GEORGIA LIFE AGENT
CONTENT OUTLINE
(80 scored plus 20 pretest questions)

I. TYPES OF POLICIES.........................................................17

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, level, and flexible premium
   2. Immediate and deferred
   3. Fixed and variable
   4. Indexed

E. Combination plans and variations
   1. Joint life
   2. Survivorship life

II. POLICY RIDERS, PROVISIONS, OPTIONS, AND
EXCLUSIONS.................................................................25

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
   8. Reinstatement
   9. Policy loans, withdrawals, partial surrenders
   10. Nonforfeiture 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

III. COMPLETING THE APPLICATION, UNDERWRITING,
AND DELIVERING THE POLICY.................................. 17

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 (i.e. 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.................................................................11

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

V. STATE LAWS, RULES, AND REGULATIONS.............. 10

A. Georgia laws, rules, and regulations pertinent to Life and Accident & Sickness insurance
   1. Insurance Department and Commissioner
      a. Broad powers and duties
         Ref: 33-2-1 through 33
      b. Examination of records
         Ref: 33-2-10 through 13
      c. Investigations/Notice of hearing
         Ref: 33-6-6
      d. Penalties
         Ref: 33-6-9
   2. General insurance definitions
      a. Domestic, foreign and alien
         Ref: 33-3-1
      b. Stock and mutual
         Ref: 33-14-2
      c. Authorized/unauthorized and certificate of authority
         Ref: 33-3-1 through 30
      d. Insurance transaction / transacting business
         Ref: 33-1-2 (6)
   3. Licensing of agents & counselors
      Ref: 33-23-1 Through 46
      a. Agent Responsibility
      b. Reciprocity agreements
      c. License maintenance
      d. License revocation or suspension
      e. Temporary License
      f. Nonresident License
      g. Counselor License
   4. Unfair trade practices
      Ref: 33-6-4 and 5
      a. Rebating
      b. Defamation
      c. Unfair Discrimination
      d. Misrepresentation
      e. Twisting and Churning
      f. Advertising
   5. Reporting and Disposition of Premiums
      Ref: 33-23-35
      a. Fiduciary Responsibility
      b. Commingling
   6. Georgia Life and Health Insurance Guaranty Association
      Ref: 33-24-7, 33-38-1 through 10

B. Georgia laws, rules, and regulations pertinent to Life Insurance only
   1. Replacement of Life insurance
      Ref: Reg. 120-2-24
   2. Life insurance advertisements
      Ref: Reg. 120-2-11
   3. Miscellaneous provisions
      Ref: 33-24-6 and 6.1
GEORGIA ACCIDENT AND SICKNESS
AGENT
CONTENT OUTLINE
(80 scored plus 20 pretest questions)

I. TYPES OF POLICIES ............................................. 20
   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...... 28
   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 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
   D. Riders
      1. Impairment/exclusions
      2. Guaranteed insurability
   E. 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. nonoccupational
   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 ............. 13
   A. Completing the application
   B. Explaining sources of insurability and HIPAA privacy (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

Effective: February 15, 2018
VI. STATE LAWS, RULES, AND REGULATIONS

A. Georgia laws, rules, and regulations pertinent to Life and Accident & Sickness insurance

1. Insurance Department and Commissioner
   a. Broad powers and duties
      Ref: 33-2-1 through 33
   b. Examination of records
      Ref: 33-2-10 through 13
   c. Investigations/Notice of hearing
      Ref: 33-6-6
   d. Penalties
      Ref: 33-6-9

2. General insurance definitions
   a. Domestic, foreign and alien
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   b. Stock and mutual
      Ref: 33-14-2
   c. Authorized/unauthorized and certificate of authority
      Ref: 33-3-1 through 30
   d. Insurance transaction / transacting business
      Ref: 33-1-2 (6)

3. Licensing of agents & counselors
   Ref: 33-23-1 Through 46
   a. Agent Responsibility
   b. Reciprocity agreements
   c. License maintenance
   d. License revocation or suspension
   e. Temporary License
   f. Nonresident License
   g. Counselor License

4. Unfair trade practices
   Ref: 33-6-4 and 5
   a. Rebating
   b. Defamation
   c. Unfair Discrimination
   d. Misrepresentation
   e. Twisting and Churning
   f. Advertising

5. Reporting and Disposition of Premiums
   Ref: 33-23-35
   a. Fiduciary Responsibility
   b. Commingling

6. Georgia Life and Health Insurance Guaranty Association
   Ref: 33-24-7 and 33-38-1 through 10

B. Georgia laws, rules, and regulations pertinent to Accident & Sickness insurance only

1. Miscellaneous provisions
   Ref: 33-24-5

2. Medicare Supplement Advertising
   Ref: Reg. 120-2-8-.04

3. Definition of Long Term Care
   Ref: 33-42-4 (5)

4. Long Term Care Partnership requirements
   Ref: Reg. 120-2-16-.34
LIFE, ACCIDENT AND SICKNESS AGENT CONTENT OUTLINE
(80 scored plus 20 pretest questions)

I. LIFE: TYPES OF POLICIES ........................................8
   A. Traditional whole life products
      1. Ordinary whole life
      2. Limited-pay and single-premium life
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      2. Variable whole life
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         c. Return of premium
         d. Annually renewable
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         a. Renewable
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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
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      7. Long term care
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   B. Policy provisions and options
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      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
   C. Policy exclusions

III. LIFE: COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICY.... 8
   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
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         d. Aleatory

IV. LIFE: TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS......................................................6
   A. Third-party ownership
   B. Viatical Settlements
   C. Life Settlements
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      2. Contributory vs. noncontributory
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      1. Personal insurance needs
      2. Business insurance needs
         a. Key person
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   H. Tax treatment of insurance premiums, proceeds, dividends
      1. Individual life
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      3. Modified Endowment Contracts (MECs)
V. ACCIDENT & SICKNESS: TYPES OF POLICIES

A. Disability income
   1. Individual disability income policy
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   2. Time limit on certain defenses (incontestable)
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   6. Claim forms
   7. Proof of loss
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   9. Payment of claims
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   4. Probationary period
   5. Elimination period
   6. Waiver of premium
   7. Exclusions and limitations
   8. Preexisting conditions

C. Riders
   1. Impairment/exclusions
   2. Guaranteed insurability

D. Rights of renewability
   1. Noncancelable
   2. Cancelable
   3. Guaranteed renewable

VII. SOCIAL INSURANCE

A. Medicare (Parts A, B, C, D)
B. Medicaid
C. Social Security benefits

VIII. ACCIDENT AND SICKNESS: OTHER INSURANCE CONCEPTS

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. nonoccupational
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

