

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

(50 scoreable questions plus 10 pretest questions)

I. TYPES OF POLICIES 12

A. Traditional whole life products

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

B. Interest/market-sensitive/adjustable life products

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

C. Term life

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

D. Annuities

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

E. Combination plans and variations

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

**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)

- 2. Domestic, foreign, and alien

Ref: Chap. 1: 6

- 3. Stock and mutual

Ref: Chap. 5: 400, 401

- 4. Transacting insurance

Ref: Chap. 1: 9

- 5. Maine Life and Health Insurance Guaranty Association

Ref: Chap. 62: 4602, 4603

C. Licensing requirements and limitations.....

Ref: Chap. 16: 1402, 1410, 1411, 1413, 1415, 1416, 1419, 1420-A, 1420-D, 1420-E-1420-H, 1420-J, 1420-M, 1445, 1461, 1464-1468

- 1. Types of licenses

- a. Producer
- b. Consultant
- c. Temporary
- d. Nonresident
- e. Limited
- f. Adjuster
- g. Business entity

- 2. Exemptions/exceptions

Ref: Chap. 16: 1420-A, 1420-C

- 3. Appointment

Ref: Chap. 16: 1420-M, 1420-N

- 4. License refusal, termination, expiration, revocation, suspension, and nonrenewal

Ref: Chap. 16: 1410, 1412, 1416-A, 1417-1418, 1420-E, 1420-F, 1420-K

- 5. Educational Requirements

Ref: Chap. 16: 1482; Bureau Rule 542

D. Marketing practices

Ref: All references are to Chap. 23 unless otherwise noted

- 1. Unfair practices

- a. Claims methods and practices

Ref: 2164-D, 2186; Chap. 27: 2436, 2436-A; Chap. 33: 2709

- b. Excess charges

Ref: 2174

- c. Rebating

Ref: 2160, 2161, 2163, 2163-A

- d. Twisting

Ref: 2155

- e. Misrepresentation

Ref: 2153

- f. Defamation

Ref: 2157

- g. False information and advertising

Ref: 2154

- h. Penalties

Ref: Chap. 1: 12-A; Chap. 16: 1412, 1417, 1420-K

- i. Fraud

Ref: 2178, 2186

- j. Cross-selling/Unfair solicitation methods

Ref: 2152-B

- 2. Producer responsibilities

Ref: Chap. 16: 1442, 1447, 1449, 1450; Chap. 27:2422

- 3. Compensation of licensees

Ref: Chap. 16: 1449, 1450

- 4. Privacy

Ref: Chap. 24: 2202, 2208

LIFE
Maine-Specific Content Outline
State Laws and Rules

(25 scoreable questions plus 5 pretest questions)

I. MAINE LAWS AND RULES COMMON TO LIFE, ACCIDENT, AND HEALTH INSURANCE..... 20

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Superintendent of Insurance.....

- 1. Broad powers
Ref: Chap. 3: 201, 211, 214, 221
- 2. Notice and hearing
Ref: Chap. 3: 229, 230, 236

B. Definitions

- 1. Authorized, unauthorized, and certificate of authority
Ref: Chap. 5: 404, 406

E. Third-party notice of cancellation and reinstatement
Ref: Bureau Rules 425, 580, 585; Chap. 67: 5016

II. MAINE LAWS AND RULES PERTINENT TO LIFE
INSURANCE ONLY5

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Solicitation and cost disclosure

Ref: Chap. 29, Chap. 31, Bureau Rule 240 and Appendices

1. Buyer's guide
2. Policy summary
 - a. Dividends

Ref: Chap. 29: 2509

- b. Cost index
3. Illustrations

Ref: Bureau Rule 910

B. AIDS testing requirements

Ref: Bureau Rule 490

C. Changes in the application

Ref: Chap. 27: 2409

D. Policy provisions

Ref: Chap. 29: 2505, 2515-A

E. Viatical and life settlements

Ref: Chap. 85: 6802-A, 6808-A, 6809

F. Suitability and replacement

Ref: Bureau Rules 917, 919

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

F. Individual/Group Long Term Care (LTC)

G. Other policies

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

II. POLICY PROVISIONS, CLAUSES, AND RIDERS 20

A. Mandatory and optional provisions

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

B. Other provisions and clauses

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

C. Riders

1. Impairment/exclusions

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

(50 scoreable questions plus 10 pretest questions)

