

# **INSURANCE AND RISK MANAGEMENT**

## Curriculum Content Frameworks

**Please note: All assessment questions will be taken from the knowledge portion of these frameworks.**

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# Curriculum Content Frameworks

## INSURANCE AND RISK MANAGEMENT

Grade Levels: 10, 11, 12  
Course Code: 492210

Prerequisite: Tech Prep Foundation

Course Description: Insurance & Risk Management provides an overview of the insurance industry, including various types of insurance, rates and claims, and career opportunities. Included are activities that help the student to better understand the importance of insurance and how it affects them both today and through their retirement years.

### Table of Contents

	Page
Unit 1: Insurance Fundamentals	1
Unit 2: Business Insurance	2
Unit 3: Personal Property and Liability Risks	4
Unit 4: Basic Queries	6
Unit 5: Automobile Insurance	8
Unit 6: Rights and Responsibilities of Insurance	9
Glossary	10

# Unit 1: Insurance Fundamentals

Hours: 10

Terminology: Agent, Broker, Claim, Claims adjuster, Coverage, Deductible, Insurability, Insurance, Insurance Commission, Insurance policy, Insured, Insurer, Liability, Premium, Product options, Risk, Underwriting

CAREER and TECHNICAL SKILLS		ACADEMIC and WORKPLACE SKILLS			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
1.1 Define terminology	1.1.1 Individual and group manipulation of vocabulary and concepts	Foundation	Reading	Applies/Understands technical words that pertain to insurance [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
1.2 Research the historical development of insurance	1.2.1 Prepare a report that describes the historical development of insurance	Foundation	Reading	Applies/Understands technical words that pertain to insurance [1.3.6]	
	1.2.2 Explain the role of the Insurance Commission		Writing	Determines what information is needed [1.3.10] Analyzes data, summarizes results and makes conclusions [1.6.2] Communicates thoughts, ideas, or facts in written form in a clear, concise manner [1.6.6]	
1.3 Discuss different types of insurance organizations	1.3.1 Compare and contrast the different types of organizations and products offered	Foundation	Reading	Determines what information is needed [1.3.10]	
	1.3.2 Explain considerations when selecting an insurance company	Thinking	Speaking Reasoning	Applies/Uses technical terms as appropriate to audience [1.5.2] See relationship between two or more ideas, objects, or situations [4.5.5]	
1.4 Explain and illustrate how risk is determined	1.4.1 Identify the elements of risk	Foundation	Reading	Determines what information is needed [1.3.10]	
	1.4.2 Infer elements of risk and determine insurance needs	Thinking	Speaking Reasoning	Applies/Uses technical terms as appropriate to audience [1.5.2] Sees relationship between two or more ideas, objects, or situations [4.5.5]	

## Unit 2: Business Insurance

### Hours: 10

Terminology: Base period, Death benefit, Fidelity bond, Fraud, No-fault insurance, Occupational Health and Safety Administration (OSHA), Product liability, Punitive damages, Repetitive stress injury, Surety bond, Unemployment Insurance, Worker's Compensation

<b>CAREER and TECHNICAL SKILLS</b>		<b>ACADEMIC and WORKPLACE SKILLS</b>			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
2.1 Define terminology	2.1.1 Individual and group manipulation of vocabulary and concepts	Foundation	Reading	Applies/Understands technical words that pertain to insurance [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
2.2 Identify the risks of the workplace	2.2.1 Prepare a list of workplace risks	Foundation	Listening	Comprehends ideas and concepts related to workplace risks [1.2.1]	
			Writing	Uses words appropriately [1.6.21]	
2.3 Explore the different elements of insurance	2.3.1 Examine the employer's responsibilities in relation to workers compensation	Foundation	Reading	Applies/Understands technical words that pertain to types of insurance [1.3.6]	
	2.3.2 Demonstrate how to file a worker's compensation claim		Speaking	Communicates a thought, idea, or fact in spoken form [1.5.5]	
	2.3.3 Examine the employer's responsibilities in relation to federal and state unemployment insurance	Thinking	Reasoning	Uses logic to draw conclusions from available information [4.5.6]	
	2.3.4 Demonstrate how to file an unemployment claim				
	2.3.5 Evaluate the benefits to the employer and employee of fidelity and surety bonds				
	2.3.6 Describe insurance fraud				