IX. ACCIDENT AND SICKNESS: FIELD UNDERWRITING PROCEDURES

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.)
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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

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
X. GEORGIA LAWS, RULES, AND REGULATIONS........ 10

A. Georgia laws, rules, and regulations pertinent to Life and Accident & Sickness insurance

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   a. Broad powers and duties
      Ref: 33-2-1 through 33
   b. Examination of records
      Ref: 33-2-10 through 13
   c. Investigations/Notice of hearing
      Ref: 33-6-6
   d. Penalties
      Ref: 33-6-9

2. General insurance definitions
   a. Domestic, foreign and alien
      Ref: 33-3-1
   b. Stock and mutual
      Ref: 33-14-2
   c. Authorized/unauthorized and certificate of authority
      Ref: 33-3-1 through 30
   d. Insurance transaction / transacting business
      Ref: 33-1-2 (6)

3. Licensing of agents & counselors
   Ref: 33-23-1 Through 46
   a. Agent Responsibility
   b. Reciprocity agreements
   c. License maintenance
   d. License revocation or suspension
   e. Temporary License
   f. Nonresident License
   g. Counselor License

4. Unfair trade practices
   Ref: 33-6-4 and 5
   a. Rebating
   b. Defamation
   c. Unfair Discrimination
   d. Misrepresentation
   e. Twisting and Churning
   f. Advertising

5. Reporting and Disposition of Premiums
   Ref: 33-23-35
   a. Fiduciary Responsibility
   b. Commingling

6. Georgia Life and Health Insurance Guaranty Association
   Ref: 33-24-7, 33-38-1 through 10

B. Georgia laws, rules, and regulations pertinent to Life Insurance only

1. Replacement of Life insurance
   Ref: Reg. 120-2-24

2. Life insurance advertisements
   Ref: Reg. 120-2-11

3. Miscellaneous provisions
   Ref: 33-24-6 and 6.1

C. Georgia laws, rules, and regulations pertinent to Accident & Sickness insurance only

1. Miscellaneous provisions
   Ref: 33-24-5

2. Medicare Supplement Advertising
   Ref: Reg. 120-2-8-.04

3. Definition of Long Term Care
   Ref: 33-42-4 (5)

4. Long Term Care Partnership requirements
   Ref: Reg. 120-2-16-.34
GEORGIA PROPERTY AGENT
CONTENT OUTLINE
(80 scored plus 20 pretest questions)

I. TYPES OF POLICIES .............................................. 35
   A. Homeowners .................................................
      1. HO-2
      2. HO-3
      3. HO-4
      4. HO-5
      5. HO-6
      6. HO-7
   B. Dwelling policies
   C. Commercial lines
      1. Commercial Package Policy (CPP)
      2. Commercial property
         a. Commercial building and personal property form
         b. Causes of loss forms
         c. Business income
         d. Extra expense
         e. Equipment breakdown
      3. Businessowners 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 ....... 20
   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. State/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 ........ 15
   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 Billey)
   S. Policy Application
   T. Terrorism Risk Insurance Act (TRIA)

IV. STATE LAWS, RULES, AND REGULATIONS ........ 10
   A. Georgia laws, rules, and regulations pertinent to
      property and casualty insurance
      1. Insurance department and commissioner
         a. Broad powers and duties
            Ref: 33-2-1 through 33
         b. Examination of records
            Ref: 33-2-10 through 13
         c. Investigations/Notice of hearing
            Ref: 33-6-6
         d. Penalties
            Ref: 33-6-9
      2. General insurance definitions
         a. Domestic, foreign and alien
            Ref: 33-3-1
         b. Stock and mutual
            Ref: 33-14-2
         c. Authorized/unauthorized and certificate of
            authority
            Ref: 33-3-1 through 30
         d. Insurance transaction / transacting business
            Ref: 33-1-2 (6)
      3. Licensing of agents, counselors, subagents, and
         adjusters
         Ref: 33-23-1 Through 46
         a. Agent Responsibility
         b. Reciprocity agreements
         c. License maintenance
         d. License revocation or suspension
         e. Temporary License
f. Nonresident License
g. Counselor License

4. Unfair trade practices and frauds
   Ref: 33-6-4 and 5
   a. Rebating
   b. Defamation
   c. Unfair Discrimination
   d. Misrepresentation
   e. Controlled business
   f. Twisting and Churning
   g. Advertising law
   h. Coercion
   i. Commingling
   j. Fiduciary Responsibility
   k. Sharing Commissions
   l. Additional Fees

5. Miscellaneous Georgia insurance laws
   Ref: 33-24-33

6. Residual Markets
   a. FAIR plan
      Ref: 33-33-1 through 11

7. Regulation of Rates
   Ref: 33-9

B. Georgia laws, rules, and regulations pertinent to
   property insurance only
   1. Cancellation and nonrenewal of policies
      Ref: 120-2-53-.01 through .06, 33-24-44 through 47
   2. Miscellaneous Georgia insurance laws
GEORGIA CASUALTY AGENT
CONTENT OUTLINE
(80 scored plus 20 pretest questions)

Note: To the extent specific contracts, forms and endorsements 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.

I. TYPES OF POLICIES, BONDS, AND RELATED TERMS 35
   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
            (a) Per occurrence
            (b) Annual Aggregate
         g. Damage to Property of Others
   B. Automotive: 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
      Note: State law specifics 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 20
   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

Georgia Insurance Supplement - Examination Content Outlines Effective: February 15, 2018
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)

IV. STATE LAWS, RULES, AND REGULATIONS.............. 10
A. Georgia laws, rules, and regulations pertinent to property and casualty insurance
   1. Insurance department and commissioner
      a. Broad powers and duties
         Ref: 33-2-1 through 33
      b. Examination of records
         Ref: 33-2-10 through 13
      c. Investigations/Notice of hearing
         Ref: 33-6-6
      d. Penalties
         Ref: 33-6-9
   2. General insurance definitions
      a. Domestic, foreign and alien
         Ref: 33-3-1
      b. Stock and mutual
         Ref: 33-14-2
      c. Authorized/unauthorized and certificate of authority
         Ref: 33-3-1 through 30
      d. Insurance transaction / transacting business
         Ref: 33-1-2 (6)
   3. Licensing of agents, counselors, subagents, and adjusters
      Ref: 33-23-1 Through 46
      a. Agent Responsibility
      b. Reciprocity agreements
      c. License maintenance
      d. License revocation or suspension
      e. Temporary License
      f. Nonresident License
      g. Counselor License
   4. Unfair trade practices and frauds
      Ref: 33-6-4 and 5
      a. Rebating
      b. Defamation
      c. Unfair Discrimination
      d. Misrepresentation
      e. Controlled business
      f. Twisting and Churning
      g. Advertising law
      h. Coercion
      i. Commingling
      j. Fiduciary Responsibility
      k. Sharing Commissions
      l. Additional Fees
   5. Miscellaneous Georgia insurance laws
      Ref: 33-24-33
   6. Residual Markets
      a. FAIR plan
         Ref: 33-33-1 through 11