I. TYPES OF POLICIES 14

A. Disability income

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

B. Accidental death and dismemberment

C. Medical expense insurance

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

D. Medicare supplement policies

E. Group insurance

- 2. Guaranteed insurability
- D. Rights of renewability**
 - 1. Noncancelable
 - 2. Cancelable
 - 3. Guaranteed renewable
- III. SOCIAL INSURANCE 3**
 - A. Medicare (Parts A, B, C, D)**
 - B. Medicaid**
 - C. Social Security benefits**
- IV. OTHER INSURANCE CONCEPTS 4**
 - A. Total, partial, recurrent and residual disability**
 - B. Owner’s rights**
 - C. Dependent children benefits**
 - D. Primary and contingent beneficiaries**
 - E. Modes of premium payments**
 - F. Nonduplication and coordination of benefits (e.g., primary vs. excess)**
 - G. Occupational vs. non-occupational**
 - H. Tax treatment of premiums and proceeds of insurance contracts (e.g., disability income and medical expenses, etc.)**
 - I. Managed care**
 - J. Workers Compensation**
 - K. Subrogation**
- V. FIELD UNDERWRITING PROCEDURES 9**
 - A. Completing the application**
 - B. Explaining sources of insurability and HIPAA privacy information (e.g., MIB Report, Fair Credit Reporting Act, etc.)**
 - C. Initial premium payment and receipt and consequences of the receipt (e.g., medical examination, etc.)**
 - D. Submitting application (and initial premium if collected) to company for underwriting**
 - E. Policy delivery**
 - F. Explaining policy and its provisions, riders, exclusions, and ratings to clients**
 - G. Replacement**
 - H. Contract law**
 - 1. Elements of a contract
 - 2. Insurable interest
 - 3. Warranties and representations
 - 4. Unique aspects of the insurance contract
 - a. Conditional
 - b. Unilateral
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**ACCIDENT & HEALTH
Maine-Specific Content Outline
State Laws and Rules**

(38 scoreable questions plus 5 pretest questions)

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- 2. Notice and hearing
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- 1. Authorized, unauthorized, and certificate of authority
Ref: Chap. 5: 404, 406
- 2. Domestic, foreign, and alien
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Ref: Chap. 5: 400, 401
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C. Licensing requirements and limitations.....

- Ref: Chap. 16: 1402, 1410, 1411, 1413, 1415, 1416, 1419, 1420-A, 1420-D, 1420-E-1420-H, 1420-J, 1420-M, 1445, 1461, 1464-1468*
- 1. Types of licenses
 - a. Producer
 - b. Consultant
 - c. Temporary
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 - e. Limited
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 - g. Business entity
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Ref: Chap. 16: 1420-A, 1420-C
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 - 4. License refusal, termination, expiration, revocation, suspension, and nonrenewal
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 - 5. Educational requirements
Ref: 1482; Bureau Rule 542

D. Marketing practices.....

Ref: Chap. 23 unless otherwise noted

- 1. Unfair practices
 - a. Claims methods and practices
Ref: 2164-D, 2186; Chap. 27: 2436, 2436-A; Chap. 33: 2709
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Ref: Chap. 1: 12-A; Chap. 16: 1412, 1417, 1420-K
 - i. Fraud
Ref: 2178, 2186
 - j. Cross-selling/Unfair Solicitation Methods
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- 2. Producer responsibilities
Ref: Chap. 16: 1442, 1447, 1449, 1450; Chap. 27: 2422
- 3. Compensation of licensees
Ref: Chap. 16: 1449, 1450
- 4. Privacy
Ref: Chap. 24: 2202, 2208
- E. Third-party notice of cancellation**
Ref: Bureau Rules 425, 580, 585; Chap. 67: 5016

II. MAINE LAWS AND RULES PERTINENT TO ACCIDENT AND HEALTH INSURANCE ONLY20

Ref: All references are to sections in Title 24-A unless otherwise noted

- A. Policy rate discrimination**
Ref: Chap. 23: 2159; Chap. 33: 2736-C; Chap. 35: 2808-B
- B. Required policy provisions**
Ref: Chap. 33; Chap. 35
 - 1. Coverage for newborns
Ref: Chap. 33: 2743; Chap. 35: 2834
 - 2. Coverage for maternity benefits
Ref: Chap. 33: 2741; Chap. 35: 2832, 2834-A
 - 3. Coverage for home health care
Ref: Chap. 33: 2745; Chap. 35: 2837; Chap. 68: 5051-A
 - 4. Coverage for chiropractic services
Ref: Chap. 33: 2748; Chap. 35: 2840-A; Chap. 56: 4236
 - 5. Coverage for domestic partners
Ref: Chap. 33: 2741-A; Chap. 35: 2832-A
 - 6. Renewal and cancellation
Ref: Chap. 33: 2707, 2729, 2736-C, 2737–2739; Chap. 35: 2808-B; Chap. 36: 2850-B
 - 7. Assignment
Ref: Chap. 33: 2755; Chap. 35: 2827-A; Chap. 56: 4207-A
 - 8. Coverage for dependent children

