

**LIFE - GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions plus 10 pretest questions)

I. TYPES OF POLICIES..... 12

A. Traditional whole life products

1. Ordinary whole life
2. Limited-pay and single-premium life

B. Interest/market-sensitive/adjustable life products

1. Universal life
2. Variable whole life
3. Variable universal life
4. Interest-sensitive whole life
5. Indexed life

C. Term life

1. Types
 - a. Level
 - b. Decreasing
 - c. Return of premium
 - d. Annually renewable
2. Special features
 - a. Renewable
 - b. Convertible

D. Annuities

1. Single and flexible premium
2. Immediate and deferred
3. Fixed and variable
4. Indexed

E. Combination plans and variations

1. Joint life
2. Survivorship life (second to die)

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A. Policy riders

1. Waiver of premium and waiver of monthly deduction
2. Guaranteed insurability
3. Payor benefit
4. Accidental death and/or accidental death and dismemberment
5. Term riders
6. Other insureds
7. Long term care
8. Return of premium

B. Policy provisions and options

1. Entire contract
2. Insuring clause
3. Free look
4. Consideration
5. Owner's rights
6. Beneficiary designations
 - a. Primary and contingent
 - b. Revocable and irrevocable
 - c. Common disaster
 - d. Minor beneficiaries

7. Premium Payment

- a. Modes
- b. Grace period
- c. Automatic premium loan
- d. Level or flexible

8. Reinstatement

9. Policy loans, withdrawals, partial surrenders

10. Non-forfeiture options

11. Dividends and dividend options (eg. participating, non-participating)

12. Incontestability

13. Assignments

14. Suicide

15. Misstatement of age and gender

16. Settlement options

17. Accelerated death benefits

C. Policy exclusions

III. COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICY 12

A. Completing the application

1. Required signatures
2. Changes in the application
3. Consequences of incomplete applications
4. Warranties and representations
5. Collecting the initial premium and issuing the receipt
6. Replacement
7. Disclosures at point of sale (e.g., HIPAA, HIV consent)
8. USA PATRIOT Act/anti-money laundering

B. Underwriting

1. Insurable interest
2. Medical information and consumer reports
3. Fair Credit Reporting Act
4. Risk classification
5. Stranger/Investor-owned life insurance (STOLI/IOLI)

C. Delivering the policy

1. When coverage begins
2. Explaining the policy and its provisions, riders, exclusions, and ratings to the client

D. Contract law

1. Elements of a contract
2. Unique aspects of the insurance contract
 - a. Conditional
 - b. Unilateral
 - c. Adhesion
 - d. Aleatory

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A. Third-party ownership

B. Viatical Settlements

C. Life Settlements

D. Group life insurance

1. Conversion privilege
2. Contributory vs. noncontributory

E. Retirement plans

1. Qualified plans

- 2. Nonqualified plans
- F. Life insurance needs analysis/suitability**

- 1. Personal insurance needs
- 2. Business insurance needs
 - a. Key person
 - b. Buy sell

G. Social Security benefits

H. Tax treatment of insurance premiums, proceeds, and dividends

- 1. Individual life
- 2. Group life
- 3. Modified Endowment Contracts (MECs)

- 3. Certificate of Authority
Ref: 507A.2

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

** Applies to Life/Health only*

*** Applies to Property/Casualty associated exams only*

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO LIFE INSURANCE ONLY 12

A. Policy replacement

Ref: 191-16.21 through .29

B. Disclosure and solicitation requirements

Ref: 191-15.2 through .4, .8, .9; 191-14.1, .3 through .10

C. Group Life Insurance

Ref: 509.1, .2, .4, .5, .10, .15; 511.38

- 1. Eligibility
- 2. Required provisions
- 3. Assignability
- 4. Conversion
- 5. Interest on proceeds

D. Individual life and annuities

Ref: 511.36; 191-39.21; 191-48.2; 508E; 191-28.1 through .17

- 1. Policy Loans
- 2. Viatical and life settlements
- 3. Credit Life

E. Suitability

- 1. Life Insurance
Ref: 191-15.8(4)
- 2. Annuities
Ref: 191-15.68 – 15.73

**LIFE – IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(27 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES 15

A. Insurance Commissioner/Division

- 1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
- 2. Examination of records
Ref: 507.1, .2, .3
- 3. Hearings
Ref: 507B.6
- 4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
- 5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing

Ref: 507B.7, 522B.3 through .10, .13, .14; Reg 191-10.1 through .15; Reg 191-11.1 through .4

- 1. Applications
- 2. Change of address
- 3. Licensing examinations
- 4. Resident/nonresident
- 5. Temporary license
- 6. Exemptions
- 7. Denial, renewal, termination of licenses
- 8. Commissions and referral fees
- 9. Company appointments
- 10. Continuing education

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3, .8; 507E.1 through .7

- 1. Discrimination
- 2. Misrepresentation
- 3. Rebating
- 4. False information and advertising
- 5. Claims settlement
- 6. Defamation
- 7. Boycott, coercion and intimidation

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8(507B); Reg 191-15.8

- 1. Prohibited Acts
- 2. Use of credit information**

F. Guaranty Association

Ref: 508C.2, .3, .5, .6, .8, .9, .12, .14, .18

G. Definitions

- 1. Domestic, foreign, alien
Ref: 521A, 508B, 515.70
- 2. Fraternal benefit society*
Ref: 512B(3)

**ACCIDENT & HEALTH – GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions plus 10 pretest questions)

I. TYPES OF POLICIES 14

A. Disability income

- 1. Individual disability income policy
- 2. Business overhead expense policy
- 3. Business disability buyout policy
- 4. Group disability income policy
- 5. Key employee policy

B. Accidental death and dismemberment

C. Medical expense insurance

- 1. Basic hospital, medical, and surgical policies
- 2. Major medical policies
- 3. Health Maintenance Organizations (HMOs)
- 4. Preferred Provider Organizations (PPOs)
- 5. Point of Service (POS) plans
- 6. Flexible Spending Accounts (FSAs)
- 7. High Deductible Health Plans (HDHPs) and related Health Savings Accounts (HSAs)

D. Medicare supplement policies

E. Group insurance

- 1. Differences between individual and group contracts
- 2. General characteristics
- 3. COBRA

F. Individual/Group Long Term Care (LTC)

G. Other policies

- 1. Dental
- 2. Vision

3. Cancer
4. Critical illness or specified disease
5. Worksite (employer-sponsored)
6. Hospital indemnity
7. Short-term medical
8. Accident

