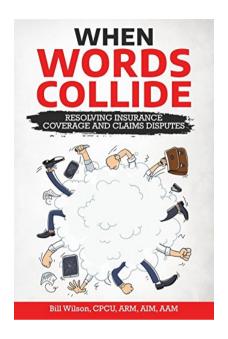
YcHza [Download] When Words Collide: Resolving Insurance Coverage and Claims Disputes





Written by Bill Wilson, the U.S.A.s foremost authority on insurance policy language: Practical and entertaining guide to understanding insurance policies. The culmination of a legendary career that stretches over six decades. Learn from the actual stories of thousands of real-life claims. Learn a rock-solid foundation to anchor your technical insurance knowledge. There is simply no substitute for experience, and in this book, Bill distills 50+ years of insurance experience, shared with the love of an educator. Nothing destroys your customers' trust more than a bad claims experience. If you're an agent, you sell promises. Promises that somebody else (a claims adjuster) has to deliver on. That puts you in a tough situation. This book will pay for itself many times over if it helps you save a single client, and it's going to save you many customers over the years. Decades of deep, technical insurance experience distilled into a simple book It's like having a mentor who is a world-class technical expert, and at the same time, a passionate and dedicated educator. Chock full of practical examples. This is not a theoretical manual; it's a deeply practical, interesting, and entertaining read that will be useful for decades to come.

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