

## LIFE GENERAL KNOWLEDGE

### CONTENT OUTLINE

(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)

#### II. POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS ..... 18

##### 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 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

##### 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

#### IV. TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS ..... 8

- 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)

- b. Cancellation of appointment  
*Ref: 38.2-1833 through 1834.1*
- c. Termination notification  
*Ref: 38.2-1825, 1833 through 1834.1*
- 3. Maintaining a license
  - a. Continuing education  
*Ref: 38.2-1866, 1867, 1868.1 through 1874*
  - b. Change of address  
*Ref: 38.2-1826*
- 4. License suspension, revocation or denial  
*Ref: 38.2-1821, 1831, 1832*
- C. Fiduciary responsibilities ..... 0-2**  
*Ref: 38.2-1813*
- D. Commissions and compensation ..... 1-3**  
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  - 1. Rebating  
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  - 3. Defamation  
*Ref: 38.2-504*
  - 4. False advertising  
*Ref: 38.2-503*
  - 5. Unfair discrimination  
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## LIFE

### VIRGINIA SPECIFIC

#### CONTENT OUTLINE

##### State Statutes, Rules and Regulations

*(40 scoreable questions plus 5 pretest questions)*

*Ref: All references are to sections in Title 38.2 unless otherwise indicated*

- I. VIRGINIA STATUTES AND REGULATIONS COMMON TO LIFE INSURANCE..... 25**
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      - a. Insurance agent  
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      - b. Consultant  
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      - c. Business entities  
*Ref: 38.2-1800, 1820, 1822 (C) (E)*
      - d. Viatical Settlements  
*Ref: 38.2-1865.1, 6000; 14VAC5-71-20*
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4. Lives covered	
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### CONTENT OUTLINE

*(50 scoreable questions plus 10 pretest questions)*

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2. Business overhead expense policy	
3. Business disability buyout policy	
4. Group disability income policy	
5. Key employee policy	
<b>B. Accidental death and dismemberment</b>	
<b>C. Medical expense insurance</b>	
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)	
<b>D. Medicare supplement policies</b>	
<b>E. Group insurance</b>	
1. Differences between individual and group contracts	
2. General characteristics	
3. COBRA	
<b>F. Individual/Group Long Term Care (LTC)</b>	
<b>G. Other policies</b>	
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	
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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 earnings to insurance	
<b>B. Other provisions and clauses</b>	
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	
<b>C. Riders</b>	
1. Impairment/exclusions	
2. Guaranteed insurability	
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<b>A. Total, partial, recurrent and residual disability</b>	
<b>B. Owner's rights</b>	
<b>C. Dependent children benefits</b>	
<b>D. Primary and contingent beneficiaries</b>	
<b>E. Modes of premium payments</b>	
<b>F. Nonduplication and coordination of benefits (e.g., primary vs. excess)</b>	
<b>G. Occupational vs. non-occupational</b>	
<b>H. Tax treatment of premiums and proceeds of insurance contracts (e.g., disability income and medical expenses, etc.)</b>	
<b>I. Managed care</b>	

- J. Workers Compensation
- K. Subrogation
- V. FIELD UNDERWRITING PROCEDURES ..... 9
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  - 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
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- a. Agent appointment  
*Ref: 38.2-1817, 1825, 1833*
- b. Cancellation of appointment  
*Ref: 38.2-1833 through 1834.1*
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*Ref: 38.2-1809(B)*
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- H. Virginia Life, Accident and Sickness Insurance Guaranty Association ..... 0-1  
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- I. Insurance Information and Privacy Protection.... 0-2  
*Ref: 38.2-600 through 619*
  - 1. Adverse Underwriting Decisions
- II. VIRGINIA STATUTES AND REGULATIONS PERTINENT TO HEALTH INSURANCE ONLY ..... 15
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  - B. Long-Term Care ..... 1-3  
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- 2. Dependent coverage  
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- 3. Lifetime and annual limits  
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- 4. Restrictions relating to premium rates  
Ref: 38.2-3447
- 5. Essential health benefits  
Ref: 38.2-3448, 3451

- a. Renewable
- b. Convertible

**D. Annuities**

- 1. Single and flexible premium
- 2. Immediate and deferred
- 3. Fixed and variable
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**E. Combination plans and variations**

- 1. Joint life
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**II. POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS ..... 18**

**A. Policy riders**

- 1. Waiver of premium and waiver of monthly deduction
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**B. Policy provisions and options**

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**C. Policy exclusions**

**III. COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICES..... 12**

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- 2. Changes in the application
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- 5. Collecting the initial premium and issuing the receipt