<b>CAREER and TECHNICAL SKILLS</b> What the Student Should be Able to Do		<b>ACADEMIC and WORKPLACE SKILLS</b> What the Instruction Should Reinforce		
<b>Knowledge</b>	<b>Application</b>	<b>Skill Group</b>	<b>Skill</b>	<b>Description</b>
2.4 Examine product liability	2.4.1 Investigate product liability and punitive damage cases in the business	Foundation	Reading	Applies information and concepts derived from printed materials [1.3.3]
	2.4.2 Determine business insurance needs and ways to limit losses resulting from product liability	Thinking	Reasoning	Uses logic to draw conclusions from available information [4.5.6]
	2.4.3 Evaluate the effect of lawsuits involving product liability and punitive damages			

## Unit 3: Personal Property and Liability Risks

### Hours: 12

**Terminology:** Actual cash value, Depreciation, Endorsement, Exclusion, Flood insurance, Homeowner's Inflation Guard Clause, Loss of use, Perils, Personal liability, Renter's insurance, Replacement costs, Umbrella policy

<b>CAREER and TECHNICAL SKILLS</b>		<b>ACADEMIC and WORKPLACE SKILLS</b>			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
3.1 Define terminology	3.1.1 Individual and group manipulation of vocabulary and concepts	Foundation	Reading	Applies/Understands technical words that pertain to insurance [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
3.2 Describe and explain personal property and liability risk	3.2.1 Examine the concept of liability risk	Foundation	Reading	Applies/Understands technical words that pertain to personal property and liability risks [1.3.6]	
	3.2.2 Explain the concept of risks at home and with other personal property			Determines what information is needed [1.3.10]	
	3.2.3 Identify and determine what perils cause of a loss			Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]
3.3 Describe basic coverage for homeowner's/renter's property policies, explain how the amount needed is determined and how to calculate the best rates	3.3.1 Explain endorsement, schedule, exclusion, and loss of use as it relates to insurance	Foundation	Reading	Applies/Understands technical words that pertain to personal property and liability risks [1.3.6]	
	3.3.2 Compare the difference between replacement cost and value coverage			Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]
	3.3.3 Calculate basic coverage for homeowner's/renter's insurance using the Internet	Thinking	Reasoning	Comprehends ideas and concepts related to personal property and liability risks [4.5.2]	
3.4 Compare and contrast the types of homeowner's policies	3.4.1 Describe and explain the differences in homeowner's policies	Foundation	Reading	Applies/Understands technical words that pertain to homeowner policies [1.3.6]	
	3.4.2 Explain the difference between policy type and policy coverage			Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]
	3.4.3 Explain the Inflation Guard Clause and other losses caused by certain perils	Thinking	Reasoning	Sees relationship between two or more ideas, objects, or situations [4.5.5]	

<b>CAREER and TECHNICAL SKILLS</b>		<b>ACADEMIC and WORKPLACE SKILLS</b>		
What the Student Should be Able to Do		What the Instruction Should Reinforce		
<b>Knowledge</b>	<b>Application</b>	<b>Skill Group</b>	<b>Skill</b>	<b>Description</b>
3.5 Explain the need for umbrella and excess liability coverage	3.5.1 Discuss umbrella coverage	Foundation	Reading	Applies/Understands technical words that pertain to insurance coverage [1.3.6]
	3.5.2 Discuss excess liability coverage		Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]
3.6 Examine the property insurance application process, coverage needs, and how to file a claim	3.6.1 Discuss the various possible ways to complete the application process	Foundation	Reading	Applies/Understands technical words that pertain to filing a claim [1.3.6]
	3.6.2 Describe the various possible ways to file a claim for a loss		Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]
			Decision Making	Evaluates information/data to make best decision [4.2.5]

