

## LIFE-GENERAL KNOWLEDGE CONTENT OUTLINE

**Product Knowledge, Terms and Concepts**  
(50 scoreable questions plus 5 pretest questions)

### I. TYPES OF POLICIES..... 15

#### 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
5. Accumulation and Annuity Periods
6. Payout options

#### E. Combination plans and variations

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

### II. POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS.....15

#### 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
9. Disability
10. Cost of Living

#### 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
  - e. Designation by class
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 (e.g., 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

1. War
2. Aviation
3. Dangerous Occupation

### III. COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICES..... 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
9. Gramm-Leach-Bliley Act (GLBA) Privacy

#### 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
  - a. Consideration
  - b. Offer and Acceptance
  - c. Competent parties
  - d. Legal purpose
2. Unique aspects of the insurance contract
  - a. Conditional
  - b. Unilateral
  - c. Adhesion
  - d. Aleatory

**IV. RETIREMENT AND OTHER INSURANCE CONCEPTS...8**

**A. Third-party ownership**

**B. Life Settlements**

**C. Group life insurance**

1. Conversion privilege
2. Contributory vs. noncontributory

**D. Retirement plans**

1. Qualified plans
2. Nonqualified plans

**E. Life insurance needs analysis/suitability**

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

**F. Social Security benefits**

**G. Tax treatment of insurance premiums, proceeds, and dividends**

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

## LIFE-TENNESSEE SPECIFIC CONTENT OUTLINE

### State Laws, Rules and Regulations

(18 scoreable questions plus 4 pretest questions)

**V. TENNESSEE LAWS, AND DEPARTMENTAL RULES COMMON TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE ..... 14**

*Ref: 56-6-101 through 56-6-126*

**A. Powers of Commissioner ..... 2**

1. Hearings and judicial review  
*Ref: 56-6-112*
2. Investigations  
*Ref: 56-6-120*
3. Regulatory authority  
*Ref: 56-6-107 through 112*
4. Penalties  
*Ref: 56-6-112(e), 56-2-305*

**B. Definitions ..... 3**

1. Insurance Producer

*Ref: 56-6-102*

**2. Business Entity**

*Ref: 56-6-102*

**3. Limited Lines Producer**

*Ref: 56-6-102, 56-6-110*

**4. Unauthorized insurer**

*Ref: 56-6-114*

**5. Compensation and referrals**

*Ref: 56-6-113, 56-6-125*

**6. Fiduciary**

*Ref: 56-6-116*

**7. Domestic and Foreign Insurance Companies**

*Ref: 56-1-102*

**C. License Requirements ..... 3-4**

*Ref: 56-6-103; 56-6-104; 56-6-105*

**1. Insurance Producer**

*Ref: Dept. Rule 0780-1-56; 56-6-106; 56-6-112; 56-6-121*

**2. Agency Contracts/Termination**

*Ref: 56-6-115; 56-6-117*

**3. Resident/nonresident**

*Ref: 56-6-106; 56-6-108*

**4. Exceptions**

*Ref: 56-6-104; 56-6-105; 56-6-109*

**a. Licenses**

**b. Examination**

**5. Temporary license**

*Ref: 56-6-111*

**6. License renewal**

*Ref: 56-6-107*

**7. General requirements**

*Ref: 56-6-103, 56-6-104; Dept. Rule 0780-01-86*

**8. Continuing Education**

*Ref: Dept. Rule 0780-1-56; 56-6-107; Dept. Rule 0780-01-86*

**D. License Suspension/Revocation ..... 1**

**1. General provisions**

*Ref: 56-6-112, 56-1-109, 36-5-706*

**2. Notice**

*Ref: 56-6-112*

**E. Unfair Practices ..... 4**

*Ref: 56-6-125, 56-8-104-105*

**1. False advertising**

*Ref: 56-8-104*

**2. Defamation**

*Ref: 56-8-104*

**3. Boycotting**

*Ref: 56-8-104*

**4. Unfair Discrimination**

*Ref: 56-8-104*

**5. Rebating**

*Ref: 56-8-104*

**6. Unfair claims settlement practices**

*Ref: 56-8-105; Dept. Rule 0780-01-05*

**7. Other topics**

*Ref: 56-8-104*

**F. Life and Health Guaranty Association.....0-1**

Ref: 56-12-201 through 220

**VI. TENNESSEE LAWS AND DEPARTMENTAL RULES  
PERTINENT TO LIFE INSURANCE ONLY ..... 4**

**A. Required Provisions**

Ref: 56-7-2307

**B. Definitions**

Ref: Dept. Rule 0780-1-40-.03, 0780-1-40-.02

**C. Disclosure requirements**

Ref: Dept. Rule 0780-1-40-.04

**D. General rules**

Ref: Dept. Rule 0780-1-40-.05

**E. Replacement**

Ref: Dept. Rule 0780-1-24-.02

**1. Exemptions**

Ref: Dept. Rule 0780-1-24-.04

**2. Duties of producers**

Ref: Dept. Rule 0780-1-24-.05

**F. Annuities**

Ref: Dept. Rule 0780-01-86

**HEALTH-GENERAL KNOWLEDGE  
CONTENT OUTLINE**

**Product Knowledge, Terms and Concepts**

(50 scoreable questions plus 5 pretest questions)