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1. Noncancelable	
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<b>VII. SOCIAL INSURANCE .....</b>	<b>3</b>
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<b>B. Medicaid</b>	
<b>C. Social Security benefits</b>	
<b>VIII. OTHER INSURANCE CONCEPTS .....</b>	<b>4</b>
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<b>B. Owner's rights</b>	
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<b>I. Managed care</b>	
<b>J. Workers Compensation</b>	
<b>K. Subrogation</b>	
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<b>B. Explaining sources of insurability and HIPAA privacy information (e.g., MIB Report, Fair Credit Reporting Act, etc.)</b>	
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3. Examinations	<i>Ref: 38.2-515, 1317, 1809(A)</i>
4. Penalties	<i>Ref: 38.2-218, 219, 1823, 1831</i>
<b>B. Agent Licensing .....</b>	<b>6-8</b>
1. Types of Licenses	
a. Insurance agent	<i>Ref: 38.2-1800, 1800.1, 1820, 1822(A)(B)</i>
b. Consultant	<i>Ref: 38.2-1837 through 1840</i>
c. Business entities	<i>Ref: 38.2-1800, 1820, 1822 (C) (E)</i>
d. Viatical Settlements	<i>Ref: 38.2-1865.1; 6000; 14VAC5-71-20</i>
e. Exceptions	<i>Ref: 38.2-1821.1, 1822 (G)</i>
2. Agent Appointment	
a. Agent appointment	<i>Ref: 38.2-1817, 1825, 1833</i>
b. Cancellation of appointment	<i>Ref: 38.2-1833 through 1834.1</i>
c. Termination notification	<i>Ref: 38.2-1825, 1833 through 1834.1</i>
3. Maintaining a license	
a. Continuing education	<i>Ref: 38.2-1866, 1867, 1868.1 through 1874</i>
b. Change of address	<i>Ref: 38.2-1826</i>
4. License suspension, revocation or denial	<i>Ref: 38.2-1821, 1831, 1832</i>
<b>C. Fiduciary responsibilities .....</b>	<b>0-2</b>
	<i>Ref: 38.2-1813</i>
<b>D. Commissions and compensation .....</b>	<b>1-3</b>
	<i>Ref: 38.2-310, 1812, 1812.2</i>
<b>E. Felony convictions/ administrative actions.....</b>	<b>0-2</b>
	<i>Ref: 38.2-1826</i>
<b>F. Record Retention .....</b>	<b>1-3</b>
	<i>Ref: 38.2-1809(B)</i>
<b>G. Marketing practices .....</b>	<b>5-7</b>
1. Rebating	<i>Ref: 38.2-509</i>
2. Misrepresentation	<i>Ref: 38.2-502, 512</i>
3. Defamation	<i>Ref: 38.2-504</i>
4. False advertising	<i>Ref: 38.2-503</i>
5. Unfair discrimination	<i>Ref: 38.2-508</i>
6. Twisting	<i>Ref: 38.2-1831(5)</i>
7. Referrals	<i>Ref: 38.2-1821.1 (B) 8</i>
8. Boycott, Coercion, Intimidation	<i>Ref: 38.2-505</i>

**LIFE & HEALTH  
VIRGINIA SPECIFIC  
CONTENT OUTLINE**

**State Statutes, Rules and Regulations**

*(40 scoreable questions plus 5 pretest questions)*

*Ref: All references are to sections in Title 38.2 unless otherwise indicated*

<b>I. VIRGINIA STATUTES AND REGULATIONS COMMON TO LIFE, ACCIDENT AND HEALTH INSURANCE.....</b>	<b>23</b>
<b>A. State Corporation Commission/ Commissioner of Insurance .....</b>	<b>2-4</b>
1. General powers	

<b>H. Virginia Life, Accident and Health Insurance Guaranty Association.....</b>	<b>0-1</b>
<i>Ref: 38.2-1700, 1715</i>	
<b>I. Insurance Information and Privacy Protection ....</b>	<b>0-1</b>
<i>Ref: 38.2-600 through 619</i>	
1. Adverse Underwriting Decisions	
<b>II. VIRGINIA STATUTES AND REQUIREMENTS PERTINENT TO LIFE INSURANCE ONLY .....</b>	<b>7</b>
<b>A. Rules Governing Advertisement of Life Insurance and Annuities</b>	
<i>Ref: 14VAC5-41</i>	
1. Purpose	
2. Definitions	
3. Agents' responsibilities	
4. Insurer's responsibilities	
<b>B. Suitability in Annuity Transactions</b>	
<i>Ref: 14VAC5-45</i>	
<b>C. Replacement</b>	
<i>Ref: 14VAC5-30- 10 through 70</i>	
1. Purpose	
2. Definitions	
3. Exemptions	
4. Duties of agent	
5. Duties of replacing insurance company	
<b>D. Accelerated benefits</b>	
<i>Ref: 38.2-3115.1; 14VAC5-70</i>	
<b>E. Group Life</b>	
<i>Ref: 38.2-3318.1</i>	
1. Defined groups	
2. Conversion	
<i>Ref: 38.2-3332 through 3334</i>	
3. Covered dependents	
<i>Ref: 38.2-3323</i>	
4. Lives covered	
<i>Ref: 38.2-3322.2</i>	
<b>F. Policy Loans</b>	
<i>Ref: 38.2-3308</i>	
<b>G. Military Sales</b>	
<i>Ref: 14VAC5-420</i>	
<b>III. VIRGINIA STATUTES AND REGULATIONS PERTINENT TO HEALTH INSURANCE ONLY .....</b>	<b>10</b>
<b>A. Medicare supplements</b>	
<i>Ref: 38.2-3600 through 3609; 14VAC5-170</i>	
1. Benefit standards	
<i>Ref: 14VAC5-170-75</i>	
<b>B. Long-Term care</b>	
<i>Ref: 38.2-5200through 5210; 14VAC5-200</i>	
1. Long-Term Care Partnership	
<i>Ref: 14VAC5-200-205</i>	
<b>C. Advertising</b>	
<i>Ref: 14VAC5-90, 14VAC5-43</i>	
<b>D. Minimum standards for Individual Policies</b>	
<i>Ref: 38.2-3516, 3519, 3520; 14VAC5-140-70</i>	
1. Purpose	
<i>Ref: 38.2-3516</i>	
2. Disclosure	
<i>Ref: 14VAC5-140-80</i>	
3. Replacement	