II. POLICY PROVISIONS, CLAUSES, AND RIDERS..... 20

A. Mandatory and Optional provisions

1. Entire contract
2. Time limit on certain defenses (incontestable)
3. Grace period
4. Reinstatement
5. Notice of claim
6. Claim forms
7. Proof of loss
8. Time of payment of claims
9. Payment of claims
10. Physical examination and autopsy
11. Legal actions
12. Change of beneficiary
13. Misstatement of age or sex
14. Change of occupation
15. Illegal occupation
16. Relation of earning to insurance

B. Other provisions and clauses

1. Insuring clause
2. Free look
3. Consideration clause
4. Probationary period
5. Elimination period
6. Waiver of premium
7. Exclusions and limitations
8. Preexisting conditions
9. Coinsurance
10. Deductibles
11. Eligible expenses
12. Copayments
13. Pre-authorizations and prior approval requirements
14. Usual, reasonable, and customary (URC) charges
15. Lifetime, annual, or per cause maximum benefit limits

C. Riders

1. Impairment/exclusions
2. Guaranteed insurability

D. Rights of renewability

1. Noncancelable
2. Cancelable
3. Guaranteed renewable

III. SOCIAL INSURANCE..... 3

A. Medicare (Parts A, B, C, D)

B. Medicaid

C. Social Security benefits

IV. OTHER INSURANCE CONCEPTS 4

A. Total, partial, recurrent and residual disability

B. Owner's rights

C. Dependent children benefits

D. Primary and contingent beneficiaries

E. Modes of premium payments

F. Nonduplication and coordination of benefits (e.g., primary vs. excess)

G. Occupational vs. non-occupational

H. Tax treatment of premiums and proceeds of insurance contracts (e.g., disability income and medical expenses, etc.)

I. Managed care

J. Workers Compensation

K. Subrogation

V. FIELD UNDERWRITING PROCEDURES..... 9

A. Completing the application

B. Explaining sources of insurability and HIPAA privacy information (e.g., MIB Report, Fair Credit Reporting Act, etc.)

C. Initial premium payment and receipt and consequences of the receipt (e.g., medical examination, etc.)

D. Submitting application (and initial premium if collected) to company for underwriting

E. Policy delivery

F. Explaining policy and its provisions, riders, exclusions, and ratings to clients

G. Replacement

H. Contract law

1. Elements of a contract
2. Insurable interest
3. Warranties and representations
4. Unique aspects of the insurance contract
 - a. Conditional
 - b. Unilateral
 - c. Adhesion
 - d. Aleatory

**ACCIDENT AND HEALTH – IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(30 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES 15

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
2. Examination of records
Ref: 507.1, .2, .3
3. Hearings
Ref: 507B.6
4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing

Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.1 through 15; Reg 191-11.1 through .4

1. Applications
2. Change of address
3. Licensing examinations
4. Resident/nonresident
5. Temporary license
6. Exemptions
7. Denial, renewal, termination of licenses
8. Commissions and referral fees
9. Company appointments
10. Continuing education

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3, .8; 507E.1 through .7

1. Discrimination
2. Misrepresentation
3. Rebating
4. False information and advertising

5. Claims settlement
6. Defamation
7. Boycott, coercion and intimidation

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8(507B); Reg 191-15.8

1. Prohibited Acts
2. Use of credit information**

F. Guaranty Association

Ref: 508C.2, .3, .5, .6, .8, .9, .12, .14, .18

G. Definitions

1. Domestic, foreign, alien

Ref: 521A, 508B, 515.70

2. Fraternal benefit society*

Ref: 512B(3)

3. Certificate of Authority

Ref: 507A.2

H. Surplus**

Ref: 515L.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO ACCIDENT AND HEALTH INSURANCE ONLY 15

A. Individual Health insurance

Ref: 513C.3, .6, .7; 514A.2, .3; 514C; 191-36; 191-28.1 through .17

1. Eligibility
2. Required provisions
3. Renewability
4. Mandatory coverages
 - a. Diabetes
 - b. Mammography
 - c. Coverage for newborns
 - d. Adopted children
 - e. Complications of pregnancy
5. Preexisting conditions
6. Claims
7. Credit disability

B. Group Health insurance

Ref: 509.1, .3, .4, .15, .19; 513B.2(10) & (18); 514A.3(1)(d), 514C, 191-71; 191-35.20 et seq.

1. Eligibility
2. Required provisions
3. Claims
4. Mandatory coverages
 - a. Diabetes
 - b. Mammography
 - c. Prescription contraceptives
 - d. Coverage for newborns
 - e. Adopted children
 - f. Complications of pregnancy

C. Medicare supplement insurance

Ref: 191-37.1, .2, .4, .5, .7, .15, .16, .18, .21; 191-37.28(1)(e)

1. Purpose
2. Required provisions
3. Preexisting conditions
4. Exclusions
5. Replacement
6. Cancellation

D. Long Term Care insurance

Ref: 191-39.14, .18, .19; 191-39.5 through .7; 191-39.75-85

1. Marketing
2. Policy provisions
3. Types of care

- a. Home Health Care
- b. Nursing Home
- c. Assisted living

4. Iowa Long-Term Care partnership program

E. Special Programs

1. Healthy and Well Kids in Iowa Program (HAWK-I)

Ref: 514I.1, .2, .3, .6, .8, .9

2. HIPIOWA

F. Affordable Care Act

1. Exchanges/Marketplace (ACA Section 1321)
2. Taxes, penalties, and subsidies (ACA Section 1401, 1402)
3. Essential health benefits (ACA Section 1302)
 - a. Mental health parity
 - b. Pediatric services
 - c. Preventive services
4. Employer notification responsibilities (ACA Section 1511-1515)

**PROPERTY – GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions plus 10 pretest questions)

I. TYPES OF POLICIES25

A. Homeowners

1. HO-2
2. HO-3
3. HO-4
4. HO-5
5. HO-6
6. HO-8

B. Dwelling policies

1. DP-1
2. DP-2
3. DP-3

C. Commercial lines

1. Commercial Package Policy (CPP)
2. Commercial property
 - a. Commercial building and business personal property form
 - b. Causes of loss forms
 - c. Business income
 - d. Extra expense
 - e. Equipment breakdown
3. Business Owners Policy (BOP)
4. Builders Risk