**I. TYPES OF POLICIES..... 16**

**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)
8. Health Reimbursement Accounts (HRAs)

**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)**

1. Eligibility
2. Levels of care

**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 ..... 15**

**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 gender
14. Change of occupation
15. Illegal occupation
16. Relation of earnings 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
3. Future increase option

**D. Rights of renewability**

1. Noncancelable
2. Cancelable
3. Guaranteed renewable

**III. SOCIAL INSURANCE..... 6**

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

**B. Medicaid**

**C. Social Security benefits**

**IV. OTHER INSURANCE CONCEPTS ..... 5**

**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	
<b>V. FIELD UNDERWRITING PROCEDURES.....</b>	<b>8</b>
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 TENNESSEE SPECIFIC CONTENT OUTLINE

### State Laws, Rules and Regulations

(18 scoreable questions plus 4 pretest questions)

<b>VI. TENNESSEE LAWS, AND DEPARTMENTAL RULES COMMON TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE .....</b>	<b>14</b>
<i>Ref: 56-6-101 through 56-6-126</i>	
<b>A. Powers of Commissioner .....</b>	<b>2</b>
1. Hearings and judicial review	
<i>Ref: 56-6-112</i>	
2. Investigations	
<i>Ref: 56-6-120</i>	
3. Regulatory authority	
<i>Ref: 56-6-107 through 112</i>	
4. Penalties	

<i>Ref: 56-6-112(e), 56-2-305</i>	
<b>B. Definitions.....</b>	<b>3</b>
1. Insurance Producer	
<i>Ref: 56-6-102</i>	
2. Business Entity	
<i>Ref: 56-6-102</i>	
3. Limited Lines Producer	
<i>Ref: 56-6-102, 56-6-110</i>	
4. Unauthorized insurer	
<i>Ref: 56-6-114</i>	
5. Compensation and referrals	
<i>Ref: 56-6-113, 56-6-125</i>	
6. Fiduciary	
<i>Ref: 56-6-116</i>	
7. Domestic and Foreign Insurance Companies	
<i>Ref: 56-1-102</i>	
<b>C. License Requirements.....</b>	<b>3-4</b>
<i>Ref: 56-6-103; 56-6-104; 56-6-105</i>	
1. Insurance Producer	
<i>Ref: Dept. Rule 0780-1-56; 56-6-106; 56-6-112; 56-6-121</i>	
2. Agency Contracts/Termination	
<i>Ref: 56-6-115; 56-6-117</i>	
3. Resident/nonresident	
<i>Ref: 56-6-106; 56-6-108</i>	
4. Exceptions	
<i>Ref: 56-6-104; 56-6-105; 56-6-109</i>	
a. Licenses	
b. Examination	
5. Temporary license	
<i>Ref: 56-6-111</i>	
6. License renewal	
<i>Ref: 56-6-107</i>	
7. General requirements	
<i>Ref: 56-6-103, 56-6-104</i>	
8. Continuing Education	
<i>Ref: Dept. Rule 0780-1-56; 56-6-107</i>	
<b>D. License Suspension/Revocation .....</b>	<b>1</b>
1. General provisions	
<i>Ref: 56-6-112, 56-1-109, 36-5-706</i>	
2. Notice	
<i>Ref: 56-6-112</i>	
<b>E. Unfair Practices .....</b>	<b>4</b>
<i>Ref: 56-6-125, 56-8-104-105</i>	
1. False advertising	
<i>Ref: 56-8-104</i>	
2. Defamation	
<i>Ref: 56-8-104</i>	
3. Boycotting	
<i>Ref: 56-8-104</i>	
4. Unfair Discrimination	
<i>Ref: 56-8-104</i>	
5. Rebating	
<i>Ref: 56-8-104</i>	
6. Unfair claims settlement practices	
<i>Ref: 56-8-105; Dept. Rule 0780-01-05</i>	
7. Other topics	