<i>Ref: 14VAC5-140-90</i>	
4. Application	
<i>Ref: 38.2-3402</i>	
<b>E. Health Insurance Portability and Accountability Act (HIPAA)</b>	
<i>Ref: 38.2-3430.1 through 3430.9, 3432.1 through 3432.3</i>	
<b>F. Group Insurance</b>	
<i>Ref: 38.2-3525</i>	
1. Continuation on Termination of Eligibility	
<i>Ref: 38.2-3541</i>	
<b>G. Defined groups</b>	
<i>Ref: 38.2-3521.1</i>	
<b>H. Health Maintenance Organizations (HMOs)</b>	
<i>Ref: 38.2-4300 through 4323; 14VAC5-211</i>	
<b>I. Small employer</b>	
<i>Ref: 38.2-3431 through 3437</i>	
<b>J. ACA-Related Federal Market Reforms</b>	
<i>Ref: Article 6, 38.2-3438 through 3454.1</i>	
1. Definitions	
<i>Ref: 38.2-3438</i>	
2. Dependent coverage	
<i>Ref: 38.2-3439</i>	
3. Lifetime and annual limits	
<i>Ref: 38.2-3440</i>	
4. Restrictions relating to premium rates	
<i>Ref: 38.2-3447</i>	
5. Essential health benefits	
<i>Ref: 38.2-3448, 3451</i>	

**PROPERTY & CASUALTY  
GENERAL KNOWLEDGE  
CONTENT OUTLINE**

*(100 scoreable questions plus 5 pretest questions)*

<b>I. TYPES OF POLICIES .....</b>	<b>25</b>
<b>A. Homeowners</b>	
1. HO-2	
2. HO-3	
3. HO-4	
4. HO-5	
5. HO-6	
6. HO-8	
<b>B. Dwelling policies</b>	
1. DP-1	
2. DP-2	
3. DP-3	
<b>C. Commercial lines</b>	
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	

<b>D. Inland marine</b>	<b>J. Notice of claim</b>
1. Personal Articles floaters	<b>K. Appraisal</b>
2. Commercial Property floaters	<b>L. Other Insurance Provision</b>
<b>E. National Flood Insurance Program</b>	<b>M. Subrogation</b>
<b>F. Others</b>	<b>N. Elements of a contract</b>
1. Earthquake	<b>O. Warranties, representations, and concealment</b>
2. Mobile Homes	<b>P. Sources of underwriting information</b>
3. Watercraft	<b>Q. Fair Credit Reporting Act</b>
4. Farm Owners	<b>R. Privacy Protection (Gramm Leach Bliley)</b>
5. Windstorm	<b>S. Policy Application</b>
<b>II. INSURANCE TERMS AND RELATED CONCEPTS ..... 14</b>	<b>T. Terrorism Risk Insurance Act (TRIA)</b>
<b>A. Insurance</b>	<b>IV. TYPES OF POLICIES, BONDS, AND</b>
1. Law of Large Numbers	<b>RELATED TERMS ..... 25</b>
<b>B. Insurable interest</b>	<b>A. Commercial general liability</b>
<b>C. Risk</b>	1. Exposures
1. Pure vs. Speculative Risk	a. Premises and Operations
<b>D. Hazard</b>	b. Products and Completed Operations
1. Moral	2. Coverage
2. Morale	a. Coverage A: Bodily Injury and Property Damage
3. Physical	Liability
<b>E. Peril</b>	(1) Occurrence
<b>F. Loss</b>	(2) Claims made
1. Direct	(a) Retroactive Date
2. Indirect	b. Coverage B: Personal Injury and Advertising Injury
<b>G. Loss Valuation</b>	c. Coverage C: Medical Payments
1. Actual cash value	d. Supplemental Payments
2. Replacement cost	e. Who is an insured
3. Market value	f. Limits
4. Stated/agreed value	(1) Per occurrence
5. Salvage value	(2) Annual Aggregate
<b>H. Proximate cause</b>	g. Damage to Property of Others
<b>I. Deductible</b>	<b>B. Automobile: personal auto and business auto</b>
<b>J. Indemnity</b>	1. Liability
<b>K. Limits of liability</b>	a. Bodily Injury
<b>L. Coinsurance/Insurance to value</b>	b. Property Damage
<b>M. Occurrence</b>	c. Split Limits
<b>N. Cancellation</b>	d. Combined Single Limit
<b>O. Nonrenewal</b>	2. Medical Payments
<b>P. Vacancy and unoccupancy</b>	3. Physical Damage (collision; other than collision;
<b>Q. Liability</b>	specified perils)
1. Absolute	4. Uninsured motorists
2. Strict	5. Underinsured motorists
3. Vicarious	6. Who is an insured
<b>R. Negligence</b>	7. Types of Auto
<b>S. Binder</b>	a. Owned
<b>T. Endorsements</b>	b. Non-owned
<b>U. Blanket vs. Specific</b>	c. Hired
<b>III. POLICY PROVISIONS AND CONTRACT LAW ..... 11</b>	d. Temporary Substitute
<b>A. Declarations</b>	e. Newly Acquired Autos
<b>B. Insuring agreement</b>	f. Transportation Expense and Rental Reimbursement
<b>C. Conditions</b>	Expense
<b>D. Exclusions</b>	8. Garage Coverage Form, including Garagekeepers
<b>E. Definition of the insured</b>	Insurance
<b>F. Duties of the insured</b>	9. Exclusions
<b>G. Obligations of the insurance company</b>	10. Individual Insured and Drive Other Car (DOC)
<b>H. Mortgagee rights</b>	<b>C. Workers Compensation Insurance, Employers Liability</b>
<b>I. Proof of loss</b>	<b>Insurance, and Related Issues</b>
	(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**

