

Unit 3

Forms and more forms

Get ready to write

- Which of these types of form have you filled in?
 - an application form for an education course or job
 - an insurance application or claim form
 - a passport or visa application form
 - a form applying for a credit card or to open a bank account
 - a tax return form
 - an application to join a club, gym, etc.
- On which of the forms listed in the first exercise would you be likely to find the following?
 - a Place of birth / Maiden name
 - b Approximate value of item being claimed for
 - c Salary for the last financial year
 - d Briefly describe your injury
 - e Have you suffered from any of these health problems in the last ten years?
 - f Do you wish to transfer a balance from another card?
 - g Academic qualifications

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Completing forms

Look at examples

1 Read these extracts from two completed forms.

- a What kind of form do you think each extract is from?

.....

- b What other information do you think was required on the forms?

.....

Did you know ...?

In most countries the financial (or *fiscal*) year and the calendar year are the same: 1 January–31 December. For individual taxpayers and some large corporations in Britain, the financial year runs from 1 April–31 March. Historically this was intended to avoid busy periods.

Extract 1

Please complete all questions. If any question is not applicable, please write N/A

Name of Policyholder Melinda

Policy No. 79234/HA/738

Travel details

Type of travel (Business/Holiday)

holiday to visit family

Please give reason for delay / missed departure

technical problems, but no details provided by airline

Please state **scheduled** times of travel

Date of departure: 03/09/06

Date of arrival: Beijing

Place of departure: Paris (Charles de Gaulle)

Place of destination: 09/09/06

Departure time: 15.55

Arrival time: 08.55

Please state **actual** times of travel

Date of departure: 04/09/06

Departure time: 15.55

Date of arrival: 05/09/06

Arrival time: 08.55

To support your claim, please provide documentary evidence from your tour operator to confirm actual departure and arrival times, and the reason for the delay you encountered.

Extract 2

20. Name and address of present employer or school Name <i>Central Avenue College</i> Address <i>Paris</i>		
21. Present occupation (If retired, write "retired". If student, write "student".) <i>student</i>	22. When do you intend to arrive in the U.S.? (Provide specific date if known) day _____ month _____ year <i>2008</i>	23. Email address <i>jtcr00@yahoo.com</i>
24. At what address will you stay in the U.S.? Street address line 1 <i>Tassett Court</i> Street address line 2 City <i>Santa Cruz</i> State/Province <i>California</i> Postal Code _____		Barcode
25. Name and telephone numbers of person in U.S. who you will be staying with or visiting for tourism or business Name Home phone <i>Jack Bailey Don't know</i> Business phone Cell phone <i>Don't know 01986 32675</i>		
26. How long do you intend to stay in the US? <i>Not sure - probably 9-12 months</i>		DO NOT WRITE IN THIS SPACE 50mm X 50 mm PHOTO Staple or glue photo here
27. What is the purpose of your trip? <i>Mainly to improve my English, but I might do a little work.</i>		
28. Who will pay for your trip? <i>My parents</i>	29. Have you ever been in the US? <input type="radio"/> Yes <input checked="" type="radio"/> No WHEN? (Most recent) day _____ month _____ year _____ FOR HOW LONG? _____ Enter additional visits to the U.S. here: _____	

2 Read the two extracts again.

- a How could the information given be improved? (Look for errors and unclear information.)

Extract 1

.....

.....

.....

.....

Extract 2

.....

.....

.....

.....

- b Look at the language in the two extracts. How would you describe the language of the forms themselves? Use appropriate adjectives from the box:

note form	detailed
businesslike	factual
concise	vague
conversational	informal
semi-formal	formal
imprecise	

.....

.....

.....

.....

.....

- c How would you describe the language used by the people who have completed the forms?

Extract 1

.....

.....

Extract 2

.....

.....

Focus on ... language appropriate to forms



- 1 Read these two extracts from accident report forms and then answer the questions a–c below.

A

State clearly and fully how the accident occurred
I was travelling along South Way at approximately 50kph, when the other car came in from a minor road on the left. As I was on the main road, I thought the driver would stop, but he did not.

B

State clearly and fully how the accident occurred
I was going along South Way about 50kph, when this car came from the left. He should've stopped because I was on the main road, but he didn't – he just kept going.

- a Which one is written in a more appropriate style? Why?
.....
.....
- b How is the style of the other extract different?
.....
.....
- c Where might you expect to read the other?
.....
.....

- 2 Rewrite this extract from an insurance claim form in appropriate language.

It must've been about 4 o'clock in the afternoon, I suppose. I just nipped out to the bank to get some cash. I was only out of my hotel room for about ten minutes. When I got back, I knew someone had been in. There was stuff all over the floor.

.....
.....
.....
.....
.....
.....

Plan

- 3 You are going to complete part of an insurance claim form reporting the loss or theft of some personal possessions while you were on holiday. Prepare for this by noting down the following information, which can be genuine or imaginary.

- a place you have been to on holiday
- when you went there
- three–four articles you had on this holiday that were valuable or would be difficult to replace. Estimate the value of each article in your own currency.

.....
.....
.....

- 4 Look quickly at the extract from the form on the opposite page, but do not start completing it yet. Does it ask you for any information that you would find difficult or impossible to provide?
.....

Write

- 5 Complete the extract from the claim form in as much detail as possible with the information you noted in Exercise 3. Read each question carefully and only give the information required. Write in an appropriate style.

Learning tip

When you are completing forms, it is advisable to give clear, accurate information wherever possible. Avoid using 'vague' language such as:

probably £50 / around 8 January / 8 January – I'm almost sure / I think it was Thailand

Check

- 6 Read through the completed sections of the form carefully, checking these points.

- Have you given the kind of information that was required?
- Have you answered the questions in full?
- Have you left any sections incomplete?
- Is your handwriting clear and easy to read?

- 7 Make any necessary corrections and improvements.

Class bonus

- 1 Exchange completed forms with another student and read the information they have written on the form.
- 2 Take turns to ask each other for more detailed information about the lost or stolen articles. (If you are the questioner, imagine you are an insurance company employee who suspects that this may be a dishonest claim.)

Extra practice

Which? is an independent organization based in the UK which exists to give consumers advice. Go to their website at www.which.co.uk and follow the links to Travel. See what advice you can find on travel insurance.

Personal Effects Claim Form

Section 2

Travel details

Type of travel: Business / Personal _____

Please give date of loss / theft _____

In which country did the loss / theft occur? _____

Please give full details of loss / theft _____

To whom was the loss / theft reported? _____

When was the loss / theft reported? _____

What steps were taken to recover the articles? (Please attach any written evidence.) _____

Have you had any previous claims on this type of insurance? YES / NO
 If YES, please give details, including dates. _____

Section 3

Particulars of claim

Full description of each item of property lost or stolen.	Date of purchase	Original price	Amount claimed	Receipts / replacement estimates attached

Section 4

DECLARATION

I declare that all the information given is to the best of my knowledge and belief, full, true and correct.

Signed _____

Date: _____

Can-do checklist

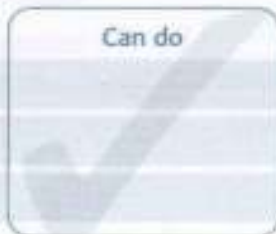
Tick what you can do.

I can understand language commonly used on forms.

I can complete forms using appropriate language.

I can identify and correct inappropriate language on a form.

Can do



Need more practice