Ref: 56-8-104

**F. Life and Health Guaranty Association.....0-1**

Ref: 56-12-201 through 220

**VII. TENNESSEE LAWS, AND DEPARTMENTAL RULES  
PERTINENT TO ACCIDENT AND HEALTH  
INSURANCE ONLY..... 4**

**A. Required provisions**

Ref: 56-26-108, 56-26-129

**B. Policy cancellation, renewal**

Ref: 56-26-125, 126, 56-26-109

**C. Group policies**

Ref: 56-26-127, 202, 56-7-2301, 56-7-2360, 56-7-2602

**D. Blanket or franchise school insurance**

Ref: 56-7-2323, 2324

**E. School accident coverage**

Ref: 56-7-2324, 2325

**F. Medicare supplement insurance**

Ref: 56-26-132; Dept. Rule 0780-1-58-.12

**1. Policy Terms/Definitions**

Ref: Dept. Rule 0780-1-58-.05, 0780-1-58-.04

**2. Prohibited Policy provisions**

Ref: Dept. Rule 0780-1-58-.06

**3. Minimum standards**

Ref: Dept. Rule 0780-1-58-.08, 0780-58-.17

**4. Eligibility**

Ref: 56-7-1453; Dept. Rule 0780-01-58.13-14

**G. Long-term Care**

Ref: 56-42-101-105, 107-11; Rule 0780-1-61

**H. Mandated Coverages (Offerings and Benefits)**

Ref: 56-7-1002, 56-7-1003, 2301-2368, 2601-2606

**I. External Review**

Ref: 56-61-113, 116

**J. 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 and substance use disorder parity
    - b. Pediatric services
    - c. Preventive services
  4. Employer notification responsibilities (ACA Section 1511-1515)
  5. Fees for individual major medical policy when commission is not paid
- Ref: 56-6-125(b)

**PROPERTY-GENERAL KNOWLEDGE  
CONTENT OUTLINE**

**Product Knowledge, Terms and Concepts**

(50 scoreable questions plus 5 pretest questions)

**I. TYPES OF POLICIES..... 22**

**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

5. Cyber First-Party Coverage

**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 ..... 15**

**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**

<p><b>M. Occurrence</b></p> <p><b>N. Cancellation</b></p> <p><b>O. Nonrenewal</b></p> <p><b>P. Vacancy and unoccupancy</b></p> <p><b>Q. Liability</b></p> <p>1. Absolute</p> <p>2. Strict</p> <p>3. Vicarious</p> <p><b>R. Negligence</b></p> <p><b>S. Binder</b></p> <p><b>T. Endorsements</b></p> <p><b>U. Blanket vs. Specific</b></p>	<p><b>B. Definitions..... 3</b></p> <p>1. Insurance Producer <i>Ref: 56-6-102</i></p> <p>2. Business Entity <i>Ref: 56-6-102</i></p> <p>3. Limited Lines Producer <i>Ref: 56-6-102; 56-6-110</i></p> <p>4. Unauthorized insurer <i>Ref: 56-6-114</i></p> <p>5. Compensation and referrals <i>Ref: 56-6-113, 56-6-125</i></p> <p>6. Fiduciary <i>Ref: 56-6-116</i></p> <p>7. Domestic and Foreign Insurance Companies <i>Ref: 56-1-102</i></p> <p><b>C. License Requirements.....2</b> <i>Ref: 56-6-103, 104, 105</i></p> <p>1. Insurance Producer <i>Ref: Dept. Rule 0780-1-56; 56-6-106, 56-6-112, 56-6-121</i></p> <p>2. Agency Contracts/Termination <i>Ref: 56-6-115; 56-6-117</i></p> <p>3. Resident/nonresident <i>Ref: 56-6-106; 56-6-108</i></p> <p>4. Exceptions <i>Ref: 56-6-104; 56-6-105; 56-6-109</i></p> <p>a. Licenses</p> <p>b. Examination</p> <p>5. Temporary license <i>Ref: 56-6-111</i></p> <p>6. License renewal <i>Ref: 56-6-107</i></p> <p>7. General requirements <i>Ref: 56-6-103, 56-6-104</i></p> <p>8. Continuing Education <i>Ref: Dept. Rule 0780-1-56; 56-6-107</i></p> <p><b>D. License Suspension/Revocation ..... 2</b></p> <p>1. General provisions <i>Ref: 56-6-112, 56-1-109, 36-5-706</i></p> <p>2. Notice <i>Ref: 56-6-112</i></p> <p><b>E. Unfair Practices ..... 3</b> <i>Ref: 56-7-113; 56-6-125, 56-8-104-105</i></p> <p>1. False advertising <i>Ref: 56-8-104</i></p> <p>2. Defamation <i>Ref: 56-8-104</i></p> <p>3. Boycotting <i>Ref: 56-8-104</i></p> <p>4. Unfair Discrimination <i>Ref: 56-8-104</i></p> <p>5. Rebating <i>Ref: 56-8-104</i></p> <p>6. Unfair claims settlement practices <i>Ref: 56-8-105; Dept. Rule 0780-01-05</i></p> <p>7. Other topics <i>Ref: 56-8-104</i></p>
<p><b>III. POLICY PROVISIONS AND CONTRACT LAW ..... 13</b></p> <p><b>A. Declarations</b></p> <p><b>B. Insuring agreement</b></p> <p><b>C. Conditions</b></p> <p><b>D. Exclusions</b></p> <p><b>E. Definition of the insured</b></p> <p><b>F. Duties of the insured</b></p> <p><b>G. Obligations of the insurance company</b></p> <p><b>H. Mortgagee rights</b></p> <p><b>I. Proof of loss</b></p> <p><b>J. Notice of claim</b></p> <p><b>K. Appraisal</b></p> <p><b>L. Other Insurance Provision</b></p> <p><b>M. Subrogation</b></p> <p><b>N. Elements of a contract</b></p> <p><b>O. Warranties, representations, and concealment</b></p> <p><b>P. Sources of underwriting information</b></p> <p><b>Q. Fair Credit Reporting Act</b></p> <p><b>R. Privacy Protection (Gramm Leach Bliley)</b></p> <p><b>S. Policy Application</b></p> <p><b>T. Terrorism Risk Insurance Act (TRIA)</b></p> <p><b>U. Territory</b></p>	
<p style="text-align: center;"><b>PROPERTY</b></p> <p style="text-align: center;"><b>TENNESSEE SPECIFIC</b></p> <p style="text-align: center;"><b>CONTENT OUTLINE</b></p> <p style="text-align: center;"><b>State Laws, Rules and Regulations</b></p> <p style="text-align: center;"><i>(18 scoreable questions plus 4 pretest questions)</i></p>	
<p><b>IV. TENNESSEE LAWS, AND DEPARTMENTAL RULES COMMON TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE ..... 14</b> <i>Ref: 56-6-101 through 56-6-126</i></p> <p><b>A. Powers of Commissioner ..... 2</b></p> <p>1. Hearings and judicial review <i>Ref: 56-6-112</i></p> <p>2. Investigations <i>Ref: 56-6-120</i></p> <p>3. Regulatory authority <i>Ref: 56-6-107 through 112; 56-1-408</i></p> <p>4. Penalties <i>Ref: 56-6-112(e), 56-2-305</i></p>	