Ref: Chap. 33: 2742-B; Chap. 35: 2832-A, 2833-A, 2833-B, 2834-B

- 9. Emergency services
Ref: Chap. 56-A: 4320-C

- C. Medicare supplement**
Ref: Chap. 67: 5002-B, 5010-A, 5012; Bureau Rule 275
 - 1. Benefit standards
 - 2. Sale of insurance to beneficiaries
 - 3. Preexisting conditions
 - 4. Nursing home coverage
- D. AIDS testing requirements**
Ref: Bureau Rule 490
- E. Long-Term Care/Partnership coverage**
Ref: Chap. 68-A: 5081; Chap. 68: 5051; Bureau Rule 425
- F. Continuity of coverage**
Ref: Chap. 36: 2848, 2849-B
- G. Small group and individual health insurance plans**
Ref: Chap. 33: 2736-C; Chap. 35: 2808-B; Chap. 36: 2850-B
 - 1. Guaranteed issue
 - 2. Guaranteed renewal
 - 3. Coverage and benefits
 - 4. Market practices
 - 5. Rating practices
- H. Health Maintenance Organization (HMO)**
Ref: Chap. 56: 4202-A, 4207, 4209, 4210, 4227, 4234-B, 4234-C, 4236, 4249; Chap. 56-A: 4302
- I. Medical Utilization Review Entities**
Ref: Chap. 34: 2772, 2773; Bureau Rule 850
- J. Preferred Provider Arrangement**
Ref: Chap. 32
- K. Appeals, Grievances, and External Review**
Ref: Chap. 56-A: Bureau Rule 850
- L. Affordable Care Act**
 - 1. Marketplace/The SHOP Exchange
 - 2. Taxes, penalties, and subsidies
 - 3. Essential health benefits
 - 1. Mental health parity
 - 2. Pediatric services
 - 3. Preventive services*Ref: Chap. 56-A: 4309-A; 45 CFR*
- M. Wellness Programs**
Ref: 45 CFR 146.121; Bulletin 382
- N. COBRA and state continuation coverage**
Ref: Chap. 35:2809-A (11)

**LIFE, ACCIDENT & HEALTH
COMBINED EXAM
LIFE – GENERAL KNOWLEDGE CONTENT
OUTLINE**

Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 10 pretest questions)

- I. TYPES OF POLICIES..... 12**
 - A. Traditional whole life products**
 - 1. Ordinary whole life
 - 2. Limited-pay and single-premium life
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h. Penalties <i>Ref: Chap. 1: 12-A; Chap. 16: 1412, 1417, 1420-K</i>	5. Coverage for domestic partners <i>Ref: Chap. 33: 2741-A; Chap. 35: 2832-A</i>
i. Fraud <i>Ref: 2178, 2186</i>	6. Renewal and cancellation <i>Ref: Chap. 33: 2707, 2729, 2736-C, 2737– 2739; Chap. 35: 2808-B; Chap. 36: 2850-B</i>
j. Cross-selling/Unfair Solicitation Methods <i>Ref: 2152-B</i>	7. Assignment <i>Ref: Chap. 33: 2755; Chap. 35: 2827-A; Chap. 56: 4207-A</i>
2. Producer responsibilities <i>Ref: Chap. 16: 1442, 1447, 1449, 1450; Chap. 27: 2422</i>	8. Coverage for dependent children <i>Ref: Chap. 33: 2742-B; Chap. 35: 2832-A, 2833-A, 2833-B, 2834-B</i>
3. Compensation of licensees <i>Ref: Chap. 16: 1449, 1450</i>	9. Emergency services <i>Ref: Chap. 56-A: 4320-C</i>
4. Privacy <i>Ref: Chap. 24: 2202; 2208</i>	C. Medicare supplement <i>Ref: Chap. 67: 5002-B; 5010-A; 5012; Bureau Rule 275</i>
E. Third-party notice of cancellation <i>Ref: Bureau Rules 425, 580, 585; Chap. 67: 5016</i>	1. Benefit standards
II. MAINE LAWS AND RULES PERTINENT TO LIFE INSURANCE ONLY 4	2. Sale of insurance to beneficiaries
<i>Ref: All references are to sections in Title 24-A unless otherwise noted</i>	3. Preexisting conditions
A. Solicitation and cost disclosure <i>Ref: Chap. 29; Chap. 31; Bureau Rule 240 and Appendices</i>	4. Nursing home coverage
1. Buyer's guide	D. AIDS testing requirements <i>Ref: Bureau Rule 490</i>
2. Policy summary	E. Long-Term Care/Partnership coverage <i>Ref: Chap. 68-A: 5081; Chap 68: 5051; Bureau Rule 425</i>
a. Dividends <i>Ref: Chap. 29: 2509</i>	F. Continuity of coverage <i>Ref: Chap. 36: 2848, 2849-B</i>
b. Cost index	G. Small group and individual health insurance plans <i>Ref: Chap. 33: 2736-C; Chap. 35: 2808-B; Chap. 36: 2850-B</i>
3. Illustrations <i>Ref: Bureau Rule 910</i>	1. Guaranteed issue
B. AIDS testing requirements <i>Ref: Bureau Rule 490</i>	2. Guaranteed renewal
C. Changes in the application <i>Ref: Chap. 27: 2409</i>	3. Coverage and benefits
D. Policy provisions <i>Ref: Chap. 29: 2505, 2515-A</i>	4. Market practices
E. Viatical and life settlements <i>Ref: Chap. 85: 6802-A, 6808-A, 6809</i>	5. Rating practices
F. Suitability and replacement <i>Ref: Bureau Rules 917, 919</i>	H. Health Maintenance Organization (HMO) <i>Ref: Chap. 56: 4202-A, 4207, 4209, 4210, 4227, 4234-B, 4234-C, 4236, 4249; Chap. 56-A: 4302</i>
III. MAINE LAWS AND RULES PERTINENT TO ACCIDENT AND HEALTH INSURANCE ONLY 14	I. Medical Utilization Review Entities <i>Ref: Chap. 34: 2772, 2773; Bureau Rule 850</i>
<i>Ref: All references are to sections in Title 24-A unless otherwise noted</i>	J. Preferred Provider Arrangement <i>Ref: Chap. 32</i>
A. Policy rate discrimination <i>Ref: Chap. 23: 2159; Chap. 33: 2736-C; Chap. 35: 2808-B</i>	K. Appeals, Grievances, and External Review <i>Ref: Chap. 56-A: Bureau Rule 850</i>
B. Required policy provisions <i>Ref: Chap. 33; Chap. 35</i>	L. Affordable Care Act
1. Coverage for newborns <i>Ref: Chap. 33: 2743; Chap. 35: 2834</i>	4. Marketplace/The SHOP Exchange
2. Coverage for maternity benefits <i>Ref: Chap. 33: 2741; Chap. 35: 2832, 2834-A</i>	5. Taxes, penalties, and subsidies
	6. Essential health benefits
	1. Mental health parity
	2. Pediatric services
	3. Preventive services

