

U8 Challenges for insurance business

A Verb patterns

1 ● 10.3 Read the quotes from workers about their jobs. Choose the correct verb forms to complete the sentences. Listen and check your answers.

1 CEO

I feel very positive about next year. We aim *to expand / expanding* our business by 20 per cent. And I hope *to increase / increasing* the workforce by another 50 people.

2 IT engineer

I need *to concentrate / concentrating* when I'm programming so I enjoy *to have / having* my own space. But I like *working / to work* with people so I prefer *to work / working* in an open-plan office. I can't imagine *to work / working* from home.

3 Older employee

I'm planning *to work / working* here for another two years and then retire. I'm looking forward *to have / having* more free time and travelling more.

4 Entrepreneur

The number of permanent staff here is likely *falling / to fall*. So I've decided *to leave / leaving* the company and start my own business.

5 HR manager

We expect *having / to have* more female staff in management positions. I would also like *to recruit / recruiting* more female graduates to work in the engineering department.

6 Sales administrator

I don't mind *to work / working* in this department but I've been here for ten years. I really want *to have / having* a change so I've applied for a job in customer care.

2 Work in pairs. How do you feel about your job? Take turns to ask and answer the questions. Use some of the phrases in 1.

Example I aim to finish my sales report by the end of the week.

- 1 What are your aims for this week / month / year?
- 2 What plans do you have for your career?
- 3 What do you hope to do this year at work / at home?
- 4 What recent decisions have you made?
- 5 What do you like / love / not mind doing at work?

1 Put the words in the box in the correct group.

aim decide don't mind enjoy expect hope is likely
like look forward to need plan prefer want would like

followed by <i>-ing</i>	followed by <i>to + verb</i>	followed by <i>-ing</i> or <i>to + verb</i>
	aim	

2 Complete the sentences with the words below using -ing or to + verb.

get up have increase look for meet move send speak work

- 1 I have a lot of problems with my boss, so I've decided _____ a new job.
- 2 I'm looking forward to _____ you next week.
- 3 We hope _____ to a bigger office next year.
- 4 I can work the early shift if you like. I don't mind _____ early.
- 5 Alicia chose a career in teaching because she enjoys _____ with children.
- 6 I'd like _____ more responsibility, so I'm going to talk to my boss about promotion possibilities.
- 7 Production costs are likely _____.
- 8 Our staff are expected _____ good English, so we plan _____ some of them on an intensive course.

B Modal verbs: revision

Complete the sentences for the situations. Use the verbs in brackets and the correct form of the verbs below.

arrive borrow check go register sit tell

Example The party is a surprise for Greta. (must)
You **mustn't** tell Greta about the party.

- 1 Andrew is meeting visitors at the airport, but has forgotten what time they arrive. (should)
He _____.
- 2 I've forgotten to bring a pen. (can)
You _____.
- 3 My boss doesn't like anyone to be late for meetings. (must)
You _____.
- 4 Flo wants to take an exam. The deadline for registration is 20th February. (have to)
She _____.
- 5 The workshop is optional for employees (don't have to).
Employees _____.
- 6 Sorry, this table is reserved (can't).
You _____.

Write questions for the answers using the verbs below.

can have to need should

Example Do I have to get a receipt? Yes, you have to get a receipt.

- 1 _____?
No, you don't have to wear a uniform, but you should wear formal clothes.
- 2 _____?
Yes, you must take your driving licence with you.
- 3 _____?
No, you shouldn't eat in the office. You can eat in the kitchen or the café.
- 4 _____?
You should ask for Mr Hunt.
- 5 _____?
You can go home at 7.30.

Functions Asking for information with indirect questions; farewells

1 ● 10.6 Paul Lee is talking to someone at reception in his hotel. Listen and answer the questions.

- 1 Where does Paul want to go in the evening? Why?
- 2 Where is the restaurant?
- 3 What information does Paul need for the next day?

2 ● 10.7 Paul, Emma, Ken, and Nathalie go to the farewell dinner with their friends. Listen to three conversations and answer the questions.