<b>F. Guaranty Association.....</b>	<b>1</b>
<i>Ref: 56-12-101 through 121</i>	
<b>G. Credit Information*.....</b>	<b>1</b>
<i>Ref: 56-5-201 through 207</i>	

\*Property, Casualty and Personal Lines only

<b>V. TENNESSEE LAWS, AND DEPARTMENTAL RULES PERTINENT TO PROPERTY INSURANCE ONLY .....</b>	<b>4</b>
<b>A. Fire Insurance .....</b>	<b>1</b>
1. Fair value	
<i>Ref: 56-7-801</i>	
2. Property inspection	
<i>Ref: 56-7-801; 803</i>	
3. Loss by fire	
<i>Ref: 56-7-802</i>	
<b>B. Personal Risk Insurance .....</b>	<b>1</b>
1. Nonrenewal	
<i>Ref: 56-7-1901; 1902; 1805</i>	
2. Rates	
<i>Ref: 56-5-105</i>	
3. Mandated offer of coverage	
<i>Ref: 56-7-130</i>	
<b>C. Commercial Risk Insurance .....</b>	<b>2</b>
1. Definitions	
<i>Ref: 56-5-102</i>	
a. Commercial Risk Insurance	
b. Nonpayment of premium	
2. Cancellation	
<i>Ref: 56-7-1803; 1804</i>	
3. Nonrenewal	
<i>Ref: 56-7-1805</i>	
4. Rates	
<i>Ref: 56-7-1806; 56-5-106</i>	
5. Request for loss runs	
<i>Ref: 56-5-123</i>	

## CASUALTY-GENERAL KNOWLEDGE CONTENT OUTLINE

### Product Knowledge, Terms and Concepts

(50 scoreable questions plus 5 pretest questions)

<b>I. TYPES OF POLICIES, BONDS, AND RELATED TERMS.....</b>	<b>23</b>
<b>A. Commercial general liability</b>	
1. Exposures	
a. Premises and Operations	
b. Products and Completed Operations	
2. Coverage	
a. Coverage A: Bodily Injury and Property Damage Liability (Occurrence, Claims made including Retroactive Date)	
b. Coverage B: Personal Injury and Advertising Injury	
c. Coverage C: Medical Payments	
d. Supplemental Payments	
e. Who is an insured	
f. First named insured	
g. Limits (Per occurrence, Annual Aggregate)	

h. Damage to Property of Others	
<b>B. Automobile: personal auto and business auto</b>	
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. Auto Dealers Coverage Form, including Garagekeepers Insurance	
9. Exclusions	
10. Individual Insured and Drive Other Car (DOC)	
11. Mobile equipment	