b. Georgia Automobile Insurance Plan
   Ref: 120-2-14-.01 through .24, 32-29, 40-9-100

c. Workers Compensation Law
   Ref: 120-2-37-.01 through .09, 34-9-133

7. Regulation of Rates
   Ref: 33-9

B. Georgia laws, rules, and regulations pertinent to casualty insurance only
   1. Cancellation and nonrenewal of policies
      Reg: 120-2-53-.01 through .06, 33-24-44 through 47
   2. Miscellaneous Georgia insurance laws
      Ref: 33-34-4
   3. Uninsured/Underinsured Motorists
      Ref: 33-7-11
   4. Financial Responsibility Law
      Ref: 40-9-1 through 40-9-82, 33-7-11
GEORGIA PROPERTY AND CASUALTY AGENT CONTENT OUTLINE
(80 scored plus 20 pretest questions)

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.

I. PROPERTY: TYPES OF POLICIES
   A. Homeowners
      1. HO-2
      2. HO-3
      3. HO-4
      4. HO-5
      5. HO-6
      6. HO-7
   B. Dwelling policies
   C. Commercial lines
      1. Commercial Package Policy (CPP)
      2. Commercial property
         a. Commercial building and personal property form
         b. Causes of loss forms
         c. Business income
         d. Extra expense
         e. Equipment breakdown
      3. Businessowners 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. PROPERTY: INSURANCE TERMS AND RELATED CONCEPTS

B. 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. State/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. PROPERTY: POLICY PROVISIONS AND CONTRACT LAW

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)

IV. CASUALTY: TYPES OF POLICIES, BONDS, AND RELATED TERMS

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
         (a) Per occurrence
         (b) Annual Aggregate
      g. Damage to Property of Others Conditions

B. Automotive: personal auto and business auto
   1. Liability
a. Bodily Injury
b. Property Damage
c. Split Limits
d. Combined Single Limit

t. 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

Note: Specifics of state law are addressed elsewhere in this outline.

2. Standard policy concepts
   a. Who is and 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. CASUALTY: INSURANCE TERMS AND RELATED CONCEPTS ........................................ 10

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. Warrants

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. CASUALTY: POLICY PROVISIONS ....................... 8

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)

VII. STATE LAWS, RULES, AND REGULATIONS .......... 10

A. Georgia laws, rules, and regulations pertinent to property and casualty insurance

1. Insurance department and commissioner

   a. Broad powers and duties
   Ref: 33-2-1 through 33

   b. Examination of records
   Ref: 33-2-10 through 13

   c. Investigations/Notice of hearing
   Ref: 33-6-6

   d. Penalties
   Ref: 33-6-9

2. General insurance definitions

   a. Domestic, foreign and alien
   Ref: 33-3-1

   b. Stock and mutual
   Ref: 33-14-2

   c. Authorized/unauthorized and certificate of authority
Ref: 33-3-1 through 30

d. Insurance transaction / transacting business
   Ref: 33-1-2 (6)

3. Licensing of agents, counselors, subagents, and adjusters
   Ref: 33-23-1 Through 46
   a. Agent Responsibility
   b. Reciprocity agreements
   c. License maintenance
   d. License revocation or suspension
   e. Temporary License
   f. Nonresident License
   g. Counselor License

4. Unfair trade practices and frauds
   Ref: 33-6-4 and 5
   a. Rebating
   b. Defamation
   c. Unfair Discrimination
   d. Misrepresentation
   e. Controlled business
   f. Twisting and Churning
   g. Advertising law
   h. Coercion
   i. Commingling
   j. Fiduciary Responsibility
   k. Sharing Commissions
   l. Additional Fees

5. Miscellaneous Georgia insurance laws
   Ref: 33-24-33

6. Residual Markets
   a. FAIR plan
      Ref: 33-33-1 through 11
   b. Georgia Automobile Insurance Plan
      Ref: 120-2-14-.01 through .24, 32-29, 40-9-100
   c. Workers Compensation Law
      Ref: 120-2-37-.01 through .09, 34-9-133

7. Regulation of Rates
   Ref: 33-9

B. Georgia laws, rules, and regulations pertinent to property insurance only
   1. Cancellation and nonrenewal of policies
      Ref: 120-2-53-.01 through .06, 33-24-44 through 47
   2. Miscellaneous Georgia insurance laws

C. Georgia laws, rules, and regulations pertinent to casualty insurance only
   1. Cancellation and nonrenewal of policies
      Ref: 120-2-53-.01 through .06, 33-24-44 through 47
   2. Miscellaneous Georgia insurance laws
      Ref: 33-34-4
   3. Uninsured/Underinsured Motorists
      Ref: 33-7-11
   4. Financial Responsibility Law
      Ref: 40-9-1 through 40-9-82, 33-7-11
PERSONAL LINES AGENT
CONTENT OUTLINE
(80 scored plus 13 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. Personal Automobile
      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
   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. Binders
   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
V. STATE LAWS, RULES, AND REGULATIONS

A. Georgia laws, rules, and regulations pertinent to property and casualty insurance

1. Insurance department and commissioner
   a. Broad powers and duties
      Ref: 33-2-1 through 33
   b. Examination of records
      Ref: 33-2-10 through 13
   c. Investigations/Notice of hearing
      Ref: 33-6-6
   d. Penalties
      Ref: 33-6-9

2. General insurance definitions
   a. Domestic, foreign and alien
      Ref 33-3-1
   b. Stock and mutual
      Ref: 33-14-2
   c. Authorized/unauthorized and certificate of authority
      Ref: 33-3-1 through 30
   d. Insurance transaction / transacting business
      Ref: 33-1-2 (6)

3. Licensing of agents, counselors, subagents, and adjusters
   Ref: 33-23-1 through 46
   a. Agent Responsibility
   b. Reciprocity agreements
   c. License maintenance
   d. License revocation or suspension
   e. Temporary License
   f. Nonresident License
   g. Counselor License