D. Inland marine

1. Personal Articles floaters
2. Commercial Property floaters

E. National Flood Insurance Program

F. Others

1. Earthquake
2. Mobile Homes
3. Watercraft
4. Farm Owners
5. Windstorm

II. INSURANCE TERMS AND RELATED CONCEPTS 14

A. Insurance

1. Law of Large Numbers

B. Insurable interest

C. Risk

1. Pure vs. Speculative Risk

D. Hazard

1. Moral
2. Morale
3. Physical

- E. Peril
 - F. Loss
 - 1. Direct
 - 2. Indirect
 - G. Loss Valuation
 - 1. Actual cash value
 - 2. Replacement cost
 - 3. Market value
 - 4. Stated/agreed value
 - 5. Salvage value
 - H. Proximate cause
 - I. Deductible
 - J. Indemnity
 - K. Limits of liability
 - L. Coinsurance/Insurance to value
 - M. Occurrence
 - N. Cancellation
 - O. Nonrenewal
 - P. Vacancy and unoccupancy
 - Q. Liability
 - 1. Absolute
 - 2. Strict
 - 3. Vicarious
 - R. Negligence
 - S. Binder
 - T. Endorsements
 - U. Blanket vs. Specific
- III. POLICY PROVISIONS AND CONTRACT LAW 11
- A. Declarations
 - B. Insuring agreement
 - C. Conditions
 - D. Exclusions
 - E. Definition of the insured
 - F. Duties of the insured
 - G. Obligations of the insurance company
 - H. Mortgagee rights
 - I. Proof of loss
 - J. Notice of claim
 - K. Appraisal
 - L. Other Insurance Provision
 - M. Subrogation
 - N. Elements of a contract
 - O. Warranties, representations, and concealment
 - P. Sources of underwriting information
 - Q. Fair Credit Reporting Act
 - R. Privacy Protection (Gramm Leach Bliley)
 - S. Policy Application
 - T. Terrorism Risk Insurance Act (TRIA)

- 2. Examination of records
Ref: 507.1, .2, .3
- 3. Hearings
Ref: 507B.6
- 4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
- 5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing
Ref: 507B.7, 522B.3 through .11, .12, .13, .14, .16; Reg 191-10.1 through .15; Reg 191-11.1 through .4

- 1. Applications
- 2. Change of address
- 3. Licensing examinations
- 4. Resident/nonresident
- 5. Temporary license
- 6. Exemptions
- 7. Denial, renewal, termination of licenses
- 8. Commissions and referral fees
- 9. Company appointments
- 10. Continuing education

C. Unfair and Deceptive Practices
Ref: 507B.4; Reg 191-15.2, .3, .8; 507E.1 through .7

- 1. Discrimination
- 2. Misrepresentation
- 3. Rebating
- 4. False information and advertising
- 5. Claims settlement
- 6. Defamation
- 7. Boycott, coercion and intimidation

D. Iowa Insurance Fraud Act
Ref: 507E.1 through .7

E. Producer Responsibilities
Ref: 191—15.8(507B); Reg 191-15.8; 515.103

- 1. Prohibited Acts
- 2. Use of credit information**

F. Guaranty Association
Ref: 515B.2, .3, .5, .7 through .11, .18

- G. Definitions**
- 1. Domestic, foreign, alien
Ref: 521A, 508B, 515.70
 - 2. Fraternal benefit society*
Ref: 512B(3)
 - 3. Certificate of Authority
Ref: 507A.2

H. Surplus**
Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery
Ref: 505B.1

* Applies to Life/Health only
** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY 8

A. Iowa FAIR Plan Association
Ref: 515F.31 through .36

B. Cancellation/Nonrenewal
Ref: 515.125-.131

C. Standard Fire Policy
Ref: 515.109

D. Private-passenger automobile insurance
Ref: 321A.2-.11; 516A.1 through .4; 191-15.45; 515D.4 through .7; 191-28.1 through .17; ISO form PP 03 05 08 86

- 1. Aftermarket parts regulation

**PROPERTY - IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(33 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES 25

- A. Insurance Commissioner/Division
 - 1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C

**CASUALTY – GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions plus 10 pretest questions)

I. TYPES OF POLICIES, BONDS, AND RELATED TERMS 23

- A. Commercial general liability**
 - 1. Exposures
 - a. Premises and Operations
 - b. Products and Completed Operations
 - 2. Coverage
 - a. Coverage A: Bodily Injury and Property Damage Liability
 - (1) Occurrence
 - (2) Claims made
 - (a) Retroactive Date
 - b. Coverage B: Personal Injury and Advertising Injury
 - c. Coverage C: Medical Payments
 - d. Supplemental Payments
 - e. Who is an insured
 - f. Limits
 - (1) Per occurrence
 - (2) Annual Aggregate
 - g. Damage to Property of Others
- B. Automobile: personal auto and business auto**
 - 1. Liability
 - a. Bodily Injury
 - b. Property Damage
 - c. Split Limits
 - d. Combined Single Limit
 - 2. Medical Payments
 - 3. Physical Damage (collision; other than collision; specified perils)
 - 4. Uninsured motorists
 - 5. Underinsured motorists
 - 6. Who is an insured
 - 7. Types of Auto
 - a. Owned
 - b. Non-owned
 - c. Hired
 - d. Temporary Substitute
 - e. Newly Acquired Autos
 - f. Transportation Expense and Rental Reimbursement Expense
 - 8. Garage Coverage Form, including Garagekeepers Insurance
 - 9. Exclusions
 - 10. Individual Insured and Drive Other Car (DOC)
- C. Workers Compensation Insurance, Employers Liability Insurance, and Related Issues**
(This section does not deal with specifics of state law, which are addressed elsewhere in this outline.)
 - 1. Standard policy concepts
 - a. Who is an employee/employer
 - b. Compensation
 - 2. Work-related vs. non-work-related
 - 3. Other states' insurance
 - 4. Employers Liability
 - 5. Exclusive remedy
 - 6. Premium Determination
- D. Crime**
 - 1. Employee Dishonesty
 - 2. Theft
 - 3. Robbery
 - 4. Burglary
 - 5. Forgery and Alteration

- 6. Mysterious disappearance
- E. Bonds**
 - 1. Surety
 - 2. Fidelity
- F. Professional liability**
 - 1. Errors and Omissions
 - 2. Medical Malpractice
 - 3. Directors and Officers (D&O)
 - 4. Employment Practices Liability (EPLI)
 - 5. Cyber liability and data breach
- G. Umbrella/Excess Liability**