### 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, funds transfer	
6. Liquor liability	

### G. Umbrella/Excess Liability

### H. Business Owners Policy (BOP)

**II. INSURANCE TERMS AND RELATED CONCEPTS ..... 15**

**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 ..... 12**

**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. Other insurance**

**L. Subrogation**

**M. Loss settlement provisions including consent to settle a loss**

**N. Terrorism Risk Insurance Act (TRIA)**

*(18 scoreable questions plus 4 pretest questions)*

**IV. TENNESSEE LAWS, AND DEPARTMENTAL RULES COMMON TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE ..... 14**

*Ref: 56-6-101 through 56-6-126*

**A. Powers of Commissioner ..... 2**

1. Hearings and judicial review

*Ref: 56-6-112*

2. Investigations

*Ref: 56-6-120*

3. Regulatory authority

*Ref: 56-6-107 through 112*

4. Penalties

*Ref: 56-6-112(e), 56-2-305*

**B. Definitions..... 3**

1. Insurance Producer

*Ref: 56-6-102*

2. Business Entity

*Ref: 56-6-102*

3. Limited Lines Producer

*Ref: 56-6-102, 56-6-110*

4. Unauthorized insurer

*Ref: 56-6-114*

5. Compensation and referrals

*Ref: 56-6-113, 56-6-125*

6. Fiduciary

*Ref: 56-6-116*

7. Domestic and Foreign Insurance Companies

*Ref: 56-1-102*

**C. License Requirements.....2**

*Ref: 56-6-103; 56-6-104; 56-6-105*

1. Insurance Producer

*Ref: Dept. Rule 0780-1-56; 56-6-106, 56-6-112; 56-6-121*

2. Agency Contracts/Termination

*Ref: 56-6-115; 56-6-117*

3. Resident/nonresident

*Ref: 56-6-106; 56-6-108*

4. Exceptions

*Ref: 56-6-104; 56-6-105; 56-6-109*

- a. Licenses

- b. Examination

5. Temporary license

*Ref: 56-6-111*

6. License renewal

*Ref: 56-6-107*

7. General requirements

*Ref: 56-6-103, 56-6-104*

8. Continuing Education

*Ref: Dept. Rule 0780-1-56; 56-6-107*

**D. License Suspension/Revocation ..... 2**

1. General provisions

*Ref: 56-6-112, 56-1-109, 36-5-706*

2. Notice

*Ref: 56-6-112*

**E. Unfair Practices ..... 3**

**CASUALTY  
TENNESSEE SPECIFIC  
CONTENT OUTLINE**

**State Laws, Rules and Regulations**



Ref: 56-6-125, 56-8-104-105

1. False advertising  
Ref: 56-8-104
2. Defamation  
Ref: 56-8-104
3. Boycotting  
Ref: 56-8-104
4. Unfair Discrimination  
Ref: 56-8-104
5. Rebating  
Ref: 56-8-104
6. Unfair claims settlement practices  
Ref: 56-8-105; Dept. Rule 0780-01-05
7. Other topics  
Ref: 56-8-104

**F. Guaranty Association.....1**

Ref: 56-12-101 through 121

**G. Credit Information\* ..... 1**

Ref: 56-5-201 through 207

\*Property, Casualty and Personal Lines only

**V. TENNESSEE LAWS, AND DEPARTMENTAL RULES  
PERTINENT TO CASUALTY INSURANCE ONLY..... 4**

**A. Financial responsibility**

Ref: 55-12-102, 55-12-114; 56-7-1119, 55-12-141

1. Automobile Liability insurance-primary coverage  
Ref: 56-7-1101
2. Form SR-22  
Ref: 55-12-102, 55-12-114
3. Ride-sharing services  
Ref: 55-12-141, 56-7-1119

**B. Noncancellable/Guaranteed Renewable policies**

Ref: 56-7-1102

**C. Uninsured Motorists Coverage**

Ref: 56-7-1201 through 1206

**D. Accident Prevention Courses**

Ref: 56-7-1107, 55-51-106

**E. Cancellation of Automobile Insurance**

Ref: 56-7-1302, 1303, 1304

**F. Notice of Assigned Risk Eligibility**

Ref: 56-7-1305

**G. Workers' Compensation**

Ref: 50-6-101, 102, 103; 110; 56-5-114

**H. Request for loss runs**

Ref: 56-5-123

## TENNESSEE TITLE INSURANCE CONTENT OUTLINE

(50 scoreable questions)

