Writing An insurance claim

A Read and order

1 Here are some sentences from insurance claim forms. Which ones are funniest? Tell a partner.

'I was trying to kill a fly and drove into a phone box.'
'I thought my window was down, but found it was up when I put my head through it.'
'I was leaving the car park when a parked lorry crashed into me.'
'The cause of the accident was a small man in a small car with a big mouth.'
'I was coming to a red light when the car in front stopped.'

2 Put this story in order.

- ☐ I turned to the left and I crashed into a traffic light.
- ☐ I told the police immediately. I was wearing a seatbelt, but I hurt my neck. I had to go to hospital.
- ☐ I was driving home. I was on Wellington Road. It was half past eleven at night.
- ☐ I was passing the sports centre when a young man ran in front of me.

3 **6E.1▶** Listen and check.

4 Complete the insurance form for the man in exercise 2.

Insurance Claim Form

Part 3 Accident Details	
A Context	**What were you doing?** *(please tick)* ☐ walking ☐ sitting in a car ☐ driving ☐ riding
	When did the accident happen?
	Where did the accident happen?
B Event	**What happened?** *(two sentences please)*
C Result	**Did you tell the police?** *(please tick)* ☐ yes ☐ no
	Were you hurt? *(please tick)* ☐ yes ☐ no
	Did you go to hospital? *(please tick)* ☐ yes ☐ no

B Check the story is complete

5 Put these phrases from the story in the correct column.

at night crashed into ~~driving home~~ half past 11.00
hurt my neck ran in front of turned to was passing
Wellington Road went to hospital young man

context	event	result
driving home		

6 Which questions on the claim form in exercise 4 don't these people answer?

1 I was walking along Dock Street when I saw an accident. It was about 9 o'clock on Monday evening in front of the post office. I ran to the phone box and called the police. Nobody was hurt.
2 A cow walked into the middle of the road. I crashed into it. The cow was hurt. The farmer had to kill it. I was wearing a seat belt and I was fine.
3 I was riding my bike along the side of the river. It was early on Sunday morning. A big dog ran towards me. I fell into the river.

7 Work with a partner. Choose one of the stories in exercise 6 and invent the missing information.

C Join sentences

8 You can join sentences with *when*. Look at the examples. Then join the sentences below with *when*.

He hit his head when he was getting out of the car.
When he was getting out of his car, he hit his head.

1 I was driving to work. I saw an accident.
2 I crashed into a parked car. I was turning the corner.
3 I was waiting at the lights. A man knocked on my car window.
4 My car stopped. I was driving in the mountains.

ABC Put it all together

9 Think of an accident you've had or heard about (or choose one of the accidents in exercise 1). Write notes. Answer all the questions in the insurance claim form.

Example ☑ driving
When: 10.00 a.m.
Where: New Street

10 Use your notes and write the story of your accident. Try to join a few sentences with *when*.

11 Read other students' stories. Do they have a context, event and result?

I can write a story.
Tick ✓ the line. with a lot of help | with some help | on my own | very easily

A: That hotel was terrible.
B: The worst in the whole world.
A: The walls were so thin.
B: All day long we heard TVs or telephones.
A: All night long we heard people snoring.
B: Housekeeping didn't give us fresh towels.
A: Room service brought us a cold dinner.
B: Our nonsmoking room stunk of cigarette smoke.
A: Our room was right next to the elevator and the ice machine.
B: They added phony charges to our bill.
A: How did we end up in that terrible hotel?
B: The travel agent gave us a 50-percent discount!

To Whom It M_____(1) Concern:

I am writing r_____(2) a tour that my wife and I took with your company on February 26, 2006. The b_____(3) stated that we would see some of the most interesting s_____(4) of the city. Since we had visited the city before, we looked f_____(5) to seeing some new attractions.

On the morning of February 26, our tour guide p_____(6) us up in a small van. It did not look like any tour bus I had ever seen. Our tour g_____(7) drove us to the waterfront area and said that we could e_____(8) the area on our own. The tour guide said that he had to l_____(9) for a short time to arrange for our lunch.

By the time the tour guide came back, three h_____(10) had gone by! I was very angry and c_____(11) him. I told him that this was the worst t_____(12) I had ever been on .

I am asking for a c_____(13) refund of the price of the tour. Please send a check to the address a_____(14) for $150.00 at your e_____(15) convenience. I have enclosed a copy of the r_____(16) for the tour.

Sincerely,
Kayne East

Travel problems

eslflow.com

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Label the pictures with the following vocabulary. Then explain what's happening in each picture.

seat, aisle, passenger, child,impatient, hurry, taxi, overbooked, cab, squashed, pick-up, crying, claim,arguing, tickets, suitcase, baggage , traveler,damaged, passenger, motion sickness, redeye, airplane, flight, man, asleep, falling, screaming

Create short conversations about the above situations using the vocabulary and sentences above and try to expand:

A: What's the problem in picture 1?
B:_____

A: What should he do about it?
B:_____