**V. 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**

**VI. 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)**

**PROPERTY & CASUALTY**

**VIRGINIA SPECIFIC**

**CONTENT OUTLINE**

**State Statutes, Rules and Regulations**

*(35 scoreable questions plus 5 pretest questions)*

*Ref: All references are to sections in Title 38.2 unless otherwise indicated*

**I. VIRGINIA STATUTES AND REGULATIONS COMMON TO PROPERTY AND CASUALTY INSURANCE..... 25**

**A. State Corporation Commission/Commissioner of Insurance..... 2-4**

1. General powers

*Ref: 38.2-200*

2. Rules and regulations, orders

*Ref: 38.2-223*

3. Examinations

*Ref: 38.2-515, 1317, 1809(A)*

4. Penalties

*Ref: 38.2-218, 219, 1823, 1831*

**B. Agent Licensing..... 4-6**

1. Types of Licenses

a. Insurance agent

*Ref: 38.2-1800, 1800.1, 1820, 1822(A) (B)*

b. Consultant

*Ref: 38.2-1837 through 1840*

c. Business entities

*Ref: 38.2-1800, 1820, 1822 (C) (E)*

d. Exceptions

*Ref: 38.2-1821.1, 1822 (G)*

2. Agent Appointment

a. Agent appointment

*Ref: 38.2-1817, 1825, 1833*

b. Cancellation of appointment

*Ref: 38.2-1833, 1834.1*

c. Termination notification <i>Ref: 38.2-1825, 1833, 1834.1</i>	
3. Maintaining a license	
a. Continuing education <i>Ref: 38.2-1866, 1867, 1868.1 through 1874</i>	
b. Change of address <i>Ref: 38.2-1826</i>	
4. License suspension, revocation or denial <i>Ref: 38.2-1821, 1831, 1832</i>	
<b>C. Fiduciary responsibilities .....</b>	<b>2-4</b>
<i>Ref: 38.2-1813</i>	
<b>D. Commissions and compensation.....</b>	<b>1-3</b>
<i>Ref: 38.2-310, 1812, 1812.2</i>	
<b>E. Felony convictions/ administrative actions.....</b>	<b>0-2</b>
<i>Ref: 38.2-1826</i>	
<b>F. Record Retention.....</b>	<b>1-3</b>
<i>Ref: 38.2-1809(B)</i>	
<b>G. Marketing practices.....</b>	<b>5-7</b>
1. Rebating <i>Ref: 38.2-509</i>	
2. Misrepresentation <i>Ref: 38.2-502, 512</i>	
3. Defamation <i>Ref: 38.2-504</i>	
4. False advertising <i>Ref: 38.2-503</i>	
5. Unfair discrimination <i>Ref: 38.2-508</i>	
6. Twisting <i>Ref: 38.2-1831(5)</i>	
7. Referrals <i>Ref: 38.2-1821.1 (B) 8</i>	
8. Boycott, Coercion, Intimidation <i>Ref: 38.2-505</i>	
<b>H. Virginia Property and Casualty Insurance Guaranty Association.....</b>	<b>0-1</b>
<i>Ref: 38.2-1600</i>	
<b>I. Insurance Information and Privacy Protection....</b>	<b>0-1</b>
<i>Ref: 38.2-600 through 619</i>	
1. Adverse Underwriting Decisions	
<b>II. VIRGINIA STATUTES AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY .....</b>	<b>3</b>
<b>A. Standard property insurance provisions</b> <i>Ref: 38.2104, 2105, 2108; 14VAC-5-340-10, et seq.</i>	
<b>B. Virginia Property Insurance Association (FAIR Plan)</b> <i>Ref: 38.2-2700 through 2702</i>	
1. Purpose	
2. Definition	
3. Establishment	
<b>C. Renewal, nonrenewal, and cancellation</b> <i>Ref: 38.2-610, 612, 2105, 2113, 2114</i>	
<b>D. Optional coverages</b> <i>Ref: 38.2-2120, 2124</i>	
1. Ordinance or law	
2. Water Sewer Backup	
<b>E. Flood and earthquake</b> <i>Ref: 38.2-2125, 2129</i>	