Ref: Chap. 56-A: 4309-A; 45 CFR

M. Wellness Programs

Ref: 45 CFR 146.121; Bulletin 382

N. COBRA and state continuation coverage

Ref: Chap. 35: 2809-A (11)

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

(50 scoreable questions plus 10 pretest questions)

I. TYPES OF POLICIES25

A. Homeowners

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

B. Dwelling policies

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

C. Commercial lines

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

D. Inland marine

- 1. Personal Articles floaters
- 2. Commercial Property floaters

E. National Flood Insurance Program

F. Others

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

II. INSURANCE TERMS AND RELATED CONCEPTS 14

A. Insurance

- 1. Law of Large Numbers

B. Insurable interest

C. Risk

- 1. Pure vs. Speculative Risk

D. Hazard

- 1. Moral
- 2. Morale
- 3. Physical

E. Peril

F. Loss

- 1. Direct
- 2. Indirect

G. Loss Valuation

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

H. Proximate cause

I. Deductible

J. Indemnity

K. Limits of liability

L. Coinsurance/Insurance to value

M. Occurrence

N. Cancellation

O. Nonrenewal

P. Vacancy and unoccupancy

Q. Liability

- 1. Absolute
- 2. Strict
- 3. Vicarious

R. Negligence

S. Binder

T. Endorsements

U. Blanket vs. Specific

III. POLICY PROVISIONS AND CONTRACT LAW 11

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions

E. Definition of the insured

F. Duties of the insured

G. Obligations of the insurance company

H. Mortgagee rights

I. Proof of loss

J. Notice of claim

K. Appraisal

L. Other Insurance Provision

M. Subrogation

N. Elements of a contract

O. Warranties, representations, and concealment

P. Sources of underwriting information

Q. Fair Credit Reporting Act

R. Privacy Protection (Gramm Leach Bliley)

S. Policy Application

T. Terrorism Risk Insurance Act (TRIA)

PROPERTY
Maine-Specific Content Outline
State Laws and Rules

(30 scoreable questions plus 7 pretest questions)

I. MAINE LAWS AND RULES COMMON TO PROPERTY AND CASUALTY INSURANCE 28

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Superintendent of Insurance.....

- 1. Broad powers
Ref: Chap. 3: 201, 211, 214, 221
- 2. Notice and hearing
Ref: Chap. 3: 229, 230, 236

B. Definitions

- 1. Authorized, unauthorized, and certificate of authority
Ref: Chap. 5: 404, 406, 410
- 2. Surplus Lines law
Ref: Chap. 19: 2002-A, 2004, 2007
- 3. Domestic, foreign, and alien
Ref: Chap. 1: 6
- 4. Stock and mutual
Ref: Chap. 5: 400, 401
- 5. Transacting insurance
Ref: Chap. 1: 9
- 6. Maine Insurance Guaranty Association
Ref: Chap. 57: 4432, 4433, 4435, 4438, 4451
- 7. Subrogation
Ref: Chap. 39: 2910-A

C. Licensing requirements and limitations

Ref: Chap. 16: 1402, 1410, 1411, 1413, 1417, 1419, 1420-A, 1420-D, 1420-E, 1420-H, 1420-J, 1420-K, 1420-M, 1461, 1463-1468

- 1. Types of licenses
 - a. Producer
 - b. Consultant
 - c. Temporary
 - d. Nonresident
 - e. Adjuster
 - f. Business entity
- 2. Exemptions/exceptions
Ref: Chap. 16: 1420-A, 1420-C
- 3. Appointment
Ref: Chap. 16: 1420-M, 1420-N
- 4. License refusal, termination, expiration, revocation, suspension and nonrenewal
Ref: Chap. 16: 1410, 1412, 1416-A, 1417-1418, 1420-E, 1420-F, 1420-K
- 5. Continuing Education
Ref: Chap. 16: 1482; Bureau Rule 542