**I. TENNESSEE LAWS, AND DEPARTMENTAL RULES  
COMMON TO ALL LINES OF INSURANCE.....10**

Ref: 56-6-101 through 56-6-126

**A. Powers of Commissioner**

1. Hearings and judicial review

Ref: 56-6-112

2. Investigations  
Ref: 56-6-120
3. Regulatory authority  
Ref: 56-6-112
4. Penalties  
Ref: 56-6-112(e), 56-2-305
5. Rates  
Ref: 56-35-111

**B. Definitions**

1. Title Insurance agent  
Ref: 56-35-102
2. Unauthorized insurer  
Ref: 56-6-114
3. Fiduciary  
Ref: 56-6-116
4. Rates  
Ref: 0780-01-12-01; 56-35-102

**C. License Requirements**

Ref: 56-6-103, 104, 105

1. Title insurance agent  
Ref: Dept. Rule 0780-1-56; 56-6-106, 56-6-112, 56-6-121
2. Agency Contracts/Termination  
Ref: 56-6-115; 56-6-117; 56-35-204-5
3. Resident/nonresident  
Ref: 56-6-106; 56-6-108
4. Exemptions  
Ref: 56-6-104; 56-6-105; 56-6-109
  - a. Licenses
  - b. Examination
5. Temporary license  
Ref: 56-6-111
6. License renewal  
Ref: 56-6-107
7. General requirements  
Ref: 56-6-103, 56-6-104
8. Continuing Education  
Ref: Dept. Rule 0780-1-56; 56-6-107
9. Bonds  
Ref: 56-35-202
10. Duties of the agent  
Ref: 56-35-129

**D. License Suspension/Revocation**

1. General provisions  
Ref: 56-6-112
2. Notice  
Ref: 56-6-112

**E. Unfair Trade Practices**

1. Boycotting  
Ref: 56-8-104
2. Rebating  
Ref: 56-8-104; 56-35-119
3. Unfair claims settlement practices  
Ref: 56-8-104
4. Other topics  
Ref: 56-8-104

**II. GENERAL INSURANCE TERMS, CONCEPT, POLICY PROVISIONS AND CONTRACT LAW.....10**

*Ref: Refer to Property-General Knowledge Content Outline, Sections II & III.*

- A. Insurable interest**
- B. Risk**
- C. Indemnity**
- D. Limits of liability**
- E. Insuring agreement**
- F. Conditions**
- G. Exclusions**
- H. Definitions of the insured**
- I. Duties of the insured**
- J. Obligations of the insurance company**
- K. Subrogation**
- L. Elements of a contract**

**III. TITLE INSURANCE POLICIES.....10**

- A. Commitments**
- B. Types of ALTA Policies**
  - 1. Owners
  - 2. Homeowners 1-4 Family
  - 3. Loan
  - 4. Short form
- C. ALTA Policy Provisions**
  - 1. Covered Risks
  - 2. Exclusions from Coverage
  - 3. Conditions
- D. ALTA Schedules**
  - 1. Schedule A
  - 2. Schedule B
- E. Basic Endorsements**
  - 1. ALTA 1-10 series

**IV. REAL ESTATE OWNERSHIP.....4**

- A. Fee Simple**
- B. Tenants in Common**
- C. Joint Tenancy, with Right of Survivorship**
- D. Life Estate**
- E. Leasehold**
- F. Tenancy by the Entirety**

**V. RIGHTS and INTERESTS.....4**

- A. Easements and Rights of Way**
- B. Covenants, Conditions and Restrictions**
- C. Liens**
  - 1. Voluntary
  - 2. Involuntary

**VI. LEGAL DESCRIPTIONS.....4**

- A. Lot and Block**
- B. Metes and Bounds**
- C. Condominium and PUD**
- D. Riparian rights**
- E. Common Description Terminology**

**VII. METHODS of TRANSFER/CONVEYANCES.....8**

- A. Voluntary Conveyances**
  - 1. Warranty Deed
  - 2. Deed of Trust/ Mortgage
  - 3. Quit Claim Deed
  - 4. Lease
  - 5. Devise

**B. Involuntary Transfers or transfers by Operation of Law**

- 1. Foreclosure
- 2. Bankruptcy
- 3. Inheritance
- 4. Tax or Judicial Sale
- 6. Eminent Domain
- 7. Adverse possession

**PERSONAL LINES  
GENERAL KNOWLEDGE  
CONTENT OUTLINE**

**Product Knowledge, Terms and Concepts**

*(75 scoreable questions plus 5 pretest questions)*

**I. TYPES OF PROPERTY POLICIES ..... 10**

**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. 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	
<b>III. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS .....</b>	<b>28</b>
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 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	
Z. Deposit Premium/Audit	
AA. Certificate of Insurance	
BB. Damages	
1. Compensatory	
a. General	
b. Special	
2. Punitive	
CC. Compliance with Provisions of Fair Credit Reporting Act	
<b>IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW .....</b>	<b>24</b>