II. INSURANCE TERMS AND RELATED CONCEPTS 14

- A. Risk**
- B. Hazards**
 - 1. Moral
 - 2. Morale
 - 3. Physical
- C. Indemnity**
- D. Insurable interest**
- E. Loss valuation**
 - 1. Actual cash value
 - 2. Replacement cost
 - 3. Market value
 - 4. Stated/agreed value
 - 5. Salvage value
- F. Negligence**
- G. Liability**
- H. Occurrence**
- I. Binders**
- J. Warranties**
- K. Representations**
- L. Concealment**
- M. Deposit Premium/Audit**
- N. Certificate of Insurance**
- O. Law of Large Numbers**
- P. Pure vs. Speculative Risk**
- Q. Endorsements**
- R. Damages**
 - 1. Compensatory
 - a. General
 - b. Special
 - 2. Punitive
- S. Compliance with provisions of Fair Credit Reporting Act**

III. POLICY PROVISIONS 11

- A. Declarations**
- B. Insuring agreement**
- C. Conditions**
- D. Exclusions and Limitations**
- E. Definition of the insured**
- F. Duties of the insured after a loss**
- G. Cancellation and nonrenewal provisions**
- H. Supplementary payments**
- I. Proof of loss**
- J. Notice of claim**
- K. Arbitration**
- L. Other insurance**
- M. Subrogation**
- N. Loss settlement provisions including consent to settle a loss**

O. Terrorism Risk Insurance Act (TRIA)

**CASUALTY - IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

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Ref: 505.7A; 507B.7; Reg 191-10.20
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Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing

Ref: 507B.7, 522B.3 through .11, .12, .13, .14, .16; Reg 191-10.1 through .15; Reg 191-11.1 through .4

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Ref: 507B.4; Reg 191-15.2, .3, .8; 507E.1 through .7

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- 2. Misrepresentation
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- 5. Claims settlement
- 6. Defamation
- 7. Boycott, coercion and intimidation

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191-15.8(507B); Reg 191-15.8; ; 515.103

- 1. Prohibited Acts
- 2. Use of credit information**

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

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Ref: 521A, 508B, 515.70
- 2. Fraternal benefit society*
Ref: 512B(3)
- 3. Certificate of Authority
Ref: 507A.2

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY..... 10

A. Iowa Auto Insurance Plan (Assigned Risk)

Ref: 515D.11

B. Private-passenger automobile insurance

Ref: 321A.2-.11; 516A.1 through .4; 191-15.45; 515D.4 through .7

- 1. Uninsured/Underinsured motorists coverage
 - a. Rejection by the insured
- 2. Proof of financial responsibility
- 3. Cancellation and nonrenewal

C. Workers Compensation

Ref: 85.1, .1A, .2, .3, .16, .20, .23, .27 through .29, .31 through .34, .61, .70; 85A.4 through .8

- 1. Definitions
- 2. Covered employment
- 3. Benefits provided
- 4. Covered injuries
- 5. Occupational disease

**COMMERCIAL LINES EXAM GENERAL
KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions plus 10 pretest questions)

I. TYPES OF PROPERTY POLICIES8

A. Commercial lines

- 1. Commercial property
 - a. Commercial building and business personal property form
 - b. Causes of loss forms
 - c. Business income
 - d. Extra expense
 - e. Equipment breakdown
- 2. Commercial Package Policy (CPP)
- 3. Businessowners Policy (BOP)
- 4. Builders Risk

B. Inland marine

- 1. Commercial Property floaters

C. National Flood Insurance Program

D. Others

- 1. Earthquake

II. TYPES OF CASUALTY POLICIES, BONDS, AND RELATED TERMS..... 12

A. Commercial general liability

- 1. Exposures
 - a. Premises and Operations
 - b. Products and Completed Operations
- 2. Coverage
 - a. Coverage A: Bodily Injury and Property Damage Liability
 - (1) Occurrence
 - (2) Claims Made
 - (a) Retroactive Date
 - b. Coverage B: Personal Injury and Advertising Injury
 - c. Coverage C: Medical Payments
 - d. Supplementary Payments
 - e. Who is an insured
 - f. Limits
 - (1) Per occurrence
 - (2) Annual Aggregate
 - g. Damage to Property of Others

B. Business (Commercial) Auto

- 1. Liability

a. Bodily Injury	3. Market valuation
b. Property Damage	4. Stated value
c. Split Limits	5. Salvage value
d. Combined Single Limit	
2. Physical damage (collision and other than collision/ specified perils)	H. Proximate cause
3. Uninsured motorists	I. Deductible
4. Underinsured motorists	J. Indemnity
5. Who is an insured	K. Limits of liability
6. Types of Auto	L. Coinsurance/Insurance to value
a. Owned	M. Occurrence
b. Non-owned	N. Cancellation
c. Hired	O. Nonrenewal
d. Temporary Substitute	P. Vacancy and unoccupancy
e. Newly Acquired Autos	Q. Liability
f. Transportation Expense and Rental Reimbursement Expense	1. Absolute
	2. Strict
	3. Vicarious
7. Garage Coverage Form, including Garagekeepers insurance	R. Negligence
8. Exclusions	S. Binder
9. Individual Insured and Drive Other Car (DOC)	T. Endorsement
C. Workers Compensation insurance, Employers Liability insurance, and Related Issues	U. Medical Payments
(This section does not deal with specifics of state law, which are addressed elsewhere in this outline.)	V. Blanket vs. Specific
1. Standard policy concepts	W. Burglary, Robbery, Theft, Mysterious Disappearance
a. Who is an employee / employer	X. Damages
b. Compensation	1. Compensatory
	a. General
	b. Special
2. Work-related vs. non-work-related	2. Punitive
3. Other states' insurance	Y. Compliance with provisions of Fair Credit Reporting Act
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6. Premium Determination	
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3. Robbery	C. Conditions
4. Burglary	D. Exclusions and limitations
5. Forgery and Alteration	E. Definition of the insured
6. Mysterious disappearance	F. Duties of the insured after a loss
E. Bonds	G. Obligations of the insurance company
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2. Fidelity	I. Proof of loss
F. Professional liability	J. Notice of claim
1. Errors and Omissions	K. Appraisal
2. Medical Malpractice	L. Other Insurance Provision
3. Directors and Officers (D&O)	M. Subrogation
4. Employment Practices Liability (EPLI)	N. Elements of a contract
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B. Insurable interest	T. Privacy Protection (Gramm Leach Bliley)
C. Risk	U. Policy Application
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D. Hazard	
1. Moral	
2. Morale	
3. Physical	
E. Peril	
F. Loss	
1. Direct	
2. Indirect	
G. Loss Valuation	
1. Actual cash valuation	
2. Replacement cost	

**COMMERCIAL LINES - IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(32 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES 25