<b>III. VIRGINIA STATUTES AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY .....</b>	<b>7</b>
<b>A. Auto .....</b>	<b>3-5</b>
1. Uninsured/Underinsured motorists coverage <i>Ref: 38.2-2202, 2206; 46.2-472</i>	
2. Virginia Automobile Insurance Plan (assigned risk) <i>Ref: 46.2-464 through 471</i>	
a. Insurance company's participation	
b. Insured's participation	
3. Financial responsibility <i>Ref: 46.2-316(C), 472</i>	
4. Omnibus Clause <i>Ref: 38.2-2204</i>	
5. Medical Expense/Loss of Income Protection <i>Ref: 38.2-2201, 2202</i>	
6. Rental Reimbursement Coverage <i>Ref: 38.2-2230</i>	
<b>B. Renewal, nonrenewal, and cancellation .....</b>	<b>1-3</b>
<i>Ref: 38.2-231, 610, 612, 2208, 2212</i>	
<b>C. Workers Compensation .....</b>	<b>0-2</b>
1. Employment covered <i>Ref: 65.2-101, 65.2-300</i>	
2. Virginia Workers' Compensation Insurance Plan <i>Ref: 65.2-820; 38.2-2000.1</i>	

**PERSONAL LINES  
GENERAL KNOWLEDGE  
CONTENT OUTLINE**

(75 scoreable questions plus 11 pretest questions)

<b>I. TYPES OF PROPERTY POLICIES.....</b>	<b>10</b>
<b>A. Homeowners</b>	
1. HO-2	
2. HO-3	
3. HO-4	
4. HO-5	
5. HO-6	
6. HO-8	
<b>B. Dwelling policies</b>	
1. DP-1	
2. DP-2	
3. DP-3	
<b>C. Inland marine</b>	
1. Personal Articles floaters	
<b>D. National Flood Insurance Program</b>	
<b>E. Others</b>	
1. Earthquake	
2. Mobile Homes	
3. Watercraft	
4. Windstorm	
<b>II. TYPES OF CASUALTY POLICIES.....</b>	<b>13</b>
<b>A. Automobile: personal 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. Exclusions

**B. Umbrella/Excess liability**

**III. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS ..... 28**

**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**

**IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW ..... 24**

**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. Arbitration**

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

**PERSONAL LINES  
VIRGINIA SPECIFIC  
CONTENT OUTLINE**

**State Statutes, Rules and Regulations**

*(32 scoreable questions)*

*Ref: All references are to sections in Title 38.2 unless otherwise indicated*

**I. VIRGINIA STATUTES AND REGULATIONS COMMON TO PERSONAL LINES INSURANCE ..... 25**

**A. State Corporation Commission/Commissioner of Insurance..... 2-4**

- 1. General powers

*Ref: 38.2-200*

2. Rules and regulations, orders	
<i>Ref: 38.2-223</i>	
3. Examinations	
<i>Ref: 38.2-515, 1317, 1809(A)</i>	
4. Penalties	
<i>Ref: 38.2-218, 219, 1823, 1831</i>	
<b>Agent Licensing.....</b>	<b>6-8</b>
1. Types of Licenses	
a. Insurance agent	
<i>Ref: 38.2-1800, 1800.1, 1820, 1822(A) (B)</i>	
b. Consultant	
<i>Ref: 38.2-1837 through 1840</i>	
c. Business entities	
<i>Ref: 38.2-1820, 1822 (C) (E)</i>	
d. Exceptions	
<i>Ref: 38.2-1821.1, 1822 (G)</i>	
2. Agent Appointment	
a. Agent appointment	
<i>Ref: 38.2-1817, 1825, 1833</i>	
b. Cancellation of appointment	
<i>Ref: 38.2-1833 through 1834.1</i>	
c. Termination notification	
<i>Ref: 38.2-1825, 1833-1834.1</i>	
3. Maintaining a license	
a. Continuing education	
<i>Ref: 38.2-1866, 1867, 1868.1 through 1874</i>	
b. Change of address	
<i>Ref: 38.2-1826</i>	
4. License suspension, revocation or denial	
<i>Ref: 38.2-1821, 1831, 1832</i>	
<b>C. Fiduciary responsibilities .....</b>	<b>2-4</b>
<i>Ref: 38.2-1813</i>	
<b>D. Commissions and compensation.....</b>	<b>1-3</b>
<i>Ref: 38.2-310, 1812, 1812.2</i>	
<b>E. Felony convictions/ administrative actions .....</b>	<b>0-2</b>
<i>Ref: 38.2-1826</i>	
<b>F. Record Retention.....</b>	<b>1-3</b>
<i>Ref: 38.2-1809(B)</i>	
<b>G. Marketing practices.....</b>	<b>5-7</b>
1. Rebating	
<i>Ref: 38.2-509</i>	
2. Misrepresentation	
<i>Ref: 38.2-502, 512</i>	
3. Defamation	
<i>Ref: 38.2-504</i>	
4. False advertising	
<i>Ref: 38.2-503</i>	
5. Unfair discrimination	
<i>Ref: 38.2-508</i>	
6. Twisting	
<i>Ref: 38.2-1831(5)</i>	
7. Referrals	
<i>Ref: 38.2-1821.1 (B) 8</i>	
8. Boycott, Coercion, Intimidation	
<i>Ref: 38.2-505</i>	
<b>H. Virginia Property and Casualty Insurance Guaranty Association .....</b>	<b>0-1</b>
<i>Ref: 38.2-1600</i>	