4. Unfair trade practices and frauds
   Ref: 33-6-4 and 5
   a. Rebating
   b. Defamation
   c. Unfair Discrimination
   d. Misrepresentation
   e. Controlled business
   f. Twisting and Churning
   g. Advertising law
   h. Coercion
   i. Commingling
   j. Fiduciary Responsibility
   k. Sharing Commissions
   l. Additional Fees

5. Miscellaneous Georgia insurance laws
   Ref: 33-24-33

6. Residual Markets
   a. FAIR plan
      Ref: 33-33-1 through 11
   b. Georgia Automobile Insurance Plan
      Ref: 120-2-14-.01 through .24, 32-29, 40-9-100

B. Georgia laws, rules, and regulations pertinent to property insurance only

1. Cancellation and nonrenewal of policies
   Ref: 120-2-53-.01 through .06, 33-24-44 through 47

2. Miscellaneous Georgia insurance laws
   Ref: 33-34-4

C. Georgia laws, rules, and regulations pertinent to casualty insurance only
I. PROPERTY AND CASUALTY POLICY PROVISIONS, TERMS, AND CONCEPTS......................... 10
   A. Perils
   B. Risk
   C. Coinsurance
   D. Appraisal
   E. Subrogation
   F. Premiums
   G. Actual cash value vs. replacement cost
   H. Duties of the insurer
   I. Cancellation
   J. Binders
   K. Insurable interest
   L. Loss
   M. Misrepresentation
   N. Insuring Agreement
   O. Conditions
   P. Deductible
   Q. Mortgage clause
   R. Assignment
   S. Death of the insured
   T. Personal Injury

II. PRINCIPLES OF RISK MANAGEMENT..................... 15
   A. Pure risk vs. speculative risk
   B. Risk management process
      1. Identifying and analyzing loss exposures
      2. Selecting method to handle each exposure
      3. Implementing the risk management strategy
      4. Monitoring the risk management system and making changes when appropriate
   C. Nature of property loss exposures
      1. Property exposed to loss
      2. Causes of loss
      3. Consequences of loss
   D. Nature of liability loss exposures
      1. Legal liability
      2. Civil and tort liability
         a. Intentional
         b. Negligence
         c. Strict
         d. Absolute
         e. Immunity
         f. Vicarious
         g. Exemplary/punitive
   E. Contract law as it relates to insurance
   F. Types of insurers
   G. Reinsurance

III. FUNDAMENTALS OF FINANCIAL ANALYSIS.......... 5
   A. Financial statements
      1. Balance sheet
      2. Income statement
      3. Sources and uses of funds statement
   B. Ratio analysis
      1. Liquidity
      2. Activity
      3. Financial leverage
   4. Profitability
   C. Inventory valuation methods

IV. PROPERTY INSURANCE POLICIES AND FORMS........ 30
   A. Personal lines
      1. Standard Fire Policy
      2. DP forms
      3. HO forms
   B. Commercial lines
      1. Building and personal property coverage form
      2. Causes of loss forms
      3. Commercial property polices
      4. Businessowners policy (BOP)
      5. Business income coverage form
      6. Extra expense coverage form
      7. Boiler and Machinery
      8. Commercial Package Policy (CPP)
   C. Inland marine
      1. Coverages and policy provisions
      2. Commercial and Personal floaters
   D. Commercial ocean marine
      1. Hull
      2. Cargo
      3. Freight
      4. Protection and Indemnity
   E. Other insurance
      1. Flood
      2. FAIR plans
      3. Aviation
      4. Crop

V. CASUALTY INSURANCE POLICIES AND FORMS........ 30
   A. Commercial General Liability (CGL)
      1. Premises and operations liability
      2. Products and completed operations liability
      3. Contractual liability
      4. Personal and advertising liability
      5. Medical payments
      6. Owners and contractors protective liability
      7. Occurrence coverage
      8. Claims made coverage
   B. Auto: Personal and Commercial
      1. Liability
      2. Physical damage (collision and comprehensive)
      3. Named insureds
      4. Garage coverage forms
      5. Lease Gap
      6. Owned auto
      7. Nonowned auto
      8. Temporary substitute auto
      9. Uninsured/Underinsured
   C. Workers Compensation/Employer’s liability
      1. Policy concepts
      2. Rating plans
      3. NCCI Experience modifications
   D. Surety Bonds
   E. Crime coverage
      1. Employee dishonesty
      2. Theft, Disappearance, and Destruction
      3. Robbery and safe burglary
      4. Premises burglary
      5. Custodian
6. Messenger  
7. Guard or watchperson  
8. Fidelity bonds  

F. Umbrella/Excess liability  
G. Professional liability  
1. Malpractice  
2. Errors and Omissions  

H. Directors and Officers liability  
I. Employment Practices liability  

VI. STATE LAWS, RULES, AND REGULATIONS .............. 10  
A. Laws, Rules, Regulations Pertinent to All Lines of Insurance  
1. Commissioner/Department of Insurance  
   a. Broad powers and duties  
      Ref: 33-2-1 through 33  
   b. Examination of records  
      Ref: 33-2-10 through 13  
   c. Investigations/Notice of hearing  
      Ref: 33-6-6  
   d. Penalties  
      Ref: 33-6-9  
2. General Definitions  
   a. Domestic, foreign, alien  
      Ref: 33-3-1  
   b. Stock and mutual  
      Ref: 33-14-2  
   c. Authorized/unauthorized companies and certificate of authority  
      Ref: 33-3-1  
   d. Third Party Administrators (practices, responsibilities, and duties)  
   e. Insurance transaction / transacting business  
      Ref: 33-1-2 (6)  
3. Licensing of agents, counselors, subagents, and adjusters  
   Ref: 33-23-1 through 46  
   a. Agent Responsibility  
   b. Counselor  
      a. Practices  
      b. Responsibilities  
      c. Duties  
   c. Reciprocity Agreements  
   d. License maintenance  
   e. License revocation or suspension  
   f. Nonresident license  
4. Unfair trade practices and frauds  
   Ref: 33-6-4 and 5  
   a. Rebating  
   b. Defamation  
   c. Unfair Discrimination  
   d. Misrepresentation  
   e. Controlled Business  
   f. Twisting and Churning  
   g. Advertising law  
   h. Coercion  
   i. Commingling  
   j. Fiduciary Responsibility  
   k. Sharing Commissions  
   l. Additional Fees  
5. Miscellaneous Georgia insurance laws  
   Ref: 33-24-33  