## Unit 4: Basic Queries

**Hours: 15**

Terminology: 401(k), 403(b), Annuity, Beneficiary, Benefit period, Cash value, Compound interest, Consolidated Omnibus Budget Reduction Act (COBRA), Copayment, Custodial care, Deferred annuity, Defined benefit plan, Disability insurance, Fixed annuity, Group plan, Health Maintenance Organization (HMO), Health Insurance Portability and Accountability Act (HIPAA), Individual Retirement Account (IRA), Integrated policy, Law of Large Numbers, Long-term care insurance, Managed care, Medicaid, Medicare, Medigap, Pension plan, Point of Service Organization (PSO), Pre-existing condition, Preferred Provider Organization (PPO), Primary Care Physician (PCP), Simplified Employee Pension Individual Retirement Account (SEP-IRA), Skilled care, Tax-deferred, Term insurance, Universal life, Variable annuity, Variable life, Vested, Whole life

<b>CAREER and TECHNICAL SKILLS</b>			<b>ACADEMIC and WORKPLACE SKILLS</b>		
What the Student Should be Able to Do			What the Instruction Should Reinforce		
Knowledge	Application		Skill Group	Skill	Description
4.1 Define terminology	4.1.1 Individual and group manipulation of vocabulary and concepts		Foundation	Reading	Applies/Understands technical words that pertain to insurance [1.3.6]
				Writing	Uses words appropriately [1.6.21]
4.2 Discuss health insurance	4.2.1 Explain the purpose of health insurance		Foundation	Listening	Comprehends ideas and concepts related to health insurance [1.2.1]
	4.2.2 Discuss problems in health care			Reading	Applies information and concepts derived from printed materials [1.3.3]
	4.2.3 Compare and evaluate different types of insurance plans				
	4.2.4 Identify components of a health insurance claim form			Thinking	Reasoning
	4.2.5 Relate how COBRA, HIPPA, Medicare, Medicaid, affect insurance				
4.3 Discuss disability and long-term care insurance	4.3.1 Describe the purpose and benefits of disability and long-term care insurance		Foundation	Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]
	4.3.2 Analyze coverage options and benefits			Writing	Analyzes data, summarizes results, and makes conclusions [1.6.2]
	4.3.3 Evaluate insurance needs and cost		Thinking	Decision Making	Evaluates information/data to make best decision [4.2.5]

<b>CAREER and TECHNICAL SKILLS</b>		<b>ACADEMIC and WORKPLACE SKILLS</b>			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
<b>Knowledge</b>	<b>Application</b>	<b>Skill Group</b>	<b>Skill</b>	<b>Description</b>	
4.4 Discuss life insurance	4.4.1 Define and explain the purpose of life insurance	Foundation	Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]	
	4.4.2 Compare and evaluate the various types of policies available		Writing	Analyzes data, summarizes results, and makes conclusions [1.6.2]	
	4.4.3 Discuss the various policy provisions of life insurance	Thinking	Decision Making	Evaluates information/data to make best decision [4.2.5]	
	4.4.4 Create a customer profile; estimate insurance needs and calculate pricing				
4.5 Discuss retirement planning	4.5.1 Explain an annuity	Foundation	Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]	
	4.5.2 Compare and contrast the types of retirement plans available		Writing	Analyzes data, summarizes results, and makes conclusions [1.6.2]	
	4.5.3 Calculate retirement and financial needs	Thinking	Decision Making	Evaluates information/data to make best decision [4.2.5]	

## Unit 5: Automobile Insurance

**Hours: 8**

**Terminology:** Bodily injury liability, Collision coverage, Comprehensive coverage, Declarations, Depreciation, Endorsement, Exclusions, GAP insurance, Medical expenses coverage, Personal auto policy, Personal injury protection, Property damage liability, Rider, Uninsured motorist, Underinsured motorist

