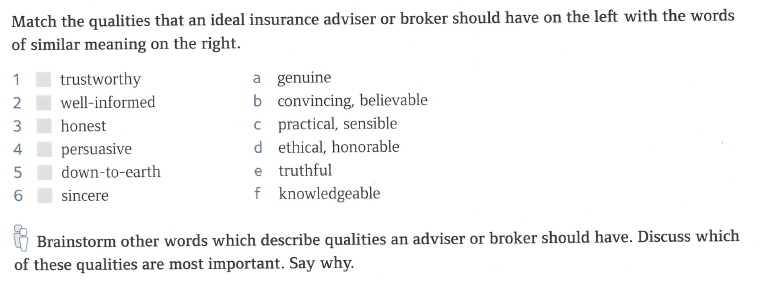
# Unit 3 Intermediaries, distribution, advice, customers

## A Intermediaries

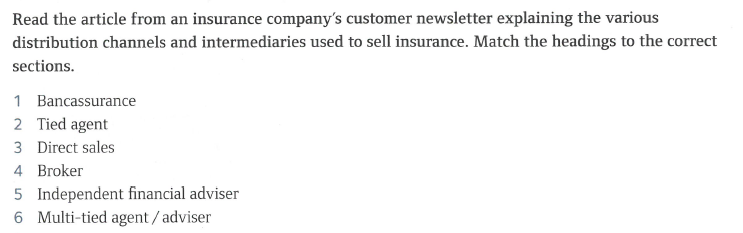
*1 Read the following opinion shared by many people in the insurance industry:*

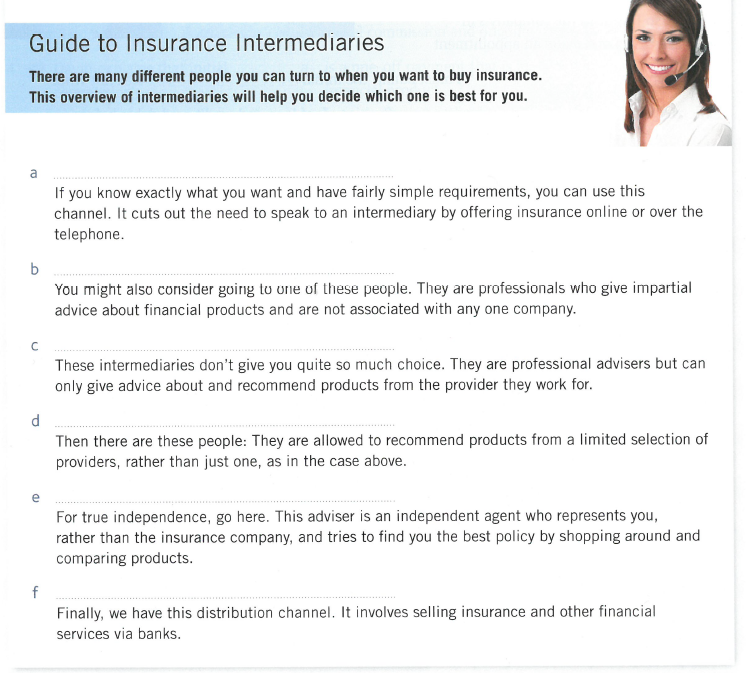
**Insurance is sold, not bought.**

What do they mean by this? Do you agree? Why (not)?