B. Laws, Rules, Regulations Pertinent to Property and Casualty Insurance  
1. Surplus lines  
2. Risk retention groups  
3. Georgia Insurance Guaranty Association  
4. Cancellation/Nonrenewal  
   Ref: 120-2-53-.01 through .06, 33-24-44 through 47  
5. Residual Markets  
   a. FAIR plan  
      Ref: 33-33-1  
   b. Georgia Automobile Insurance Plan  
      Ref: 120-2-14-.01 through .24, 32-29, 40-9-100  
   c. Workers Compensation Law  
      Ref: 120-2-37-.01 through .09, 34-9-133  
6. Regulation of Rates  
   Ref: 33-9  
7. Financial Responsibility Law  
   Ref: 40-9-1 through 40-9-82, 33-7-11
I. TYPES OF LIFE POLICIES ................................................. 10-15
   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. Variable whole life
      3. Variable universal life
      4. Interest-sensitive whole life
      5. Equity index universal life
   C. Term life
      1. Level, decreasing, and increasing term
      2. Special features
         a. Renewable
         b. Convertible
         c. Reentry
   D. Annuities
      1. Single, level, and flexible premium
      2. Immediate and deferred
      3. Fixed and variable
      4. Installment refund
      5. Cash refund
      6. Joint and Survivor Life annuities
      7. Equity Index annuities
   E. Endowment
   F. Combination plans and variations
      1. Family policy
      2. Family income policy
      3. Juvenile
      4. Joint life
      5. Survivorship life
   G. Credit Life
   H. Industrial Life

II. POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS ......................... 10-15
   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)
      7. Return of premium rider
   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. Changes
      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. Nonforfeiture options
      11. Dividends and dividend options
      12. Incontestability
      13. Assignments
      14. Suicide
      15. Misstatement of age
      16. Settlement options
   C. Policy exclusions

III. COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICY ........... 5-10
   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
   B. Underwriting
      1. Insurable interest
      2. Medical information and consumer reports
      3. Fair Credit Reporting Act
      4. Risk classification
      5. Calculations
   C. Delivering the policy
      1. When coverage begins
      2. Explaining the policy and its provisions, riders, exclusions, and ratings to the client

IV. TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS .................................. 5-10
   A. Third-party ownership
   B. Group life insurance
      1. Conversion privilege
      2. Contributory vs. noncontributory
   C. Retirement plans
      1. Tax-qualified plans
      2. Nonqualified plans
   D. Business insurance (e.g., key employee, buy and sell agreement, split-dollar, Keough plan, etc.)
   E. Social Security benefits and taxes
   F. Tax treatment of insurance premiums, proceeds, dividends
      1. Individual life
      2. Group life
      3. Gifts
      4. Modified Endowment Contracts (MECs)
      5. Tax Sheltered Annuity (TSAs)
   G. Accelerated Death Benefits—Living Benefits

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      1. Individual disability income policy
      2. Business overhead expense policy
      3. Business disability buyout policy
      4. Group disability income policy
   d. Common disaster
   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. Nonforfeiture options
   11. Dividends and dividend options
   12. Incontestability
   13. Assignments
   14. Suicide
   15. Misstatement of age
   16. Settlement options

   C. Policy exclusions

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   3. Consequences of incomplete applications
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   5. Collecting the initial premium and issuing the receipt
   B. Underwriting
   1. Insurable interest
   2. Medical information and consumer reports
   3. Fair Credit Reporting Act
   4. Risk classification
   5. Calculations
   C. Delivering the policy
   1. When coverage begins
   2. Explaining the policy and its provisions, riders, exclusions, and ratings to the client

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   B. Group life insurance
      1. Conversion privilege
      2. Contributory vs. noncontributory
   C. Retirement plans
      1. Tax-qualified plans
      2. Nonqualified plans
   D. Business insurance (e.g., key employee, buy and sell agreement, split-dollar, Keough plan, etc.)
   E. Social Security benefits and taxes
   F. Tax treatment of insurance premiums, proceeds, dividends
      1. Individual life
      2. Group life
      3. Gifts
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      5. Tax Sheltered Annuity (TSAs)
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      2. Business overhead expense policy
      3. Business disability buyout policy
      4. Group disability income 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. Multiple Employer Trusts (METs)
   6. Multiple Employer Welfare Association (MEWAs)
   7. Service organizations (Blue Plans)
   8. Dread disease and limited sickness (cancer) coverage

D. Medicare supplement policies

E. Group insurance
   1. Group conversion
   2. Differences between individual and group contracts
   3. General concepts
   4. COBRA
   5. HIPPA
   6. Blanket group coverage

F. Long Term Care

G. Credit Disability

H. Accidental Bodily Injury

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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

B. Optional provisions
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   2. Misstatement of age
   3. Illegal occupation
   4. War exclusion

C. Other provisions and clauses
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   2. Free look (10-day, 20-day, etc.)
   3. Consideration clause
   4. Probationary period
   5. Elimination period
   6. Waiver of premium
   7. Exclusions
   8. Preexisting conditions
   9. Recurrent disability
   10. Coinsurance
   11. Deductibles
   12. Facility of payment
   13. Restoration of benefits
   14. Beneficiary designations
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D. Riders
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   2. Guaranteed insurability rider
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B. Owner’s rights

C. Dependent children benefits

D. Primary and contingent beneficiaries

E. Modes of premium payments (annual, semiannual, etc.)

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

G. Occupational vs. nonoccupational

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

I. Managed care

J. Blanket expense coverage

K. Insurer reserves

L. Definition of insurance

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A. Completing application and obtaining necessary signatures

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

C. Upon payment of initial premium, giving prospect conditional receipt and explaining the effect of that receipt (e.g., medical examination, etc.)

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

E. Assuring delivery of policy to client

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

G. In cases where initial premium did not accompany application, obtaining signed statement of continued good health and obtaining premium for transmittal

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   1. Requirements of a contract
   2. Insurable interest
   3. Warranties and representations
   4. Unique aspects of the health contract
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   4. Penalties
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B. General insurance definitions
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   2. Stock and mutual
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   3. Authorized/unauthorized and certificate of authority
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   4. Insurance transaction
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C. Licensing requirements
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   1. Counselor
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D. Consultant practices, responsibilities, and duties
   Ref: 33-23-46
   1. Solicitation and disclosures
   2. Advertising
   3. Standard practices
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E. Unfair/Prohibited Practices
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   1. Rebating
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   4. Misrepresentation