<b>I. Insurance Information and Privacy Protection....</b>	<b>0-1</b>
<i>Ref: 38.2-600 through 619</i>	
<b>J. Adverse Underwriting Decisions .....</b>	<b>0-1</b>
<i>Ref: 38.2-602, 610, 612</i>	
<b>II. VIRGINIA STATUTES AND REGULATIONS PERTINENT TO PERSONAL LINES INSURANCE ONLY .....</b>	<b>7</b>
<b>A. Standard property insurance provisions</b>	
<i>Ref: 38.2104, 2105, 2108; 14VAC-5-340-10 et seq.</i>	
<b>B. Virginia Property Insurance Association (FAIR Plan)</b>	
<i>Ref: 38.2-2700 through 2702</i>	
1. Purpose	
2. Definition	
3. Establishment	
<b>C. Auto</b>	
1. Uninsured/Underinsured motorists coverage	
<i>Ref: 38.2-2202, 2206; 46.2-472</i>	
2. Virginia Automobile Insurance Plan (assigned risk)	
<i>Ref: 46.2-464 through 471</i>	
3. Financial responsibility	
<i>Ref: 46.2-316(C), 472</i>	
4. Omnibus Clause	
<i>Ref: 38.2-2204</i>	
5. Medical Expense/Loss of Income Protection	
<i>Ref: 38.2-2201, 2202</i>	
6. Rental Reimbursement Coverage	
<i>Ref: 38.2-2230</i>	
<b>D. Renewal, nonrenewal, and cancellation</b>	
<i>Ref: 38.2-610, 612, 2105, 2113, 2114, 2208, 2212</i>	
<b>E. Optional Property coverages</b>	
<i>Ref: 38.2-2120, 2124</i>	
1. Ordinance or law	
2. Water Sewer Backup	
<b>F. Flood and earthquake</b>	
<i>Ref: 38.2-2125, 2129</i>	

## TITLE INSURANCE CONTENT OUTLINE

### Product Knowledge, Terms, and Concepts State Statutes, Rules and Regulations

(75 scoreable questions, plus 10 pretest questions)

\*Title insurance candidates must complete sixteen (16) hours of Title instruction prior to taking the Title exam. Title insurance study courses must cover sixteen (16) hours of classroom or distance learning using the content outlines approved by the Bureau.

<b>I. TITLE INSURANCE TERMS AND CONCEPTS.....</b>	<b>13-15</b>
<b>A. Commitment</b>	
<b>B. Policy</b>	
<b>C. Exception</b>	
<b>D. Requirement</b>	
<b>E. Endorsement</b>	
<b>F. Insurer/Underwriter</b>	
<b>G. Chain of Title</b>	
<b>H. Closing and Settlement</b>	

