI policy  
Classifying illness

Discussing advantages and  
  
Asking about medical history

### **Challenges Facing the Insurance Industry**

The challenges of climate change  
The impact of the Gender Directive  
compliance  
Compliance Asking for clarification

Talking about change  
Explaining the practical impact of

## Common European Framework of Reference for Languages (CEF)

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| ADVANCED LEVEL     | C2 | At the end of level C2 you can understand and use colloquial and idiomatic expressions and use the language for challenging, academic contexts both orally and in writing.   |
|                    | C1 | At the end of level C1, you can lead complex conversations spontaneously and effortlessly, understand technical articles and technical instructions, express yourself in written form clearly and precisely at an adequate language level.                                   |
| INTERMEDIATE LEVEL | B2 | At the end of level B2 you can follow longer contributions on abstract topics and understand news broadcasts. Orally you can communicate spontaneously and fluently and in writing you can comment on content personally and formally content.                               |
|                    | B1 | At the end of level B1 you can understand the essentials of a discussion when clear standard language is used and when familiar, concrete content is used. You can cope with most everyday situations, report on experiences and justify opinions.                           |
| ELEMENTARY LEVEL   | A2 | At the end of level A2 you will be able to understand frequently used expressions, when it has to do with simple information about daily life such as shopping, work, and family. You can describe your circumstances and things in simple terms and describe everyday life. |
|                    | A1 | At the end of level A1 you will be able to understand and use familiar expressions and simple sentences. You can introduce yourself, communicate information to persons and communicate in a simple way when a partner speaks slowly and is ready to help.                   |