F. Georgia Life and Health Insurance Guaranty
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   B. Comparison of Fixed Premium (traditional), Whole Life, and Fixed Premium Variable Life
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   C. Comparison of Fixed Premium Variable and Flexible Premium Variable Life
      1. Premiums
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      3. Cash Value
   D. Characteristics of Variable Life Insurance
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      3. Change in Investment Policy of the Separate Account
      4. The Assumed Investment Rate (AIR)
      5. Net Investment Return
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      7. Cash Values
      8. Loans
      9. Other contract provisions
      10. Underwriting and administration
      11. Reporting requirements
   E. Types of Annuity Policies
      1. Fixed Annuity Policies
      2. Variable annuity products
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            (1) individual
            (2) joint and survivor
         b. Method of premium payment
            (1) single premium
            (2) flexible premium
         c. Time benefits begin
            (1) immediate
            (2) deferred
         d. Disposition of proceeds
            (1) life annuity (no refund)
            (2) guaranteed minimum
               (a) period certain
               (b) installment refund
               (c) specified period/specified amount
               (d) cash
         3. Equity indexed annuities
   F. Other annuity characteristics
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      2. Annuity unit
      3. Annuitization
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    B. Licensing Requirements
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       2. Issuance and revocation of Variable Life Policies
       3. Unfair trade practices
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             b. Defamation
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             f. Other unfair/prohibited practices
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          2. Purpose
          3. Definitions
          4. Qualifications of insurers to issue Variable Life Insurance and suitability requirements
          5. Insurance policy requirements
          6. Reserve liabilities for Variable Life Insurance
          7. Separate accounts
          8. Information furnished to applicants
          9. Qualifications of agents for the sale of Variable Life insurance
          10. Reports to policy holders
          11. Foreign companies
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          2. Purpose
          3. Definitions
          4. Applicability
          5. Form and content of advertisements
          6. Disclosure requirements
          7. Identity of insurer
          8. Jurisdictional licensing and status of insurer
          9. Statements about insurer
          10. Misleading statements, representations, and illustrations prohibited
          11. Enforcement procedures
          12. Conflict with other rules
13. Severability provisions
14. Penalties

C. Replacement of Life Insurance Policies ............ 5
   Ref: (G.I.D. 120-2-24)
   1. Statutory authority
   2. Purpose
   3. Definitions
   4. Exemptions
   5. Duties of agents
   6. Duties of all insurers
   7. Duties of insurers that use agents
   8. Duties of replacing insurers that are direct response insurers
   9. Relationship to other rules and regulations
  10. Severability
  11. Penalties
  12. Replacement notice
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(100 scored questions)

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   C. Insurable interest
   D. Peril
   E. Hazard
   F. Loss
      1. Direct
      2. Indirect
   G. Proximate cause
   H. Deductible
   I. Indemnity
   J. Actual cash value
   K. Replacement cost
   L. Limits of liability
   M. Coinsurance
   N. Pair and set clause
   O. Extensions of coverage
   P. Additional coverages
   Q. Accident
   R. Occurrence
   S. Vacancy and unoccupancy
   T. Right of salvage
   U. Abandonment
   V. Liability
   W. Negligence
   X. Theft
   Y. Burglary
   Z. Robbery
   AA. Mysterious disappearance
   BB.Binders
   CC. Pro-rata liability clause
   DD. Waiver and Estoppel
   EE. Valued Policy
   FF. Law of Large Numbers
   GG. Application

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      1. Basic coverages, provisions, and clauses
      2. Limitations and restrictions
      3. Proof of Loss
      4. Loss requirements and inventories
      5. Appraisal
      6. Company options
      7. Valuation
   B. Personal lines
      1. Dwelling and contents (DP forms)
      2. Personal liability
      3. Homeowners (HO forms)
      4. Mobile Homes
   C. Commercial lines
      1. Commercial Package Policy (CPP)
      2. Commercial property
         a. Building and personal property form

b. Causes of loss forms
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d. Extra expense
3. Commercial general liability
   a. Premises and Operations
   b. Products Completed Operations
   c. Personal and Advertising injury
   d. Fire legal
   e. Medical payments
   f. Occurrence form
4. Boiler and Machinery
5. Businessowners Policy (BOP)

D. Inland marine
   1. Nationwide definition
   2. Personal coverages
   3. Commercial coverages
   4. Personal Watercraft

E. Ocean marine
   1. Hull
   2. Cargo
   3. Freight
   4. Protection and Indemnity

F. Miscellaneous policies
   1. Flood
   2. Aviation
   3. Farm and Crop
   4. Title
   5. Comprehensive Personal Liability (CPL)

G. Auto: Personal and Business
   1. Liability
   2. Medical Payments
   3. Physical damage (collision and other than collision/comprehensive)
   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
   8. Garage Coverage Form, including Garagekeepers insurance

H. Additional Coverages
   1. Business Interruption
   2. Time Element
   3. Law and Ordinance
   4. Valuable Papers and Records
   5. Electronic Data Processing (EDP)
   6. Others

I. Surety Bonds

J. Crime coverage
   1. Employee dishonesty
   2. Theft, Disappearance, and Destruction
   3. Robbery and safe burglary
   4. Premises burglary
   5. Custodian
   6. Messenger
   7. Guard or watchperson
   8. Fidelity bonds

K. Professional liability
1. Errors and Omissions
L. Umbrella/Excess liability
M. Worker’s Compensation

III. PROPERTY AND CASUALTY POLICY CONTRACT
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B. Insuring agreement
C. Conditions
D. Exclusions
E. Definitions
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
M. Assignment
N. Subrogation
O. Elements of a contract
P. Additional (supplementary) payments
Q. Loss settlement provisions including consent to settle a loss
R. Representations and misrepresentations
S. Concealment
T. Endorsements
U. Loss Payable

IV. RESPONSIBILITIES AND DUTIES OF AN ADJUSTER
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A. Loss
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2. Occurrence Date
3. Identification of Parties Involved
4. Policy Form/Number
5. Description of Loss
6. Coverages
7. Deductible
8. Tort/Joint Tort Feasors
B. Loss/Damage Valuation
1. Direct Loss vs. Indirect Loss
2. Damages

V. GEORGIA LAWS, RULES, AND REGULATIONS
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A. Insurance Commissioner/Department
1. Broad powers and duties
2. Examination of records
3. Cease and desist orders
4. Penalties
B. General Definitions
1. Domestic, foreign, alien
2. Insurance transactions
3. Authorized/unauthorized companies and certificate of authority
4. Third Party Administrators (practices, responsibilities, and duties)
5. Insurance Services Office (ISO)
C. Licensing requirements
1. Adjuster
2. Agreements
3. License maintenance

4. License revocation or suspension
D. Adjuster (practices, responsibilities, and duties)
E. Unfair/prohibited practices
1. Rebating
2. Defamation
3. Discrimination
4. Unfair claims practices
G. Georgia Insurance Guaranty Association
H. Automobile Insurance Plan
I. FAIR Plan
J. Financial Responsibility
K. Cancellation/non-renewal
GEORGIA PUBLIC ADJUSTER EXAMINATION CONTENT OUTLINE