D. Marketing and underwriting practices

Ref: Chap. 23 unless otherwise noted

- 1. Unfair practices
 - a. Claims, methods, and practices
Ref: 2164-D, 2186; Chap. 27: 2436, 2436-A
 - b. Excess charges
Ref: 2174, Chap. 27: 2412-A
 - c. Rebating
Ref: 2162, 2163, 2163-A
 - d. Discrimination
Ref: 2159-A, 2169-B; Chap. 39: 2902-C; Chap. 39: 2902-F, 2916; Chap. 41: 3058
 - e. Misrepresentation
Ref: 2153, 2178
 - f. Defamation
Ref: 2157
 - g. False information and advertising
Ref: 2154
 - h. Twisting
Ref: 2155
 - i. Penalties
Ref: Chap. 1: 12-A; Chap. 16: 1412, 1417, 1420-K; Chap. 27: 2436
 - 2. Producer responsibilities
Ref: Chap. 16: 1442, 1447, 1449, 1450; Chap. 27: 2406, 2422
 - 3. Compensation of licensees
Ref: Chap. 16: 1420-L, 1450
 - 4. Roll-on coverages
Ref: Bulletin 143
 - 5. Surplus Lines
Ref: Chap. 19: 2004, 2006-2009, 2020
 - 6. Privacy
Ref: Chap. 24: 2202, 2215, 2208
 - 7. Credit Scoring
Ref: 2169-B; Chap. 39: 2902-C
- E. Cancellation and nonrenewal provisions.....**
- 1. Commercial lines
Ref: Chap. 39: 2908; Chap. 41: 3007; Title 39-A, Chap. 9: 403
 - 2. Personal lines
Ref: Chap. 39: 2914, 2915, 2916-A, 2920, 2921; Chap. 41: 3049, 3051, 3057; Bulletin 316

II. MAINE LAWS AND RULES PERTINENT TO PROPERTY INSURANCE 2

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Maine Standard Fire Policy

Ref: Chap. 41: 3002

B. Hurricane deductibles

Ref: Chap. 41: 3061, Rule 960

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

(50 scoreable questions plus 10 pretest questions)

I. TYPES OF POLICIES, BONDS, AND RELATED TERMS25

A. Commercial general liability

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

B. Automobile: personal auto and business auto

1. Liability
 - a. Bodily Injury
 - b. Property Damage
 - c. Split Limits
 - d. Combined Single Limit
2. Medical Payments
3. Physical Damage (collision; other than collision; specified perils)
4. Uninsured motorists
5. Underinsured motorists
6. Who is an insured
7. Types of Auto
 - a. Owned
 - b. Non-owned
 - c. Hired
 - d. Temporary Substitute
 - e. Newly Acquired Autos
 - f. Transportation Expense and Rental Reimbursement Expense
8. Garage Coverage Form, including Garagekeepers Insurance
9. Exclusions
10. Individual Insured and Drive Other Car (DOC)

C. Workers Compensation Insurance, Employers Liability Insurance, and Related Issues

(This section does not deal with specifics of state law, which are addressed elsewhere in this outline.)

1. Standard policy concepts
 - a. Who is an employee/employer
 - b. Compensation
2. Work-related vs. non-work-related
3. Other states' insurance
4. Employers Liability
5. Exclusive remedy
6. Premium Determination

D. Crime

1. Employee Dishonesty
2. Theft
3. Robbery
4. Burglary
5. Forgery and Alteration
6. Mysterious disappearance

E. Bonds

1. Surety
2. Fidelity

F. Professional liability

1. Errors and Omissions
2. Medical Malpractice
3. Directors and Officers (D&O)
4. Employment Practices Liability (EPLI)
5. Cyber liability and data breach

G. Umbrella/Excess Liability

II. INSURANCE TERMS AND RELATED CONCEPTS 14

A. Risk

B. Hazards

1. Moral
2. Morale
3. Physical

C. Indemnity

D. Insurable interest

E. Loss valuation

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

F. Negligence

G. Liability

H. Occurrence

I. Binders

J. Warranties

K. Representations

L. Concealment

- M. Deposit Premium/Audit
- N. Certificate of Insurance
- O. Law of Large Numbers
- P. Pure vs. Speculative Risk
- Q. Endorsements
- R. Damages

- 1. Compensatory
 - a. General
 - b. Special
- 2. Punitive

S. Compliance with provisions of Fair Credit Reporting Act

III. POLICY PROVISIONS 11

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

- 4. Stock and mutual
Ref: Chap. 5: 400, 401
- 5. Transacting insurance
Ref: Chap. 1: 9
- 6. Maine Insurance Guaranty Association
Ref: Chap. 57: 4432, 4433, 4435, 4438, 4451
- 7. Subrogation
Ref: Chap. 39: 2910-A

C. Licensing requirements and limitations.....

Ref: Chap. 16: 1402, 1410, 1411, 1413, 1417, 1419, 1420-A, 1420-D, 1420-E, 1420-H, 1420-J, 1420-K, 1420-M, 1461, -1468,