A. Insurance Commissioner/Division

1. Broad powers and duties

Ref: 505.2; 505.8; 507B.3; 507C

2. Examination of records

Ref: 507.1, .2, .3

3. Hearings

Ref: 507B.6

4. Penalties

Ref: 505.7A; 507B.7; Reg 191-10.20

5. Cease and desist

Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing

Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.1 -.15; Reg 191-11.1 through .4

1. Applications

2. Change of address

3. Licensing examinations

4. Resident/nonresident

5. Temporary license

6. Exemptions

7. Denial, renewal, termination of licenses

8. Commissions and referral fees

9. Company appointments

10. Continuing education

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3, .8; 507E.1 through .7

1. Discrimination

2. Misrepresentation

3. Rebating

4. False information and advertising

5. Claims settlement

6. Defamation

7. Boycott, coercion and intimidation

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8(507B); Reg 191-15.8

1. Prohibited Acts

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

1. Domestic, foreign, alien

Ref: 521A, 508B, 515.70

2. Fraternal benefit society*

Ref: 512B(3)

3. Certificate of Authority

Ref: 507A.2

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

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A. Cancellation/Nonrenewal

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III. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY 5

A. Workers Compensation

Ref: 85.1, .1A, .2, .3, .16, .20, .23, .27 through .29, .31 through .34, .61, .70; 85A.4 through .8

1. Definitions

2. Covered employment

3. Benefits provided

4. Covered injuries

5. Occupational disease

**PERSONAL LINES
GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms and Concepts**

(75 questions plus 11 pretest questions)

I. TYPES OF PROPERTY POLICIES 10

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1. HO-2

2. HO-3

3. HO-4

4. HO-5

5. HO-6

6. HO-8

B. Dwelling policies

1. DP-1

2. DP-2

3. DP-3

C. Inland marine

1. Personal Articles floaters

D. National Flood Insurance Program

E. Others

1. Earthquake

2. Mobile Homes

3. Watercraft

4. Windstorm

II. TYPES OF CASUALTY POLICIES 13

A. Automobile: personal auto

1. Liability

a. Bodily Injury

b. Property Damage

c. Split Limits

d. Combined Single Limit

2. Medical Payments

3. Physical Damage (collision; other than collision; specified perils)

4. Uninsured motorists

5. Underinsured motorists

6. Who is an insured

7. Types of Auto

a. Owned

b. Non-owned

c. Hired

d. Temporary Substitute

e. Newly Acquired Autos

f. Transportation Expense and Rental Reimbursement Expense

8. Exclusions

B. Umbrella/Excess liability

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2. Morale	
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E. Peril	
F. Loss	
1. Direct	
2. Indirect	
G. Loss Valuation	
1. Actual cash value	
2. Replacement cost	
3. Market value	
4. Stated value	
5. Salvage value	
H. Proximate cause	
I. Deductible	
J. Indemnity	
K. Limits of liability	
L. Coinsurance/Insurance to value	
M. Occurrence	
N. Cancellation	
O. Nonrenewal	
P. Vacancy and unoccupancy	
Q. Liability	
1. Absolute	
2. Strict	
3. Vicarious	
R. Negligence	
S. Binder	
T. Endorsements	
U. Blanket vs. Specific	
V. Burglary, Robbery, Theft, and Mysterious Disappearance	
W. Warranties	
X. Representations	
Y. Concealment	
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a. General	
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2. Punitive	
CC. Compliance with Provisions of Fair Credit Reporting Act	
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B. Insuring agreement	
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F. Duties of the insured after a loss	
G. Obligations of the insurance company	
H. Mortgagee rights	
I. Proof of loss	
J. Notice of claim	

K. Appraisal	
L. Other Insurance Provision	
M. Subrogation	
N. Elements of a contract	
O. Sources of underwriting information	
P. Fair Credit Reporting Act	
Q. Privacy Protection (Gramm Leach Bliley)	
R. Policy Application	
S. Terrorism Risk Insurance Act (TRIA)	
T. Cancellation and nonrenewal provisions	
U. Supplementary payments	
V. Arbitration	
W. Loss settlement provisions including consent to settle a loss	

PERSONAL LINES IOWA SPECIFIC CONTENT OUTLINE State Laws, Rules, Regulations and Coverages
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(38 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES 25	
A. Insurance Commissioner/Division	
1. Broad powers and duties	
<i>Ref: 505.2; 505.8; 507B.3; 507C</i>	
2. Examination of records	
<i>Ref: 507.1, .2, .3</i>	
3. Hearings	
<i>Ref: 507B.6</i>	
4. Penalties	
<i>Ref: 505.7A; 507B.7; Reg 191-10.20</i>	
5. Cease and desist	
<i>Ref: 507B.6A; 522B.17; Reg 191-15.14</i>	
B. Licensing	
<i>Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.1 through .15; Reg 191-11.1 through .4</i>	
1. Applications	
2. Change of address	
3. Licensing examinations	
4. Resident/nonresident	
5. Temporary license	
6. Exemptions	
7. Denial, renewal, termination of licenses	
8. Commissions and referral fees	
9. Company appointments	
10. Continuing education	
C. Unfair and Deceptive Practices	
<i>Ref: 507B.4; Reg 191-15.2, .3, .8; 507E.1 through .7</i>	
1. Discrimination	
2. Misrepresentation	
3. Rebating	
4. False information and advertising	
5. Claims settlement	
6. Defamation	
7. Boycott, coercion and intimidation	
D. Iowa Insurance Fraud Act	
<i>Ref: 507E.1 through .7</i>	
E. Producer Responsibilities	
<i>Ref: 191—15.8(507B); 515.103</i>	
1. Prohibited Acts	
2. Use of credit information**	
F. Guaranty Association	
<i>Ref: 515B.2, .3, .5, .7 through .11, .18</i>	
G. Definitions	
1. Domestic, foreign, alien	

Ref: 521A, 508B, 515.70

2. Fraternal benefit society*

Ref: 512B(3)

3. Certificate of Authority

Ref: 507A.2

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY 7

A. Iowa FAIR Plan Association

Ref: 515F.31 through .38

B. Cancellation/Nonrenewal

Ref: 515. 125-.131

C. Standard Fire Policy

Ref: 515. 109

D. Private-passenger automobile insurance

Ref: 321A.2-.11; 516A.1 through .4; 191-15.45; 515D.4 through .7; 191-28.1 through .17; ISO form PP 03 05 08 86