(100 scored questions)

I. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS

A. Risk
B. Insurance
C. Insurable interest
D. Peril
E. Hazard
F. Loss
   1. Direct
   2. Indirect
G. Proximate cause
H. Deductible
I. Indemnity
J. Actual cash value
K. Replacement cost
L. Limits of liability
M. Coinsurance
N. Pair and set clause
O. Extensions of coverage
P. Additional coverages
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R. Occurrence
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T. Right of salvage
U. Abandonment
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Y. Burglary
Z. Robbery
AA. Mysterious disappearance
BB. Binders
CC. Pro-rata liability clause
DD. Waiver and Estoppel
EE. Valued Policy
FF. Law of Large Numbers
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   1. Hull
   2. Cargo
   3. Freight
   4. Protection and Indemnity

F. Miscellaneous policies
   1. Flood
   2. FAIR plans
   3. Aviation
   4. Farm and Crop
   5. Title

G. Additional Coverages
   1. Business Interruption
   2. Time Element
   3. Law and Ordinance
   4. Valuable Papers and Records
   5. Electronic Data Processing (EDP)
   6. Others

H. Surety Bonds

I. Crime coverage
   1. Employee dishonesty
   2. Theft, Disappearance, and Destruction
   3. Robbery and safe burglary
   4. Premises burglary
   5. Custodian
   6. Messenger
   7. Guard or watchperson
   8. Fidelity bonds

J. Professional liability
   1. Errors and Omissions
   2. Directors and Officers

K. Umbrella/Excess liability

L. Worker's Compensation

III. PROPERTY AND CASUALTY POLICY CONTRACT PROVISION

A. Declarations
B. Insuring agreement
C. Conditions
D. Exclusions
E. Definitions
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
M. Assignment
N. Subrogation
O. Elements of a contract
P. Additional (supplementary) payments
Q. Loss settlement provisions including consent to settle a loss
R. Representations and misrepresentations
S. Concealment
T. Warranty
U. Comprehensive Personal Liability (CPL)
V. Endorsements
W. Arbitration
X. Loss Payable

IV. RESPONSIBILITIES AND DUTIES OF AN ADJUSTER

REPORT

A. Loss
   1. Inception/Expiration Date
   2. Occurrence Date
   4. Identification of Parties Involved
   5. Description of Loss
   6. Coverages
   7. Deductible
   8. Tort/Joint Tort Feasors

B. Loss/Damage Valuation
   1. Direct Loss vs. Indirect Loss
   2. Damages

V. GEORGIA LAWS, RULES, AND REGULATIONS
PERTINENT TO ALL ADJUSTERS

A. Insurance Commissioner/Department
   1. Broad powers and duties
   2. Examination of records
   3. Cease and desist orders
   4. Penalties

B. General Definitions
   1. Domestic, foreign, alien
   2. Insurance transactions
   3. Authorized/unauthorized companies and certificate of authority
   4. Third Party Administrators (practices, responsibilities, and duties)
   5. Insurance Services Office (ISO)

C. Licensing requirements
   1. Adjuster
   2. Agreements
   3. License maintenance
   4. License revocation or suspension

D. Adjuster (practices, responsibilities, and duties)
E. Unfair/prohibited practices
   1. Rebating
   2. Defamation
   3. Discrimination
   4. Unfair claims practices

F. Risk retention groups
G. Georgia Insurance Guaranty Association
H. Automobile Insurance Plan
I. Financial Responsibility
J. Cancellation/non-renewal

Effective: February 15, 2018
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   B. Agreed value
   C. Coinsurance
   D. Insurable interest
   E. Loss
   F. Negligence
   G. Hazard
   H. Proximate cause
   I. Reinsurance
   J. Replacement cost
   K. Risk
   L. Salvage
   M. Subrogation
   N. Comparative Negligence
   O. Deductible
   P. Contract
   Q. Indemnity
   R. Torts
   S. Robbery
   T. Burglary
   U. Abandonment
   V. Accident
   W. Occurrence
   X. Reciprocal Organization
   Y. Insurance
   Z. Appraisal clause

AA. Surplus
BB. Surplus Lines

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   A. United States nonadmitted market
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      2. General liability
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   D. Extended coverage
   E. Crime
   F. Liability
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      2. Umbrella
      3. Contractual
   G. Valued Policy
   H. Product Liability
   I. Pro-Rata Liability
   J. Inland Marine
      1. Valuable papers and records

K. Comprehensive Personal Liability
L. Auto Policy
   1. Underinsured Motorist coverage
   2. Garagekeepers Insurance
   3. Georgia Auto Insurance Plan
M. Equipment Breakdown
N. Professional Liability

IV. SURPLUS LINES LICENSING .............................................. 30
   A. Powers and duties of the Insurance Commissioner
   B. Required bonds
   C. License requirements, issuance, and renewal
   D. License revocation, suspension
   E. Unfair Trade Practices

V. SURPLUS LINES LAW ......................................................... 30
   A. Purpose
   B. Reports, records
   C. Coverage and Eligibility
   D. Definitions
      1. Authorized/Unauthorized
   E. Premiums, evidence of insurance
   F. Premium tax
   G. Conditions for procuring
   H. Rate standards
   I. Surplus Lines Association of Georgia
   J. Multi-State risks
   K. Qualifications for Surplus Lines Insurers
      1. Syndicates
      2. Alien vs. Foreign
      3. Removal from White List
   L. Disclosure
   M. Premium Rates
   N. Procurement
   O. Approved List
   P. Courtesy Filings
   Q. Fees
   R. Service of suit
   S. Sharing Commissions
GEORGIA INSURANCE
LIMITED HEALTH COUNSELOR
CONTENT OUTLINE
(50 scored questions)

I. COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICY........5-10
   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. Waiver of Coverage
      7. Late Enrollment
      8. Open Enrollment
   B. Underwriting
      1. Insurable interest
      2. Medical information and consumer reports
      3. Fair Credit Reporting Act
      4. Risk classification
      5. Calculations
      6. Medical Information Bureau (MIB)
   C. Delivering the policy / Certificate of Participation
      1. When coverage begins / effective date
      2. Explaining the policy and its provisions, riders, exclusions, and ratings to the client

II. TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS.....................0-6
   A. Third-party ownership
      1. Insured / policy owner
   B. Social Security benefits and taxes