- 1. Types of licenses
 - a. Producer
 - b. Consultant
 - c. Temporary
 - d. Nonresident
 - e. Adjuster
 - f. Business entity
- 2. Exemptions/exceptions
Ref: Chap. 16: 1420-A, 1420-C
- 3. Appointment
Ref: Chap. 16: 1420-M, 1420-N
- 4. License refusal, termination, expiration, revocation, suspension, and nonrenewal
Ref: Chap. 16: 1410, 1412, 1416-A, 1417-1418, 1420-E, 1420-F, 1420-K
- 5. Continuing Education
Ref: 1482; Bureau Rule 542

D. Marketing and underwriting practices.....

Ref: All references are to Chap. 23 unless otherwise noted

- 1. Unfair practices
 - a. Claims methods and practices
Ref: 2164-D, 2186; Chap. 27: 2436, 2436-A
 - b. Excess charges
Ref: 2174; Chap. 27: 2412-A
 - c. Rebating
Ref: 2162-2163-A
 - d. Discrimination
Ref: 2159-A, 2169-B; Chap. 39: 2902-C, 2902-F, 2916; Chap. 41: 3058
 - e. Misrepresentation
Ref: 2153, 2178
 - f. Defamation
Ref: 2157
 - g. False information and advertising
Ref: 2154
 - h. Twisting
Ref: 2155
 - i. Penalties

**CASUALTY
Maine-Specific Content Outline
State Laws and Rules**

(38 Scoreable questions plus 7 pretest questions)

I. MAINE LAWS AND RULES COMMON TO PROPERTY AND CASUALTY INSURANCE28

Ref: All references are to sections in Title 24-A unless otherwise noted

- A. Superintendent of Insurance.....
 - 1. Broad powers
Ref: Chap. 3: 201, 211, 214, 221
 - 2. Notice and hearing
Ref: Chap. 3: 229, 230, 236
- B. Definitions
 - 1. Authorized, unauthorized, and certificate of authority
Ref: Chap. 5: 404, 406, 410
 - 2. Surplus Lines law
Ref: Chap. 19: 2002-A, 2004, 2007
 - 3. Domestic, foreign, and alien
Ref: Chap. 1: 6

Ref: Chap. 1: 12-A; Chap. 16: 1412, 1417, 1420-K; Chap. 27: 2436

- 2. Producer responsibilities
Ref: Chap. 16: 1442, 1447, 1449, 1450; Chap. 27: 2406, 2422
- 3. Compensation of licensees
Ref: Chap. 16: 1420-L, 1450
- 4. Roll-on coverages
Ref: Bulletin 143
- 5. Surplus Lines
Ref: Chap. 19: 2004, 2006–2009, 2020
- 6. Privacy
Ref: Chap. 24: 2202, 2215, 2208
- 7. Credit Scoring
Ref: 2169-B; Chap. 39: 2902-C

E. Cancellation and nonrenewal provisions

- 1. Commercial lines
Ref: Chap 39: 2908; Chap. 41: 3007;; Title 39-A, Chap. 9: 403
- 2. Personal lines
Ref: Chap 39: 2914, 2915, 2916-A, 2920, 2921; Chap. 41: 3049, 3051, 3057; Bulletin 316

II. MAINE LAWS AND RULES PERTINENT TO CASUALTY INSURANCE..... 10

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Automobile insurance.....

- 1. Uninsured/Underinsured motorists
Ref: Chap. 39: 2902
- 2. Excluded member of household
Ref: Chap. 39: 2902-D, 2914, 2916-A, 2916-B
- 3. Financial responsibility
Ref: Title 29-A: Chap.13: 1551, 1601–1605A
- 4. Maine Automobile-Insurance Plan
Ref: Chap. 25: 2325
 - a. Personal auto
 - b. Commercial
- 5. Rental vehicle coverage
Ref: Chap. 39: 2927
- 6. Transportation Network Company Coverage
Ref: Chap. 93

B. Workers' Compensation

Ref: All references are to sections in Title 39-A unless otherwise noted

- 1. Definitions
Ref: Chap. 1: 102; Chap. 3: 151-A
- 2. Requirements/Procedures
Ref: Chap. 5: 201, 204–206, 216; Chap. 7: 301; Chap. 9: 403; Title 24-A: 2382-D; Workers' Compensation Board Rules: Chap 1, Sec 1.7
- 3. Coverages/benefits

Ref: Chap. 5: 201, 204–207, 211–218; Chap. 7: 325; Chap. 9: 401; Workers' Compensation Board Rules: Chap 1, Sec 1.1, 1.5; Chap. 8, Sec. 8.7

**PROPERTY & CASUALTY
COMBINED EXAM
PROPERTY – GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions plus 10 pretest questions)