A. Declarations	
B. Insuring agreement	
C. Conditions	
D. Exclusions	
E. Definition of the insured	
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. Loss settlement provisions including consent to settle a loss	
W. Territory	

## PERSONAL LINES TENNESSEE SPECIFIC CONTENT OUTLINE

### State Laws, Rules and Regulations

*(25 scoreable questions plus 6 pretest questions)*

<b>V. TENNESSEE LAWS, AND DEPARTMENTAL RULES COMMON TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE .....</b>	<b>14</b>
<i>Ref: 56-6-101 through 56-6-126</i>	
A. Powers of Commissioner .....	2
1. Hearings and judicial review	
<i>Ref: 56-6-112</i>	
2. Investigations	
<i>Ref: 56-6-120</i>	
3. Regulatory authority	
<i>Ref: 56-6-107 through 112</i>	
4. Penalties	
<i>Ref: 56-6-112(e), 56-2-305</i>	
B. Definitions .....	3
1. Insurance Producer	
<i>Ref: 56-6-102</i>	
2. Business Entity	
<i>Ref: 56-6-102</i>	
3. Limited Lines Producer	
<i>Ref: 56-6-102, 56-6-110</i>	
4. Unauthorized insurer	
<i>Ref: 56-6-114</i>	
5. Compensation and referrals	
<i>Ref: 56-6-113, 56-6-125</i>	
6. Fiduciary	

	Ref: 56-6-116
7. Domestic and Foreign Insurance Companies	Ref: 56-1-102
<b>C. License Requirements.....2</b>	Ref: 56-6-103; 56-6-104; 56-6-105
1. Insurance Producer	Ref: Dept. Rule 0780-1-56; 56-6-102; 56-6-112; 56-6-121
2. Agency Contracts/Termination	Ref: 56-6-115; 56-6-117
3. Resident/nonresident	Ref: 56-6-106; 56-6-108
4. Exceptions	Ref: 56-6-104; 56-6-105; 56-6-109
a. Licenses	
b. Examination	
5. Temporary license	Ref: 56-6-111
6. License renewal	Ref: 56-6-107
7. General requirements	Ref: 56-6-103, 56-6-104
8. Continuing Education	Ref: Dept. Rule 0780-1-56; 56-6-107
<b>D. License Suspension/Revocation..... 2</b>	
1. General provisions	Ref: 56-6-112, 56-1-109, 36-5-706
2. Notice	Ref: 56-6-112
<b>E. Unfair Practices ..... 3</b>	Ref: 56-6-125, 56-8-104-105
1. False advertising	Ref: 56-8-104
2. Defamation	Ref: 56-8-104
3. Boycotting	Ref: 56-8-104
4. Unfair Discrimination	Ref: 56-8-104
5. Rebating	Ref: 56-8-104
6. Unfair claims settlement practices	Ref: 56-8-105; Dept. Rule 0780-01-05
7. Other topics	Ref: 56-8-104
<b>F. Guaranty Association.....1</b>	Ref: 56-12-101 through 121
<b>G. Credit Information* ..... 1</b>	Ref: 56-5-201 through 207
<b>*Property, Casualty and Personal Lines only</b>	
<b>VI. TENNESSEE LAWS, AND DEPARTMENTAL RULES PERTINENT TO PERSONAL LINES INSURANCE ONLY .....11</b>	
<b>A. Fire Insurance.....2</b>	
1. Fair value	Ref: 56-7-801

2. Property inspection	Ref: 56-7-801; 803
3. Loss by fire	Ref: 56-7-802
<b>B. Personal Risk Insurance..... 1</b>	
1. Nonrenewal	Ref: 56-7-1901; 1902
2. Mandated offer of coverage	Ref: 56-7-130
<b>C. Financial responsibility..... 3</b>	Ref: 55-12-102
1. Automobile Liability insurance-primary coverage	Ref: 56-7-1101; 56-7-1119, 55-12-141
2. Form SR-22	Ref: 55-12-102, 55-12-114
3. Ride-sharing services	Ref: 55-12-141, 56-7-1119
<b>D. Noncancellable/Guaranteed Renewable policies.....1</b>	Ref: 56-7-1102
<b>E. Uninsured Motorists Coverage..... 1</b>	Ref: 56-7-1201 through 1206
<b>F. Accident Prevention Course.. ..... 1</b>	Ref: 56-7-1107
<b>G. Cancellation of Automobile Insurance..... 1</b>	Ref: 56-7-1302, 1303, 1304
<b>H. Notice of Assigned Risk Eligibility.. ..... 1</b>	Ref: 56-7-1305