III. TYPES OF HEALTH/DISABILITY POLICIES...........................................10-15
   A. Disability income
      1. Group disability income policy
      2. Long term disability
      3. Short term disability (Loss of time benefits)
   B. Accidental death and dismemberment
      1. Simultaneous death
      OCGA 33/24/42
   C. Medical expense insurance
      1. Basic hospital, medical, and surgical policies
      2. Health Maintenance Organizations (HMOs)
      3. Preferred provider organizations (PPOs)
      4. Multiple Employer Trusts (METs)
      5. Multiple Employer Welfare Association (MEWAs)
      6. Service organizations (Blue Plans)
      7. Dread disease and limited sickness (cancer coverage/Critical Illness Policy
      8. Catastrophic Medical Coverage
      9. High deductible health plans
   D. Medicare supplement policies
   E. Group insurance
      1. Group conversion
      2. Differences between individual and group contracts
      3. General concepts
      4. COBRA
      5. HIPAA
      6. Blanket group coverage
      7. Georgia Continuation

OCGA E 33/24/21.1; 33/24/21.2

F. Long Term Care
G. Credit Disability
H. Accidental Bodily Injury

IV. POLICY PROVISIONS, CLAUSES, AND RIDERS...10-15
   A. Mandatory provisions
      1. Entire contract
      2. Grace period
      3. Reinstatement
      4. Notice of claim
      5. Claim forms
      6. Proof of loss
      7. Time of payment of claims
      8. Payment of claims
      9. Physical examination and autopsy
     10. Legal actions
     11. Change of beneficiary
   B. Optional provisions
      1. Change of occupation
      2. Misstatement of age
      3. Illegal occupation
      4. War exclusion
   C. Other provisions and clauses
      1. Insuring clause
      2. Free look (10-day, 20-day, etc.)
      3. Consideration clause
      4. Probationary period
      5. Elimination period
      6. Waiver of premium
      7. Exclusions
      8. Preexisting conditions
      9. Recurrent disability
     10. Coinsurance
     11. Deductibles
     12. Facility of payment
     13. Restoration of benefits
     14. Beneficiary designations
        a. Revocable and irrevocable
        b. Contingent beneficiaries
     15. Deductible Carry-over Provision
     16. Common Accident Provision
   D. Riders
      1. Impairment rider
      2. Guaranteed insurability rider
   E. Rights of renewability
      1. Noncancelable
      2. Cancelable
      3. Guaranteed renewable
      4. Conditionally renewable
      5. Optionally renewable
      6. Group Blanket Policy
   F. Uniform Provisions Law

V. SOCIAL INSURANCE.................................0-2
   A. Medicare
   B. Social Security benefits

VI. OTHER INSURANCE CONCEPTS........5-10
   A. Total, partial, and residual disability
   B. Dependent children benefits
   C. Primary and contingent beneficiaries
D. Modes of premium payments (annual, semiannual, etc.)

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

F. Occupational vs. nonoccupational / Worker's Compensation

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

H. Managed care

I. Blanket expense coverage

J. Insurer reserves

K. Definition of insurance

L. Law of Large Numbers

VII. FIELD UNDERWRITING

PROCEDURES

A. Completing application and obtaining necessary signatures

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

C. Upon payment of initial premium, giving prospect conditional receipt and explaining the effect of that receipt (e.g., medical examination, etc.)

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

E. Assuring delivery of policy to client

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

G. In cases where initial premium did not accompany application, obtaining signed statement of continued good health and obtaining premium for transmittal

H. Contract law

1. Requirements of a contract
2. Insurable interest
3. Warranties and representations
4. Unique aspects of the health contract
   a. Conditional
   b. Adhesion

VIII. GEORGIA LAWS, RULES, AND REGULATIONS PERTINENT TO LIMITED HEALTH COUNSELOR

A. Commissioner of Insurance

1. Broad powers and duties
2. Examination of records
3. Investigations/Notice of hearing
4. Penalties

B. General insurance definitions

1. Domestic, foreign and alien
2. Stock and mutual
3. Authorized/unauthorized and certificate of authority
4. Insurance transaction
5. Fraternal

C. Licensing requirements

1. Counselor
2. Reciprocity agreements
3. License maintenance
4. License revocation or suspension

D. Consultant practices, responsibilities, and duties

1. Solicitation and disclosures
2. Advertising
3. Standard practices
4. Fiduciary

E. Unfair/Prohibited Practices

1. Rebating
2. Defamation
3. Discrimination
4. Misrepresentation
GEORGIA INSURANCE NAVIGATOR CONTENT OUTLINE
(50 scored plus 5 pretest 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. Enrollment Assisters
      3. 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)
      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

C. Privacy and security of health information
   1. HIPAA
   2. Confidentiality, integrity, and availability of Protected Health Information (PHI)
   3. Penalties for violations or noncompliance with HHS regulations
   4. Criminal acts

V. Brokers, Agents and Producers
   A. Roles and responsibilities
      1. Ineligibility as a Navigator or Assister due to compensation
      2. Producer licensing, certification and training
      3. Compensation
      4. Performance metrics

VI. Outreach and education
   A. Identify goals (role of Producers, Navigators and Assistors)
   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. State laws, rules, and regulations
   A. Georgia laws, rules, and regulations pertinent to Life and Accident & Sickness insurance
      1. Insurance Department and Commissioner
         a. Broad powers and duties
         Ref: 33-2-1 through 33
         b. Examination of records
         Ref: 33-2-10 through 13
         c. Investigations/Notice of hearing
         Ref: 33-6-6
         d. Penalties
         Ref: 33-6-9
      2. General insurance definitions
         a. Authorized/unauthorized and certificate of authority
Ref: 33-3-1 through 30
b. Insurance transaction / transacting business
   Ref: 33-1-2 (6)
c. Rebating
   Ref: 33-6-4 and 5
d. Defamation
   Ref: 33-6-4 and 5
e. Unfair Discrimination
   Ref: 33-6-4 and 5
f. Misrepresentation
   Ref: 33-6-4 and 5
g. Controlled business
   Ref: 33-6-4 and 5
h. Twisting and Churning
   Ref: 33-6-4 and 5
i. Advertising
   Ref: 33-6-4 and 5

3. Licensing of agents, counselors and Navigators
   Ref: 33-23-1 through 46 & 200-203
a. Agent Responsibility
b. License maintenance
c. License revocation or suspension
d. Temporary License
e. Counselor License

B. Georgia laws, rules, and regulations pertinent to Accident & Sickness insurance only
1. Miscellaneous provisions
2. Medicare Supplement Advertising
   Ref: Reg. 120-2-8-.04
3. Definition of Long Term Care
   Ref: 33-42-4 (5)
4. Long Term Care Partnership requirements
   Ref: Reg. 120-2-16-.34