Conversation 1

- 1 Will Paul come back to Brazil soon?
- 2 When might Fabio go to London?

Conversation 2

- 3 Where is Ken going to go?
- 4 Why does Ken have to leave?

Conversation 3

- 5 Where are Emma and Nathalie going to go?
- 6 What is Emma going to do?

Focus

Read the examples. Choose the correct option to complete the rules.

Do you know where that is?

Could you tell me where that is?

Do you know if they have a dress code?

We put the question word *after* / *before* the phrases *Do you know* and *Could you tell me*.

We use *if* when there is / *isn't* a question word.

The word order of an indirect question is the same as a *statement* / *direct question*.

Change the direct questions into indirect questions.

Example Do you know what the capital of Brazil is?

- 1 What is the capital of Brazil?
- 2 When is Carnival in Brazil?
- 3 What is the largest city in Brazil?
- 4 Does the Brazilian football team wear a yellow jersey?
- 5 What is the name of Brazil's most famous waterfall?
- 6 Do Brazilians speak Spanish or Portuguese?
- 7 Who is the most famous Brazilian racing driver?
- 8 Does Brazil produce coffee?
- 9 Is the population of Brazil more than 200 million?
- 10 What is the most famous landmark in Rio de Janeiro?

Work in pairs. Take turns to ask and answer the questions in 4. Use indirect questions.

C Challenges facing the insurance business


Complete the sentences using the phrases in the box.

act in the best interests • global in nature • impact negatively •
knock-on effects • to mitigate the impact • multitude of challenges

- 1 The damage done by climate change is just one of a facing the insurance business.
- 2 Some challenges facing the industry are while others are caused by national rules and regulations.
- 3 The industry will have to rethink its business model if it wants of the Gender Directive.
- 4 One of the most important of Solvency II is the increased effort we need to invest in compliance.
- 5 The industry not only has to of policyholders but also of shareholders.
- 6 Unpredictable weather patterns on our ability to make payout projections.

Match the words that describe weather conditions and other natural phenomena with their definitions.

- | | | |
|---|--|---|
| <ol style="list-style-type: none">1 drought2 flooding3 lightning4 hailstorm5 landslide6 earthquake | | <ol style="list-style-type: none">a powerful flash of light in the sky caused by electricity, followed by thunderb frozen raindrops falling as hard balls of icec large amounts of water covering areas that are usually dryd vibration of the earth's surface which can cause widespread damage and loss of lifee long period of dry weather during which there is not enough rainfallf rapid fall of earth or rocks down a hill or cliff |
|---|--|---|

 Discuss the questions.

- Are increases in these and similar phenomena making it difficult for your company to make projections of payouts?
- Which of the phenomena cause the greatest number of claims?

3



• Insurers no longer allowed to consider gender when calculating insurance premiums or retirement income

• Impact on policies that usually factor in gender such as auto insurance, retirement income products such as annuities, and life insurance

4

5



• Higher auto premiums for women: women under 25 could see average rise of 25 %

• Lower annuities for men: men approaching retirement = 8 % reduction in annuity rates

• Higher annuity rates for women: rates for women approaching retirement = 6 % rise

7



• Higher costs of insurance = increase in insurance fraud and uninsured driving

• Young female drivers who pass driving test at 17 or 18 might delay buying a car until they are in their 20s = unable to gain crucial driving experience = more accidents

• Lower premiums for young male drivers = afford more powerful cars = impact on road safety

8

6

A

Consequences for Insurance Industry

B

• Cheaper life coverage for men but more expensive for women: women could see a rise of up to 20%, whereas men could see premiums fall by 10%

C

• Higher prices = people may be put off taking out vital products such as life policies and annuities

D

Risks and Consequences

E

• Insurers will have to adjust IT systems, revise sales literature and advertising, retrain intermediaries, adjust product portfolios, and withdraw certain product lines

G

• (Dec) 2012 Insurers must stop using gender in pricing / underwriting

H

Consequences for Customers

F

Gender Directive – Timeline



Has your company started to change its products to reflect the changes the Gender Directive will make necessary? What changes has it made and why?