- 1. Aftermarket parts regulation

III. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY 6

A. Iowa Auto Insurance Plan (Assigned Risk)

Ref: 515D.11

B. Private-passenger automobile insurance

Ref: 321A.2-.11; 516A.1 through .4; 191-15.45; 515D.4 through .7

- 1. Uninsured/Underinsured motorists coverage
 - a. Rejection by the insured
- 2. Proof of financial responsibility
- 3. Cancellation and nonrenewal

- 4. Standard coverages
- 5. Limitations of coverage
- 6. Benefits
- 7. Amounts of insurance
- 8. Procedures for termination
- 9. Refunds
- 10. Premiums

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A. Definitions

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- 1. Creditor
- 2. Debtor
- 3. Credit transaction

B. Policy rates and forms

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- 1. Adequate
- 2. Not excessive
- 3. Non-discriminatory

C. Disclosure

Ref: 191-28.14

D. Free look period

Ref: 191-28.17

E. Policy requirements

Ref: 191-28.3, 191-28.7(2)A

F. Refunds

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G. Prohibited transactions

Ref: 191-28.13

H. Preexisting conditions

Ref: 191-28.7(2), 191-28.8(2)

I. Renewal or refinancing of a debt

Ref: 191-28.3(7)

J. Denial

Ref: 191-28.8(2)D

K. Exclusions

Ref: 191-28.8(2)C

L. Termination

Ref: 191-28.3(5)B

IV. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CREDIT LICENSING5

A. Insurance Commissioner/Division

- 1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3
- 2. Examination of records
Ref: 507.1, .2, .3
- 3. Hearings
Ref: 507B.6
- 4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
- 5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing Requirements

Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4

- 1. Applications
- 2. Change of address
- 3. Licensing examinations
- 4. Resident/nonresident
- 5. Denial, renewal, termination of licenses

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7

- 1. Discrimination
- 2. Misrepresentation
- 3. Rebating
- 4. Advertising
- 5. Claims settlement

**CREDIT INSURANCE
CONTENT OUTLINE**

Product Knowledge, Terms and Concepts

(50 scoreable questions)

I. GENERAL INSURANCE TERMS AND CONCEPTS 5

- A. Insurance**
- B. Insurable interest**
- C. Hazard**
- D. Indemnity**
- E. Indebtedness**

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A. Types of Credit Insurance

- 1. Consumer credit insurance
 - a. Credit life
 - b. Credit disability
- 2. Involuntary unemployment
- 3. Other forms of credit insurance
 - a. Credit property
 - b. Guaranteed automobile protection (GAP)
 - c. Mortgage guarantee (PMI)
 - d. Group mortgage life/ disability

B. Consumer Credit Insurance Definitions

- 1. Rates
- 2. Requirements
- 3. Term of coverage

- 6. Defamation
- 7. Boycott, coercion and intimidation
- 8. Iowa Insurance Fraud Act

**CROP INSURANCE
CONTENT OUTLINE
Product Knowledge, Terms and Concepts**

(50 scoreable questions)

- I. GENERAL INSURANCE TERMS AND CONCEPTS 8**
 - A. Insurable interest**
 - B. Risk**
 - C. Hazard**
 - D. Peril**
 - E. Loss**
 - 1. Direct
 - 2. Indirect
 - F. Indemnity**
 - G. Actual cash value**
 - H. Limits of liability**
 - I. Coinsurance**
 - J. Occurrence**
 - K. Negligence**
 - L. Insuring agreement**
 - M. Subrogation**
 - N. Pro-rata liability**
- II. CROP HAIL INSURANCE 10**
 - A. Policy rates**
 - B. Coverages available**
 - C. Policy provisions**
 - 1. NCIS general provisions
 - 2. NCIS Special provisions
 - D. Liability**
 - E. Claim settlement practices**
 - 1. Claim site assessment
 - 2. Notice of loss
 - 3. Insured's duty
 - 4. Percentage plan
 - 5. Arbitration and appraisal
 - 6. Loss payment
 - F. Cancellation and nonrenewal**
 - G. NCIS policies**
- III. MULTIPLE PERIL INSURANCE..... 22**
 - A. Fundamentals of MPCl**
 - 1. Actual Production History (APH)
 - 2. Production Reporting
 - 3. Acreage Reporting
 - 4. Important Dates
 - 5. Written Agreements
 - 6. High Risk Land
 - 7. Actuarial Documents
 - 8. Insured Eligibility
 - 9. Units
 - 10. Coverage Levels
 - 11. Administrative Fees
 - 12. Life of the Policy
 - 13. Yield/Revenue Guarantees
 - B. Plans of Insurance**
 - 1. Common Crop Insurance Policy
 - a. Yield Protection
 - (1)Catastrophic Risk Protection (CAT) Endorsement
 - b. Revenue Protection

- c. Revenue Protection with Harvest Price Exclusion
- 2. Area Risk Protection Insurance Policy (ARPI)
 - a. Area Revenue Protection (ARP)
 - b. Area Revenue Protection with Harvest Price Exclusion (ARPWPE)
 - c. Area Yield Protection (AYP)
- 3. Livestock Risk Protection (LRP)
- 4. Livestock Gross Margin (LGM)

- C. Policy Provisions**
 - 1. Common/Basic Provisions
 - 2. Coarse Grains Provisions
 - a. Replant
 - b. Prevented Planting
 - c. Late Planting
 - 3. Catastrophic Risk Protection (CAT) Endorsement
- D. Claims**
 - 1. Covered Perils
 - 2. Loss Reporting Requirements
 - 3. Duties After a Loss

IV. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CROP INSURANCE 10

- A. Insurance Commissioner/Division**
 - 1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3
 - 2. Examination of records
Ref: 507.1, .2, .3
 - 3. Hearings
Ref: 507B.6
 - 4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
 - 5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14
- B. Licensing Requirements**
Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4
 - 1. Applications
 - 2. Change of address
 - 3. Licensing examinations
 - 4. Resident/nonresident
 - 5. Temporary license
 - 6. Exemptions
 - 7. Denial, renewal, termination of licenses
 - 8. Continuing education
- C. Unfair and Deceptive Practices**
Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7
 - 1. Discrimination
 - 2. Misrepresentation
 - 3. Rebating
 - 4. Advertising
 - 5. Claims settlement
 - 6. Defamation
 - 7. Boycott, coercion and intimidation
 - 8. Iowa Insurance Fraud Act
- D. Iowa Crop Hail Insurance Law**
Ref: 515.100; 191-20.8; 518A.25
 - 1. Rate filings
 - 2. Notice of claim