<b>CAREER and TECHNICAL SKILLS</b>		<b>ACADEMIC and WORKPLACE SKILLS</b>			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
5.1 Define terminology	5.1.1 Individual and group manipulation of vocabulary and concepts	Foundation	Reading	Applies/Understands technical words that pertain to insurance [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
5.2 Describe automobiles and risk involvement	5.2.1 List the pros and cons of having automobile insurance	Foundation	Reading	Applies/Understands technical words that pertain to automobile insurance [1.3.6]	
	5.2.2 Compare varying degrees of risk and rates		Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]	
	5.2.3 Discuss factors to consider when purchasing auto insurance	Thinking	Creative Thinking	Finds new ways of dealing with existing problems/situations [4.1.5]	
	5.2.4 Examine ways to reduce cost of insurance				
5.3 Identify different types of automobile insurance protection	5.3.1 Evaluate coverage of automobile insurance, including riders and endorsement	Foundation	Reading	Applies/Understands technical words that pertain to automobile insurance [1.3.6]	
	5.3.2 Examine an insurance application		Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]	
	5.3.3 Identify the different components of an automobile insurance policy	Thinking	Reasoning	Comprehends ideas and concepts related to automobile insurance [4.5.2]	
	5.3.4 Review automobile policy				
5.4 Review claim procedures	5.4.1 Explain what to do in case of an accident	Foundation	Reading	Applies/Understands technical words that pertain to automobile insurance [1.3.6]	
	5.4.2 List the possible steps involved in filing a claim		Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]	
	5.4.3 Classify situations of an accident as to the party liable	Thinking	Reasoning	Determines which conclusions are correct when given a set of facts and a set of conclusions [4.5.3]	

## Unit 6: Rights and Responsibilities of Insurance

### Hours: 5

Terminology: Better Business Bureau (BBB), Captive agent, Churning, Credit score, Independent agent, Insurance score, Misrepresentation, Preapproval, Predatory pricing, Small claims court

<b>CAREER and TECHNICAL SKILLS</b>		<b>ACADEMIC and WORKPLACE SKILLS</b>			
What the Student Should be Able to Do		What the Instruction Should Reinforce			
Knowledge	Application	Skill Group	Skill	Description	
6.1 Define terminology	6.1.1 Individual and group manipulation of vocabulary and concepts	Foundation	Reading	Applies/Understands technical words that pertain to insurance [1.3.6]	
			Writing	Uses words appropriately [1.6.21]	
6.2 Examine state insurance laws and describe ethical issues	6.2.1 List laws and how they apply to ethical issues	Foundation	Listening	Comprehends ideas and concepts related to the rights and responsibilities of insurance [1.2.1]	
			Writing	Uses words appropriately [1.6.21]	
6.3 Evaluate financial responsibility laws	6.3.1 Describe laws and how they relate to financial responsibilities	Foundation	Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]	
				Communicates a thought, idea, or fact in spoken form [1.5.5]	
6.4 Identify different types of insurance fraud and explain how fraud affects policy holders	6.4.1 Describe fraud and how this applies to students	Foundation	Speaking	Applies/Uses technical terms as appropriate to audience [1.5.2]	

# Glossary

## Unit 1: Insurance Fundamentals

1. Agent – someone who legally represents the insurer, has the authority to act on the insurer's behalf, and can bind the principal by expressed powers, by implied powers, and by apparent authority
2. Broker – someone who legally represents the insured, soliciting or accepting applications for insurance that is not in force until the company accepts the business
3. Claim – a request to cover losses from a specific event
4. Claims adjuster – person who settles claims; an agent, company adjuster, independent adjuster, adjustment bureau, or public adjuster
5. Coverage – protection against a specific kind of loss
6. Deductible – the amount an insured pays on a claim before the insurer pays the remainder
7. Insurability – an insurer's determination that an individual meets the company's criteria to be insured
8. Insurance – financial protection purchased to compensate for loss
9. Insurance Commission – meets periodically to discuss industry problems that might require legislation or regulation
10. Insurance policy – a contract written to protect individuals named in the policy against specific future losses
11. Insured – an individual usually but not always the buyer, covered by an insurance policy
12. Insurer – the company or agency that writes an insurance policy
13. Liability – legal responsibility
14. Premium – payment made by the insured to the insurer
15. Product options – special features added to a basic insurance policy
16. Risk – a situation in which some kind of loss is possible
17. Underwriting – the process of assessing applicants for insurance to determine whether they are a good risk