I. TYPES OF POLICIES..... 25

A. Homeowners

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

B. Dwelling policies

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

C. Commercial lines

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

D. Inland marine

- 1. Personal Articles floaters
- 2. Commercial Property floaters

E. National Flood Insurance Program

F. Others

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

II. INSURANCE TERMS AND RELATED CONCEPTS..... 14

A. Insurance

- 1. Law of Large Numbers

B. Insurable interest

C. Risk

- 1. Pure vs. Speculative Risk

- D. Hazard**
 - 1. Moral
 - 2. Morale
 - 3. Physical

E. Peril

- F. Loss**
 - 1. Direct
 - 2. Indirect

G. Loss Valuation

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

H. Proximate cause

I. Deductible

J. Indemnity

K. Limits of liability

L. Coinsurance/Insurance to value

M. Occurrence

N. Cancellation

O. Nonrenewal

P. Vacancy and unoccupancy

Q. Liability

- 1. Absolute
- 2. Strict
- 3. Vicarious

R. Negligence

S. Binder

T. Endorsements

U. Blanket vs. Specific

III. POLICY PROVISIONS AND CONTRACT LAW 11

- A. Declarations**
- B. Insuring agreement**
- C. Conditions**
- D. Exclusions**
- E. Definition of the insured**
- F. Duties of the insured**
- G. Obligations of the insurance company**
- H. Mortgagee rights**
 - I. Proof of loss**
 - J. Notice of claim**
 - K. Appraisal**
 - L. Other Insurance Provision**
 - M. Subrogation**
 - N. Elements of a contract**
 - O. Warranties, representations, and concealment**
 - P. Sources of underwriting information**
 - Q. Fair Credit Reporting Act**
 - R. Privacy Protection (Gramm Leach Bliley)**

S. Policy Application

T. Terrorism Risk Insurance Act (TRIA)

**PROPERTY & CASUALTY
COMBINED EXAM
CASUALTY – GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions plus 10 pretest questions)

I. TYPES OF POLICIES, BONDS, AND RELATED TERMS 25

A. Commercial general liability

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

B. Automobile: personal auto and business auto

- 1. Liability
 - a. Bodily Injury
 - b. Property Damage
 - c. Split Limits
 - d. Combined Single Limit
- 2. Medical Payments
- 3. Physical Damage (collision; other than collision; specified perils)
- 4. Uninsured motorists
- 5. Underinsured motorists
- 6. Who is an insured
- 7. Types of Auto
 - a. Owned
 - b. Non-owned
 - c. Hired
 - d. Temporary Substitute
 - e. Newly Acquired Autos

- f. Transportation Expense and Rental Reimbursement Expense
- 8. Garage Coverage Form, including Garagekeepers Insurance
- 9. Exclusions
- 10. Individual Insured and Drive Other Car (DOC)
- C. Workers Compensation Insurance, Employers Liability Insurance, and Related Issues**
(This section does not deal with specifics of state law, which are addressed elsewhere in this outline.)
 - 1. Standard policy concepts
 - a. Who is an employee/employer
 - b. Compensation
 - 2. Work-related vs. non-work-related
 - 3. Other states' insurance
 - 4. Employers Liability
 - 5. Exclusive remedy
 - 6. Premium Determination
- D. Crime**
 - 1. Employee Dishonesty
 - 2. Theft
 - 3. Robbery
 - 4. Burglary
 - 5. Forgery and Alteration
 - 6. Mysterious disappearance
- E. Bonds**
 - 1. Surety
 - 2. Fidelity
- F. Professional liability**
 - 1. Errors and Omissions
 - 2. Medical Malpractice
 - 3. Directors and Officers (D&O)
 - 4. Employment Practices Liability (EPLI)
 - 5. Cyber liability and data breach
- G. Umbrella/Excess Liability**

II. INSURANCE TERMS AND RELATED CONCEPTS 14

- A. Risk**
- B. Hazards**
 - 1. Moral
 - 2. Morale
 - 3. Physical
- C. Indemnity**
- D. Insurable interest**
- E. Loss valuation**
 - 1. Actual cash value
 - 2. Replacement cost
 - 3. Market value
 - 4. Stated/agreed value
 - 5. Salvage value
- F. Negligence**

- G. Liability**
- H. Occurrence**
- I. Binders**
- J. Warranties**
- K. Representations**
- L. Concealment**
- M. Deposit Premium/Audit**
- N. Certificate of Insurance**
- O. Law of Large Numbers**
- P. Pure vs. Speculative Risk**
- Q. Endorsements**
- R. Damages**
 - 1. Compensatory
 - a. General
 - b. Special
 - 2. Punitive
- S. Compliance with provisions of Fair Credit Reporting Act**

III. POLICY PROVISIONS..... 11

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

**PROPERTY & CASUALTY
COMBINED EXAM
Maine-Specific Content Outline
State Laws and Rules**

(40 scoreable questions plus 7 pretest questions)

I. MAINE LAWS AND RULES COMMON TO PROPERTY AND CASUALTY INSURANCE 28

Ref: All references are to sections in Title 24-A unless otherwise noted

- A. Superintendent of Insurance**
 - 1. Broad powers
Ref: Chap. 3: 201, 211, 214, 221
 - 2. Notice and hearing