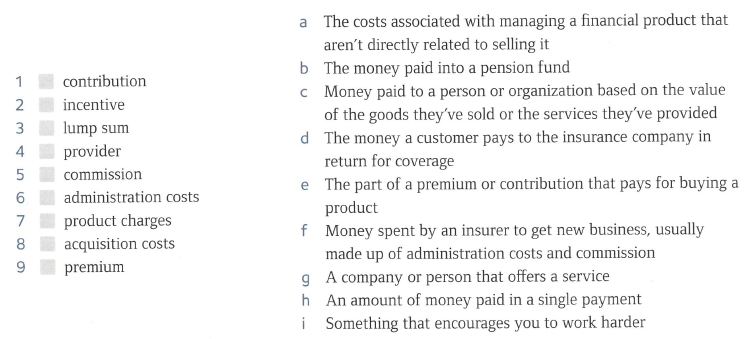
2 

## Reading

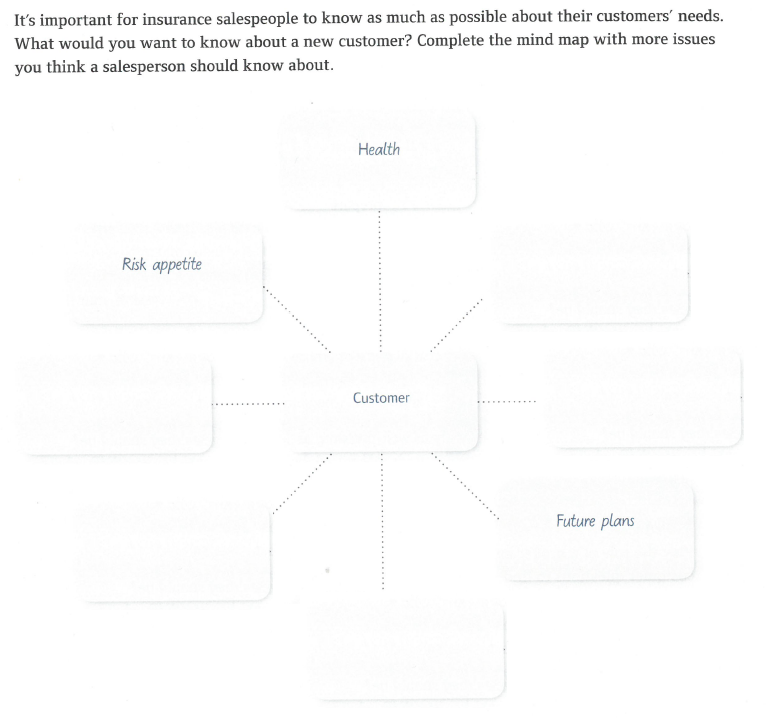


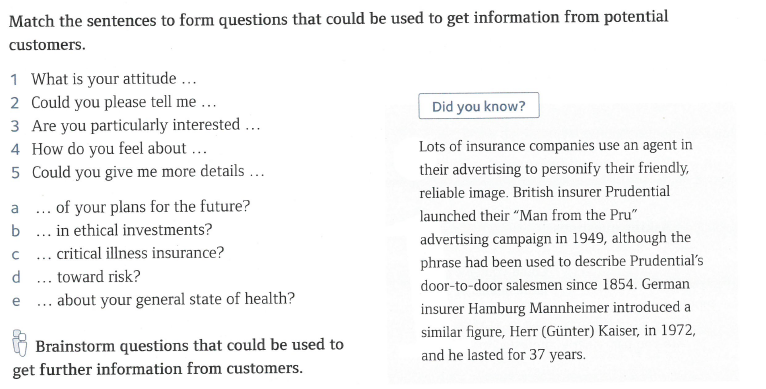


## Vocabulary

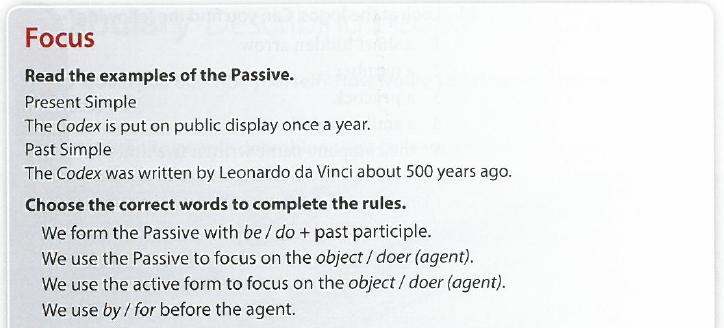


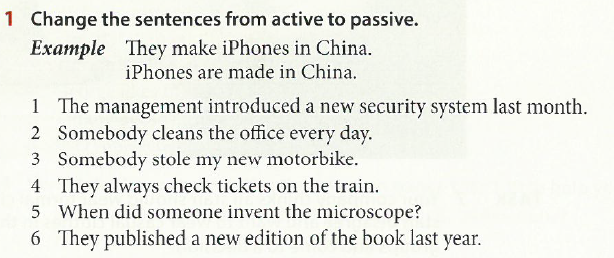
## Customers’ needs

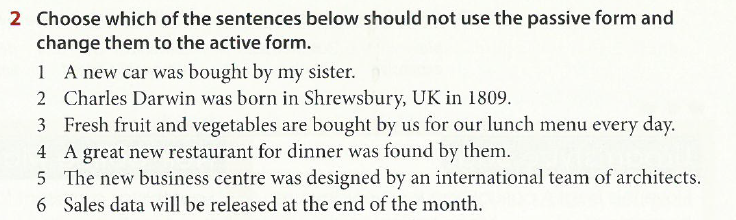