**EXCESS AND SURPLUS LINES INSURANCE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions)

- I. GENERAL INSURANCE DEFINITIONS8**
 - A. Insurable interest**
 - B. Loss**
 - C. Negligence**

- D. Physical hazard
- E. Proximate cause
- F. Reinsurance
- G. Replacement cost
- H. Risk
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 - A. United States nonadmitted market
 - 1. Definitions
 - B. London market
 - 1. Lloyd's brokers
 - C. Coverages
 - 1. Property
 - 2. General liability
 - 3. Professional liability
 - D. Insurance exchanges
- III. POLICIES, COVERAGES, FORMS 10
 - A. Commercial General Liability
 - B. Building and Personal Property
 - C. Claims Made
 - D. Extended coverage
 - E. Employee Dishonesty
 - F. Liability
 - 1. Contingent
 - 2. Umbrella
 - 3. Contractual
- IV. SURPLUS LINES LICENSING 12
 - A. Powers and duties of the Insurance Commissioner
Ref: 505.2; 505.8; 507B.3
 - B. License requirements, issuance
Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4
 - C. Unfair and Deceptive Practices
Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7
- V. IOWA SURPLUS LINES LAW 12
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 - A. Purpose
 - B. Reports, records
 - C. Coverage and Eligibility
 - D. Premiums, evidence of insurance
 - E. Premium tax
 - F. Multi-State risks
 - G. Qualifications for Surplus Lines Insurers
 - 1. Alien vs. Foreign
 - 2. Removal
 - H. Disclosure
 - I. Premium Rates
 - J. Exempt commercial purchasers

- E. Loss
- F. Proximate cause
- G. Indemnity
- H. Actual cash value
- I. Limits of liability
- J. Accident
- K. Occurrence
- L. Cancellation
- M. Nonrenewal
- N. Liability
- O. Negligence
- II. POLICY PROVISIONS AND CONTRACT LAW5
 - A. Insuring agreement
 - B. Conditions
 - C. Exclusions
 - D. Definition of the insured
 - E. Duties of the insured
 - F. Obligations of the insurance company
 - G. Proof of loss
 - H. Notice of claim
 - I. Assignment
 - J. Subrogation
 - K. Arbitration
 - L. Elements of a contract
 - M. Warranties, representations, and concealment
 - N. Binders
- III. FIDELITY AND SURETY CONTRACTS10
 - A. Definition of fidelity and surety
 - B. Parties of a contract
 - C. Obligation of the surety
 - D. Underwriting considerations
 - E. Premiums and terms of obligations
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 - H. Indemnification agreements
- IV. PURPOSE AND TYPE OF SURETY BONDS5
 - A. Court
 - B. Contract
 - C. Miscellaneous
 - D. Appeal Bonds
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 - A. Individual
 - B. Schedule
 - C. Public official
 - D. Blanket
 - E. Financial institutions
 - F. ERISA bonds
- VI. BAIL BONDS5
 - A. Surety bail bond
 - B. Surety bond fee
 - C. Types of bail
 - D. Bail piece
 - E. Acceptable collateral
 - F. Appointing company's underwriting standard

<p>SURETY CONTENT OUTLINE Product Knowledge, Terms and Concepts</p>
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(45 scoreable questions)

- I. INSURANCE TERMS AND RELATED CONCEPTS 5
 - A. Insurance
 - B. Insurable interest
 - C. Risk
 - D. Hazard

VII. IOWA STATUTES, RULES, AND REGULATIONS PERTINENT TO SURETY LICENSING.....12

A. Insurance Commissioner/Division

1. Broad powers and duties
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2. Examination of records
Ref: 507.1, .2, .3
3. Hearings
Ref: 507B.6
4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing Requirements

Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4

1. Applications
2. Change of address
3. Licensing examinations
4. Resident/nonresident
5. Temporary license
6. Exceptions to licensing
7. Denial, renewal, termination of licenses

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7

1. Discrimination
2. Misrepresentation
3. Rebating
4. Advertising
5. Claims settlement
6. Defamation
7. Boycott, coercion and intimidation
8. Iowa Insurance Fraud Act

**VIATICAL SETTLEMENT BROKER
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions)

I. TYPES OF POLICIES..... 10

A. Traditional whole life products

1. Ordinary (straight) life
2. Limited-pay and single-premium life
3. Modified and graded premium whole life
4. Adjustable life

B. Interest-sensitive life products

1. Universal life
2. Interest-sensitive whole life

C. Indexed Life Products

1. Indexed universal life

D. Variable Life Products

1. Variable whole life
2. Variable universal life

E. Term life

1. Level, decreasing, and increasing term
2. Special features
 - a. Renewable
 - b. Convertible

F. Annuities

1. Single, level, and flexible premium
2. Immediate and deferred
3. Fixed and variable

G. Endowment

H. Combination plans and variations

1. Family policy
2. Family income policy
3. Joint life
4. Survivorship life

II. POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS5

A. Policy riders

1. Waiver of premium
2. Guaranteed insurability
3. Payor benefit
4. Accidental death and/or accidental death and dismemberment
5. Term riders
6. Other insureds (e.g., spouse, children, nonfamily)

B. Policy provisions and options

1. Entire contract
2. Insuring clause
3. Owner's rights
4. Beneficiary designations
5. Premium Payment
6. Reinstatement
7. Policy loans, withdrawals, partial surrenders
8. Nonforfeiture options
9. Dividends and dividend options
10. Incontestability
11. Assignments
12. Settlement options

C. Policy exclusions

III. TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS.....3

A. Third-party ownership

B. Group life insurance

1. Conversion privilege
2. Contributory vs. noncontributory

C. Business insurance (e.g., key employee, buy and sell agreement, split-dollar, etc.)

D. Tax treatment of insurance premiums, proceeds, dividends

1. Individual life
2. Group life
3. Modified Endowment Contracts (MECs)

E. Accelerated Death Benefits—Living Benefits

IV. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES5

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
2. Examination of records
Ref: 191-48.8
3. Cease and desist, hearings and penalties
Ref: 191-48.12; 505.7A, 507B.6, .7; 507B.6A; 522B.17; Reg 191-10.20; Reg 191-15.14

B. Licensing Requirements

Ref: 191-48.3; 191-11.1 through .4; Reg 191-11.1 through .4

1. Viatical settlement broker
2. Viatical settlement provider
3. Change of address
4. Licensing examinations
5. Renewal, termination of licenses
6. Continuing education