## TENNESSEE PUBLIC ADJUSTER CONTENT OUTLINE PRODUCT KNOWLEDGE, TERMS AND CONCEPTS

(50 scoreable questions)

<b>I. TENNESSEE LAWS AND REGULATIONS PERTINENT TO PUBLIC ADJUSTERS.....15</b>	Ref: 56-6-901-920 AND RULE 0780-1-91
<b>A. Powers of Commissioner</b>	
1. Hearings and judicial review	Ref: 56-6-910
2. Investigations	Ref: 56-6-919
3. Regulatory authority	Ref: 56-6-920
4. Penalties	Ref: 56-6-910, 56-2-305
<b>B. Definitions</b>	
1. Public Adjuster	Ref: 56-6-902
2. Business Entity	Ref: 56-6-903
<b>C. License Requirements</b>	Ref: 56-6-903, 56-6-904, 56-6-905
1. Public Adjuster	Ref: 56-6-903; 56-6-904; 56-6-905

2. Resident/nonresident <i>Ref: 56-6-908</i>	
3. Exemptions <i>Ref: 56-6-907</i>	
a. Licenses	
b. Examination	
4. License renewal <i>Ref: 56-6-909</i>	
a. Lapse 56-6-909	
5. General requirements/Financial Responsibility <i>Ref: 56-6-903, 55-12-102</i>	
6. Continuing Education <i>Ref: Dept. Rule 0780-1-91; 56-6-912</i>	
<b>D. License Suspension/Revocation</b>	
1. General provisions <i>Ref: 56-6-910 and 56-6-918</i>	
2. Notice <i>Ref: 56-6-910</i>	
<b>E. Other Requirements</b> <i>Ref: 56-6-913, 56-6-914, 56-6-916, 56-6-917</i>	
1. Fees	
2. Written Contracts	
3. Ethical Considerations	
<b>F. Unfair Trade Practices</b>	
1. Unfair claims settlement practices <i>Ref: 56-8-104</i>	
2. Other topics <i>Ref: 56-8-104</i>	
<b>G. Credit Information*</b> <i>References: 56-5-401 through 407</i>	
<b>II. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO PUBLIC ADJUSTERS.....16</b> <i>Ref: All topics make reference to general product knowledge, unless otherwise noted</i>	
<b>A. Personal Lines coverage</b> <i>Ref: ISO Homeowners policies</i>	
1. Dwelling and Contents	
a. Basic coverages, provisions, and clauses	
2. Homeowners and forms/coverages	
a. Policy provisions	
b. Replacement costs	
c. Appraisal	
d. Optional provisions	
e. Special limits of liability	
f. Proof of Loss	
3. General Property forms	
4. Mine subsidence	
5. Fire Insurance	
<b>B. Commercial Lines coverage</b>	
1. Commercial Property forms	
a. Commercial property and buildings	
b. Causes of Loss	
2. Commercial Package Policy (CPP)	
3. Businessowner policy	
4. Commercial and Special Multi-peril	
5. Builder's Risk	
	<b>C. Additional Coverages and Exclusions</b>
	a. Business Interruption
	b. Time Element
	c. Law and Ordinance exclusion
	d. Law and Ordinance coverage
	e. Valuable Papers and Records
	f. Vandalism and Malicious Mischief
	g. Broad Form
	<b>D. Flood Insurance</b>
<b>III. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS .....16</b>	
	<b>A. Insurable interest</b>
	<b>B. Indemnity</b>
	<b>C. Peril</b>
	<b>D. Loss</b>
	1. Direct
	2. Indirect
	<b>E. Proximate cause</b>
	<b>F. Earnings</b>
	<b>G. Appraisal</b>
	<b>H. Estimating</b>
	<b>I. Deductible</b>
	<b>J. Actual cash value</b>
	<b>K. Replacement cost</b>
	<b>L. Depreciation</b>
	<b>M. Obsolescence</b>
	<b>N. Abandonment</b>
	<b>O. Vacancy and unoccupancy</b>
	<b>P. Salvage</b>
	<b>Q. Binders</b>
	<b>R. Liability</b>
	<b>S. Limit of Liability</b>
	<b>T. Theft</b>
	<b>U. Burglary</b>
	<b>V. Robbery</b>
	<b>W. Waiver</b>
	<b>X. Estoppel</b>
	<b>Y. Coinsurance</b>
	<b>Z. Hazard</b>
	<b>AA. Bailments</b>
	<b>IV. Property and Casualty policy provisions.....3</b>
	<b>A. Proof of Loss</b>
	<b>B. Notice of claim</b>
	<b>C. Material misrepresentations</b>
	<b>D. Assignment</b>
	<b>E. Subrogation</b>
	<b>F. Mortgagee rights</b>
	<b>G. Apportionment clause</b>
	<b>H. Arbitration/Appraisal</b>