<p><b>I. Title Agent</b></p> <p><b>J. Search and Examination</b></p> <p><b>K. Premium rates</b></p> <p>    1. Unfairly discriminatory rates         <i>Ref: 38.2-4608(A)</i></p> <p>    2. Negotiated rates         <i>Ref: 38.2-4608(E)</i></p> <p><b>L. Closing Protection Letters</b></p>	<p><i>Ref: 38.2-515, 1317, 1809(A)</i></p> <p><b>3. Penalties</b> <i>Ref: 38.2-218, 219, 1823, 1831</i></p>
<p><b>II. TITLE INSURANCE POLICIES.....12-15</b></p> <p><b>A. Types of Policies</b></p> <p>    1. Owners</p> <p>    2. Loan</p> <p><b>B. Policy Provisions</b></p> <p>    1. Covered risks</p> <p>    2. Terms and Conditions</p> <p>    3. Exclusions</p> <p><b>C. Endorsements</b></p> <p>    1. ALTA 9 Series</p> <p>    2. Environmental (ALTA 8)</p> <p>    3. Construction Loan</p>	<p><b>B. Agent/ Agency Licensing</b></p> <p>    1. Title agent         <i>Ref: 38.2-1814.1, 1820, 1822, 1826</i></p> <p>    2. Business entities         <i>Ref: 38.2-1800, 1820, 1822 (C) (E)</i></p> <p>    3. Appointment</p> <p>        a. Agent appointment             <i>Ref: 38.2-1825, 1833</i></p> <p>        b. Cancellation of appointment             <i>Ref: 38.2-1833 through 1834.1</i></p> <p>        c. Termination notification             <i>Ref: 38.2-1825, 1833 through 1834.1</i></p> <p>    4. Maintaining a license</p> <p>        a. Continuing education             <i>Ref: 38.2-1866, 1868.1 through 1873</i></p> <p>        b. Change of address             <i>Ref: 38.2-1826</i></p> <p>    5. License suspension, revocation or denial         <i>Ref: 38.2-1821, 1831, 1832</i></p>
<p><b>III. REAL ESTATE OWNERSHIP.....10-12</b></p> <p><b>A. Joint tenancy</b></p> <p><b>B. Tenants by the entirety</b></p> <p><b>C. Tenants in common</b></p> <p><b>D. Fee Simple</b></p> <p><b>E. Life Estate</b></p> <p><b>F. Leasehold</b></p> <p><b>G. Legal Entities</b></p>	<p><b>C. Fiduciary responsibilities and trust accounts</b> <i>Ref: 38.2-1813, 4601.1</i></p> <p><b>D. Commissions and compensation</b> <i>Ref: 38.2-1812</i></p> <p><b>E. Felony convictions/ administrative actions</b> <i>Ref: 38.2-1826</i></p>
<p><b>IV. RIGHTS AND INTERESTS.....10-13</b></p> <p><b>A. Easement and Right of Way</b></p> <p><b>B. Access</b></p> <p><b>C. Liens</b></p> <p>    1. Attachment of liens and judgments</p> <p>    2. Statute of Limitations</p> <p><b>D. Covenants, Conditions, and Restrictions</b></p> <p><b>E. Adverse possession</b></p>	<p><b>F. Marketing practices</b></p> <p>    1. Rebating         <i>Ref: 38.2-509</i></p> <p>    2. Misrepresentation         <i>Ref: 38.2-502, 512</i></p> <p>    3. Defamation         <i>Ref: 38.2-504</i></p> <p>    4. False advertising         <i>Ref: 38.2-503</i></p> <p>    5. Unfair discrimination         <i>Ref: 38.2-508</i></p> <p>    6. Kickbacks and referrals         <i>Ref: 38.2-4614, 1821.1(B) 8</i></p>
<p><b>V. LEGAL DESCRIPTIONS.....3-5</b></p> <p><b>A. Platted and Unplatted</b></p> <p><b>B. Metes and Bounds</b></p> <p><b>C. Lot and Block</b></p>	<p><b>G. Insurance Information and Privacy Protection</b> <i>Ref: 38.2-613.2</i></p> <p><b>H. Retention of Records</b> <i>Ref: 38.2-1809(B)</i></p>
<p><b>VI. METHODS OF TRANSFER/CONVEYANCES.....8-10</b></p> <p><b>A. Warranty Deeds</b></p> <p><b>B. Quitclaim Deeds</b></p> <p><b>C. Mortgages / Deeds of Trust</b></p> <p><b>D. Foreclosure</b></p> <p><b>E. Estate</b></p> <p><b>F. Assumption Deeds</b></p> <p><b>G. Financing Statements</b></p> <p><b>H. Powers of Attorney</b></p>	<p><b>VIII. VIRGINIA RULES AND STATUTES PERTINENT TO TITLE INSURANCE.....2-5</b></p> <p><b>A. Real Estate Settlements / Real Estate Settlement Agents</b> <i>Ref: 55-525.11 through 55-525.32; 14VAC5-395</i></p> <p><b>B. Real Estate Settlement Protection Act</b> <i>Ref: 12 USC Chapter 27</i></p>
<p><b>VII. VIRGINIA STATUTES AND REGULATIONS COMMON TO ALL LINES OF INSURANCE ..... 7-9</b></p> <p><b>A. State Corporation Commission / Commissioner of Insurance</b></p> <p>    1. General powers         <i>Ref: 38.2- 200</i></p> <p>    2. Examinations</p>	

# PUBLIC ADJUSTERS

## CONTENT OUTLINE

### Product Knowledge, Terms, and Concepts State Statutes, Rules and Regulations (50 scoreable questions)

#### I. GENERAL PROPERTY INSURANCE PRODUCT

##### KNOWLEDGE PERTINENT TO PUBLIC ADJUSTERS

*Ref: All topics make reference to general product knowledge, unless otherwise noted*

##### A. Personal lines property coverage

1. Dwelling Fire and Contents Forms
  - a. DP-1
  - b. DP-2
  - c. DP-3

*Ref: ISO Dwelling fire policies*

2. Homeowners and forms/coverages
  - a. HO-2
  - b. HO-3
  - c. HO-4
  - d. HO-5
  - e. HO-6
  - f. HO-8

*Ref: ISO Homeowners policies*

##### B. Commercial lines property coverage

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
3. Business Owners Policy (BOP)
4. Builders Risk

##### C. Motor vehicle insurance

1. Physical damage coverage (collision, other than collision, specified perils)
2. Types of motor vehicle
  - a. Owned
  - b. Non-owned
  - c. Hired
  - d. Temporary substitute
  - e. Newly acquired
3. Transportation expense and rental reimbursement expense  
*Ref: § 38.2-2230*
4. Drive other car/individual insured