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7; Reg 191-48.11

V. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO LIFE INSURANCE ONLY2

A. Policy replacement

Ref: 191-16.21 through .29

VI. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO VIATICAL SETTLEMENTS25

A. Definitions

Ref: 191-48.2

B. Advertising

Ref: 191-48.2, .10

C. Contract approval

Ref: 191-48.4

D. Disclosures

Ref: 191-48.5

E. Requirements and Prohibition

Ref: 191-48.9

F. Confidentiality

Ref: 191-48.7

G. Prohibited activities

Ref: 191-48.9

**PUBLIC ADJUSTER
CONTENT OUTLINE
Product Knowledge, Laws, and Regulations**

(50 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO PUBLIC ADJUSTERS

Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. Valuable Papers and Records

G. Crime

1. Employee Theft
2. Inside the Premises-Theft of Money and Securities
3. Inside the Premises-Robbery or Safe Burglary of Other Property

H. Surety Bonding

1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. PUBLIC ADJUSTER

A. Loss Report

1. Essential Elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE AND THE LICENSING OF PUBLIC ADJUSTERS

A. Definitions

Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4; 191-55

1. Persons required to be licensed and their responsibilities
 - a. Public Adjuster
2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Exceptions to licensing
3. Notice of address change
4. Contracts and Solicitation of Contracts

B. Marketing Practices

Ref: 505.7A, 507B.7, 507B.4

1. Duties of licensed personnel
2. Record keeping
3. License denial, suspension, revocation, and penalties
4. Ethics
5. Unfair practices
 - a. Misrepresentation

C. Insurance Commissioner

Ref: 505.2; 505.7A; 505.8; 507B.3; 507B.6; 507B.7; Reg. 191-10.20; 507B.6A; 522B.17; Reg. 191-15.14

1. Broad powers and duties
2. Hearings
3. Cease and desist orders and penalties
4. General penalties

**NAVIGATOR
CONTENT OUTLINE
Product Knowledge, Terms and Concepts**

(50 scoreable questions)

- I. AFFORDABLE CARE ACT**
 - A. Intent of the Law**
 - B. Major Provisions**
 - C. Essential Health Benefits**
 - D. Exemptions**
 - E. Financial assistance availability and determination**
 - 1. Individuals and families
 - 2. Public programs (i.e., Medicaid and CHIP)
 - 3. Subsidies and tax credits for small businesses
 - 4. Groups and financial subsidies
 - 5. Calculating the Advanced Premium Tax Credit (APTC)
 - F. Tax Penalties**
 - G. Special Populations**
 - 1. Identifying and reaching (demographic and geographic)
 - 2. Cultural and linguistic approaches and materials
 - H. Tribal Considerations**
- II. BASIC HEALTH CONCEPTS**
 - A. Health care options**
 - 1. Health Maintenance Organizations (HMO)
 - 2. Preferred Provider Organizations (PPO)
 - 3. Point of Service (POS) plans
 - 4. Exclusive Provider Organizations (EPO)
 - 5. High Deductible Health Plans (HDHPs)
 - 6. Health Savings Account (HSA) / Health Reimbursement Arrangement (HRA)
 - B. Cost, premiums, payments**
 - 1. Copayments
 - 2. Deductibles
 - 3. Coinsurance
 - 4. Low cost and no-cost care available in the Exchange
- III. HEALTH INSURANCE EXCHANGES**
 - A. Types of Exchanges**
 - 1. State Based Marketplace (SBM)
 - 2. State Partnership Marketplace (SPM)
 - 3. Federally-Facilitated Marketplace (FFM)
 - B. Functions of Exchanges**
 - 1. One-stop marketplace
 - 2. Eligibility & Enrollment
 - 3. Single Streamlined Application Process
 - 4. Federal Subsidies
 - C. Individual Exchanges**
 - D. Small Business Health Options (SHOP) Exchanges**
 - E. Qualified Health Plans (QHPs)**
 - 1. Essential Health Benefits
 - 2. Preventative Health Services
 - 3. Children's Coverage
 - 4. Dental and Vision Benefits
- IV. NAVIGATORS**
 - A. Types**
 - 1. Navigators
 - 2. Certified Application Counselors
 - B. Roles and Responsibilities**
 - 1. Definition and eligible entities
 - 2. Training and certification of Navigators
 - 3. Provide information fairly, accurately and impartially
 - 4. Plan eligibility and overview
 - 5. Plan enrollment procedures (signatures)
 - 6. Exchange eligibility and changes (individuals and families)
- V. BROKERS, AGENTS AND PRODUCERS**
 - A. Roles and responsibilities**
 - 1. Ineligibility as a Navigator due to compensation
 - 2. Producer licensing, certification and training
 - 3. Compensation
 - 4. Performance metrics
- VI. OUTREACH AND EDUCATION**
 - A. Identify goals (role of Producers and Navigators)**
 - B. Digital literacy**
 - 1. Computer use
 - 2. Identify best practices for assisting customers who are not online
 - 3. Community computer resources
 - 4. Tracking and reporting results
 - C. Medicare and Medicaid**
 - D. Employer-sponsored plans**
 - 1. Large Group Employers (101+ employees)
 - 2. Self-insured plans and MEWAs
 - 3. Fully insured plans and METs
 - 4. Small Group Employers
 - 5. Self-employed Business Owners
- VII. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES**
 - A. Insurance Commissioner/Division**
 - 1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
 - 2. Examination of records
Ref: 507.1, .2, .3
 - 3. Hearings
Ref: 507B.6
 - 4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
 - 5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14
 - B. Licensing**
Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.1 through .15; Reg 191-11.1 through .4
 - 1. Applications
 - 2. Change of address
 - 3. Licensing examinations
 - 4. Resident/nonresident
 - 5. Temporary license
 - 6. Exemptions
 - 7. Denial, renewal, termination of licenses
 - 8. Commissions and referral fees
 - 9. Company appointments
 - 10. Continuing education
 - C. Unfair and deceptive practices**
Ref: 507B.4; Reg 191-15.2, .3; 507E.1 through .7
 - 1. Discrimination
 - 2. Misrepresentation
 - 3. Rebating
 - 4. Advertising
 - 5. Claims settlement
 - 6. Defamation
- VIII. EXPANDED MEDICAID ELIGIBILITY**
 - 7. Expanded Medicaid eligibility
 - 8. Medicare disqualification
 - 9. Consumer questions
 - 10. Compensation
 - 11. QHP selection (referrals and information)
 - 12. Conflicts of interest
 - 13. Performance metrics

7. Boycott, coercion and intimidation
8. Iowa Insurance Fraud Act

D. Guaranty Association

Ref: 508C.2, .3, .5, .6, .8, .9, .12, .14, .18