## Grammar – The passive

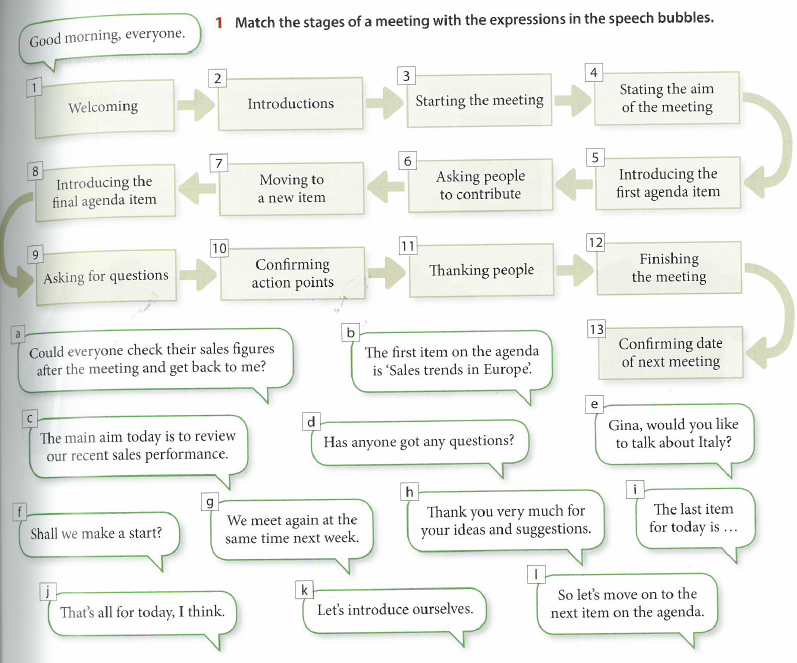




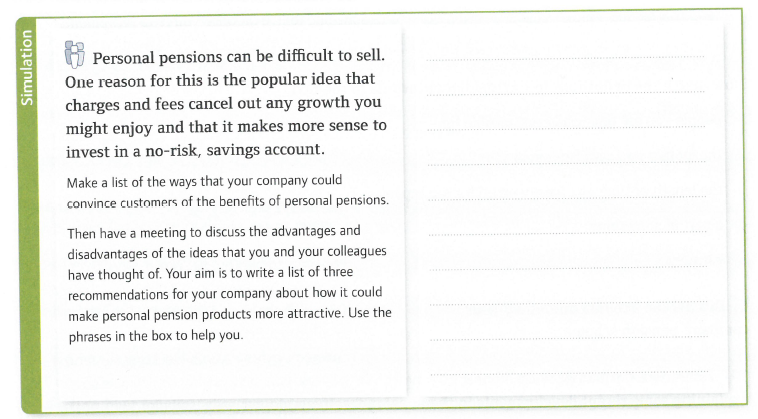


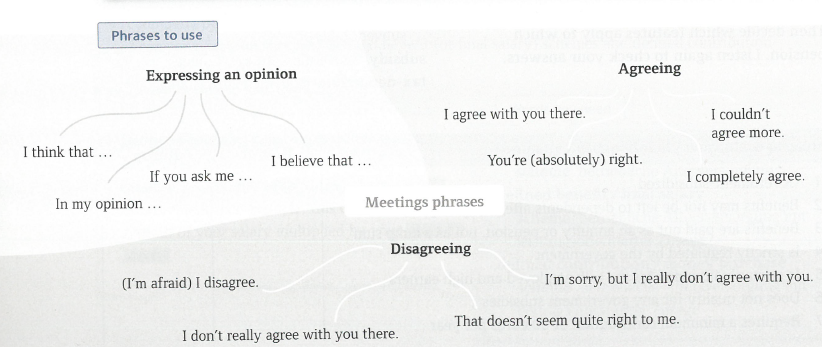


## Work skills: Meetings (stages in a meeting)



## Work skills: Discussion – Meetings phrases





## Grammar – countable vs uncountable nouns