## Unit 2: Business Insurance

1. Base period – a period of time used to determine eligibility for unemployment insurance benefits
2. Death benefit – the payment made to beneficiaries and/or survivors upon the death of the insured
3. Fidelity bond – protection for the employer against loss caused by the dishonest or fraudulent acts of employees
4. Fraud – deception for the purpose of unlawful gain
5. No-fault insurance – insurance that provides compensation no matter which party is liable
6. Occupational Health and Safety Administration (OSHA) – a federal agency that sets health and safety standards for the workplace
7. Product liability – legal responsibility of a business to the buyers or users of the damages or injuries caused by the use of defective products
8. Punitive damages – awarded in a lawsuit as a punishment and example to others for malicious, evil or particularly fraudulent acts
9. Repetitive stress injury – a possible workplace injury resulting from performing the same activity repeatedly over a period of time
10. Surety bond – monetary compensation in case of failure by bonded persons to perform certain acts
11. Unemployment Insurance – temporary payments to eligible workers who lose their jobs
12. Worker's Compensation – insurance that pays benefits to workers who suffer work-related injury or illness

## Unit 3: Personal Property and Liability Risks

1. Actual cash value – coverage that compensates loss at current cash value considering depreciation
2. Depreciation – the reduction in the value of property as it gets older
3. Endorsement – an amendment to an individual policy that reflects any changes to the standard policy
4. Exclusion – the section of an insurance policy specifying the losses that are not covered
5. Flood insurance – insurance that covers damage caused by a flood
6. Homeowner's Inflation Guard Clause – a clause which increases the policy coverage each year based on the changes in building costs in your area
7. Loss of use – coverage that pays for living expenses while repairs are made to a home or rental property that is uninhabitable because of loss
8. Perils – in homeowner's insurance, a cause of a loss
9. Personal liability – coverage that protects policyholders from claims or judgments made against them
10. Renter's insurance – insurance that protects tenants of a property owned by someone else against theft, property damage, loss of personal property, and loss of use
11. Replacement costs – the cost to replace a piece of property or rebuild a structure
12. Umbrella policy – liability insurance that can be added when a client's homeowner's or renter's and auto insurance are handled by the same insurer

## Unit 4: Basic Queries

1. 401(k) – an employer-sponsored retirement plan in which the employee, and usually the employer, make payments into a fund that the employee manages
2. 403(b) – an employer-sponsored retirement plan for nonprofit organizations in which the employee, and usually the employer, make payments into a fund that the employee manages
3. Annuity – an investment vehicle in which, in exchange for payment of premiums, an insurer, bank, or entity agrees to pay a specified income for a specified period of time
4. Beneficiary – a person or legal entity designated to receive a life insurance death benefit
5. Benefit period – a specified amount of time during which benefits will be paid
6. Cash value – the overpayment that accumulates in a permanent life insurance policy
7. Compound interest – interest paid on the ever increasing total of principal and interest
8. Consolidated Omnibus Budget Reduction Act (COBRA) – a federal law that enables eligible individuals to continue health coverage at their own expense after losing their job or the relationship with the person through whose job they were insured
9. Copayment – in health insurance, a small part of the charge for a doctor visit, paid by the insured at the time of service
10. Custodial care – assistance with the activities of daily living; also called personal care
11. Deferred annuity – an annuity designed to be paid to the insured in the future, usually in retirement
12. Defined benefit plan – a retirement plan in which the employee knows in advance what benefit will be paid
13. Disability insurance – insurance that replaces income loss because of disability
14. Fixed annuity – an annuity that pays a stable return based on current interest rates; also called a fixed rate of annuity
15. Group plan – a contract under which everyone belonging to a specified group is insured
16. Health Maintenance Organization (HMO) – a network of health care providers affiliated with, or employed by an insurer; generally the least expensive health plan available
17. Health Insurance Portability and Accountability Act (HIPAA) – a federal law that permits employees to take their health insurance eligibility with them when they change jobs
18. Individual Retirement Account (IRA) – a retirement savings and investment plan into which deductible payments are made
19. Integrated policy – a long-term care policy specifying a total dollar amount that may be spent on specified levels of care