##### D. Inland marine

1. Personal Articles floaters
2. Commercial Property floaters
3. Nationwide Definition

##### E. Crime

##### F. National Flood Insurance Program

##### G. Others

1. Earthquake
2. Mobile Homes
3. Watercraft

4. Farm Owners

5. Windstorm

##### H. Additional Coverages and Exclusions

1. Business Interruption
2. Time Element
3. Law and Ordinance exclusion
4. Law and Ordinance coverage  
*Ref: § 38.2-2124*
5. Water backup through sewers and drains exclusion
6. Water backup through sewers and drains coverage  
*Ref: § 38.2-2120 (HO only)*
7. Valuable Papers and Records
8. Vandalism and Malicious Mischief

#### II. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS

##### A. Hazard

1. Moral
2. Morale
3. Physical

##### B. Peril

##### C. Loss

1. Direct
2. Indirect

##### D. Loss Valuation

1. Actual cash value
2. Replacement cost
3. Market value
4. Stated value
5. Salvage value

##### E. Proximate cause

##### F. Indemnity

##### G. Insurable interest

##### H. Limits of liability

##### I. Coinsurance/Insurance to value

##### J. Occurrence

##### K. Cancellation

##### L. Nonrenewal

##### M. Negligence

##### N. Binder

##### O. Endorsements

##### P. Blanket vs. Specific

##### Q. Bailment

##### R. Material misrepresentation

*Ref: § 38.2-315*

##### S. Arbitration /Appraisal

##### T. Depreciation

##### U. Salvage

*Ref: Chapter 16 of Title 46.2*

##### V. Abandonment

#### III. POLICY PROVISIONS AND CONTRACT LAW

##### A. Declarations

##### B. Insuring agreement

##### C. Conditions

##### D. Exclusions

##### E. Definition of the insured

##### F. Deductibles

##### G. Duties of the insured

##### H. Obligations of the insurance company

- I. **Mortgagee/loss payee rights**
- J. **Proof of loss**
- K. **Notice of claim**
- L. **Other Insurance Provision**
- M. **Assignment**
- N. **Subrogation**
- O. **Policy Application**
- P. **Supplementary payments**
- Q. **Loss settlement provision including consent to settle provision**
- R. **Damages**
- S. **Vacancy and occupancy**
- T. **Apportionment clause**

- Ref: 1845.14*
- 2. **Written Contracts**  
*Ref: 38.2-1845.13*
- 3. **Standards of conduct**  
*Ref: 38.2-1845.12*
- 4. **Record retention**  
*Ref: 38.2-1845.15*
- 5. **Requirement to report to the Commission**  
*Ref: 38.2-1845.17*
- 6. **Information security program**  
*Ref: 38.2-1845.18*
- 7. **Escrow or trust accounts**  
*Ref: 38.2-1845.16*

**IV. VIRGINIA LAWS AND REGULATIONS PERTINENT TO PUBLIC ADJUSTERS**

*Ref: 38.2-1845.1 through 1845.23*

**A. Powers of State Corporation Commission**

- 1. **General powers**  
*Ref: 38.2-200*
- 2. **Rules and regulations, orders**  
*Ref: 38.2-223*
- 3. **Investigations**  
*Ref: 38.2-515, 1317, 1845.22*
- 4. **Penalties**  
*Ref: 38.2-218, 219, 1845.11*
- 5. **Hearings and judicial review**  
*Ref: 38.2-1845.11*

**B. Definitions**

- 1. **Public Adjuster**  
*Ref: 38.2-1845.1*
- 2. **Public adjusting**  
*Ref: 38.2-1845.1*
- 3. **Catastrophic disaster**  
*Ref: 38.2-1845.1*
- 4. **Business Entity**  
*Ref: 38.2-1800.1*

**C. License Requirements**

- 1. **Resident Public Adjuster**  
*Ref: 38.2-1845.2*
- 2. **Exemptions**  
*Ref: 38.2-1845.3*
- 3. **License renewal**  
*Ref: 38.2-1845.8*
- 4. **General requirements/Financial Responsibility**  
*Ref: 38.2-1845.2(C) 3*
- 5. **Continuing Education**  
*Ref: 38.2-1845.9*
- 6. **Examinations**  
*Ref: 38.2-1845.4*
- 7. **Refusal to issue a license; hearing; new application**  
*Ref: 38.2-1845.7*

**D. License Suspension/Revocation**

- 1. **Grounds for revocation/suspension**  
*Ref: 38.2-1845.10*
- 2. **Notice**  
*Ref: 38.2-1845.11*

**E. Other Requirements**

- 1. **Fees**

**F. Unfair Trade Practices**

- 1. **Unfair claims settlement practices**  
*Ref: 38.2-510*
- 2. **Misrepresentation in insurance documents or communications**  
*Ref: 38.2-512*
- 3. **Unfair settlement practices; replacement and repair**  
*Ref: 38.2-517*
- 4. **False Advertising**  
*Ref: 38.2-1845.23, 503, 506*