20. Law of Large Numbers – the principle of minimizing risk of financial loss by spreading the expense of paying out claims over many customers over a period of many years
21. Long-term care insurance – insurance covering the cost of extended care of people who have difficulty with basic daily activities
22. Managed care – any system of insurers and health providers that coordinates fees and payments in an attempt to lower the cost of medical care
23. Medicaid – a government medical assistance program based on need
24. Medicare – a government medical assistance program for retired and/or disabled persons
25. Medigap – any of a number of private health insurance plans designed to cover the expenses that Medicare does not
26. Pension plan – the most traditional kind of retirement plan, in which the employee knows in advance how much of a benefit they will be paid
27. Point of Service Organization (PSO) – a managed-care plan that requires a primary care physician to refer the insured to preferred providers
28. Pre-existing condition – a medical condition for which a new insured has been treated recently, which may be excluded from coverage for a specified time
29. Preferred Provider Organization (PPO) – a managed-care plan in which physicians and other providers form a network offering care at a reduced rate
30. Primary Care Physician (PCP) – the doctor designated by the insured to be most directly responsible for his or her care
31. Simplified Employee Pension Individual Retirement Account (SEP-IRA) – an employer-sponsored retirement plan into which only the employer can make payments
32. Skilled care – care given by physicians or by registered nurses or certified therapists under a physician's supervision
33. Tax-deferred – a term that describes investments on which earnings are not taxed until retirement
34. Term insurance – an insurance policy limited to a specific length of time
35. Universal life – permanent insurance in which premiums are adjustable and the death benefit varies
36. Variable annuity – an annuity that allows its purchaser to invest in stocks and bonds and manage the annuity based on changing tax needs
37. Variable life – permanent insurance in which the policy account is invested in the stock market, and the cash value and death benefit depend on how well the account performs
38. Vested – the designation for an employee who has earned the right to accumulated retirement benefits
39. Whole life – permanent insurance in which the same premiums are paid for a specified period in return for a predetermined death benefit

## Unit 5: Automobile Insurance

1. Bodily injury liability – in auto insurance, liability coverage that pays for physical injury to people in other vehicles
2. Collision coverage – in auto insurance, coverage for damage to a car from a collision, no matter which driver is liable
3. Comprehensive coverage – in auto insurance, coverage for physical damage to a car caused by something other than a collision
4. Declarations – the page of an insurance policy that summarizes the terms of that particular policy
5. Depreciation – the reduction in the values of property as it gets older
6. Endorsement – an amendment to an individual policy that reflects any changes to the standard policy
7. Exclusions – the section of an insurance policy specifying the losses that are not covered
8. GAP insurance – pays the difference between the amount your insurer pays for a totaled car and the amount owed on the lease or loan
9. Medical expenses coverage – in auto insurance, coverage that pays for physical injuries sustained by the insured and the insured's passengers
10. Personal auto policy – an auto insurance policy designed for personal use of a private passenger vehicle
11. Personal injury protection – in auto insurance, a product option that adds medical coverage
12. Property damage liability – in auto insurance, coverage for damage to other vehicles in an accident for which the insured is liable
13. Rider – an amendment or addition to a policy, similar to an endorsement
14. Uninsured motorist – auto insurance coverage that compensates insured for losses caused by a driver who is not insured
15. Underinsured motorist – auto insurance coverage that compensates the insured for losses greater than those covered by the liable driver

## Unit 6: Rights and Responsibilities of Insurance

1. Better Business Bureau (BBB) – an alliance of U.S. and Canadian businesses that promotes consumer education and ethical business practices
2. Captive agent – an agent who sells the products of only one insurance company
3. Churning – the unethical business practice of persuading customers to buy unnecessary new policies for the sake of increased commission; also called twisting
4. Credit score – a rating that summarizes an individual's credit history and likelihood of paying back loans
5. Independent agent – an insurance agent who sells the products of different companies
6. Insurance score – a rating that predicts the likelihood of an individual to file an insurance claim
7. Misrepresentation – the unethical practice of making false claims about an insurance policy, or a competitor's policy, to make a sale
8. Preapproval – the requirement that health care providers receive permission from the insurer before performing non-emergency surgery or unusual treatments
9. Predatory pricing – the practice of undercutting competitors' prices to drive them out of business and take over their share of the market
10. Small claims court – a special court designed to quickly resolve disputes over small amounts of money