Ref: Chap. 3: 229, 230, 236

B. Definitions

- 1. Authorized, unauthorized, and certificate of authority
Ref: Chap. 5: 404, 406, 410
- 2. Surplus Lines law
Ref: Chap. 19: 2002-A, 2004, 2007
- 3. Domestic, foreign, and alien
Ref: Chap. 1: 6
- 4. Stock and mutual
Ref: Chap. 5: 400, 401
- 5. Transacting insurance
Ref: Chap. 1: 9
- 6. Maine Insurance Guaranty Association
Ref: Chap. 57: 4432, 4433, 4435, 4438, 4451
- 7. Subrogation
Ref: Chap. 39: 2910-A

C. Licensing requirements and limitations

Ref: Chap. 16: 1402, 1410, 1411, 1413, 1417, 1419, 1420-A, 1420-D, 1420-E, 1420-H, 1420-J, 1420-K, 1420-M, 1463, 1464-1468

- 1. Types of licenses
 - a. Producer
 - b. Consultant
 - c. Temporary
 - d. Nonresident
 - e. Adjuster
 - f. Business entity
- 2. Exemptions/exceptions
Ref: Chap. 16:1420-A, 1420-C
- 3. Appointment
Ref: Chap. 16: 1420-M, 1420-N
- 4. License refusal, termination, expiration, revocation, suspension, and nonrenewal
Ref: Chap. 16: 1410, 1412, 1416-A, 1417, 1418, 1420-E, 1420-F, 1420-K
- 5. Continuing Education
Ref: 1482; Bureau Rule 542

D. Marketing and underwriting practices

Ref: All references are to Chap. 23 unless otherwise noted

- 1. Unfair practices
 - a. Claims methods and practices
Ref: 2164-D, 2186; Chap. 27: 2436, 2436-A
 - b. Excess charges
Ref: 2174; Chap. 27: 2412-A
 - c. Rebating
Ref: 2162-2163-A
 - d. Discrimination
Ref: 2159-A, 2169-B; Chap. 39: 2902-C, 2902-F, 2916; Chap. 41: 3058
 - e. Misrepresentation
Ref: 2153, 2178

f. Defamation

Ref: 2157

g. False information and advertising

Ref: 2154

h. Twisting

Ref: 2155

i. Penalties

Ref: Chap. 1: 12-A; Chap. 16: 1412, 1417, 1420-K; Chap. 27: 2436

2. Producer responsibilities

Ref: Chap. 16: 1442, 1447, 1449, 1450; Chap. 27: 2422

3. Compensation of licensees

Ref: Chap. 16: 1420-L, 1450

4. Roll-on coverages

Ref: Bulletin 143

5. Surplus Lines

Ref: Chap. 19: 2004, 2006-2009, 2020

6. Privacy

Ref: Chap. 24: 2202, 2215, 2208

7. Credit Scoring

Ref: 2169-B; Chap. 39: 2902-C

E. Cancellation and nonrenewal provisions.....

1. Commercial lines

Ref: Chap. 39: 2908; Chap. 41: 3007; Title 39-A Chap. 9: 403

2. Personal lines

Ref: Chap. 39: 2914, 2915, 2916-A, 2920, 2921; Chap. 41: 3049, 3051, 3057; Bulletin 316

II. MAINE LAWS AND RULES PERTINENT TO PROPERTY INSURANCE... .. 2

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Maine Standard Fire Policy

Ref: Chap. 41:3002

B. Hurricane deductibles

Ref: Chap. 41: 3061, Rule 960

III. MAINE LAWS AND RULES PERTINENT TO CASUALTY INSURANCE 10

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Automobile insurance

1. Uninsured/Underinsured motorists

Ref: Chap. 39: 2902

2. Excluded member of household

Ref: Chap. 39: 2902-D, 2914, 2916-A, 2916-B

3. Financial responsibility

Ref: Title 29-A: Chap. 13: 1551, 1601-1605-A

4. Maine Automobile Insurance Plan

Ref: Chap. 25: 2325

a. Personal auto

- b. Commercial
- 5. Rental vehicle coverage
Ref. Chap. 39: 2927
- 6. Transportation Network Company Coverage
Ref: Chap. 93

A. Workers' Compensation

Ref: All references are to sections in Title 39-A unless otherwise noted.

- 1. Definitions
Ref: Chap. 1: 102; Chap. 3: 151-A
- 2. Requirements/Procedures
Ref: Chap. 5: 201, 204–206, 216; Chap. 7: 301; Chap. 9: 403; Title 24-A: 2382-D; Workers' Compensation Board Rules Chap. 1, Sec. 1.7
- 3. Coverages/benefits
Ref: Chap. 5: 201, 204-207, 211- 218; Chap. 7: 325; Chap. 9: 401; Workers' Compensation Board Rules Chap. 1, Sec. 1.1, 1.5; Chap. 8, Sec. 8.7

- 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

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

(75 scoreable questions plus 11 pretest questions)

I. TYPES OF PROPERTY POLICIES 10

- A. Homeowners**
 - 1. HO-2
 - 2. HO-3
 - 3. HO-4
 - 4. HO-5
 - 5. HO-6
 - 6. HO-8
- B. Dwelling policies**
 - 1. DP-1
 - 2. DP-2
 - 3. DP-3
- C. Inland marine**
 - 1. Personal Articles floaters
- D. National Flood Insurance Program**
- E. Others**
 - 1. Earthquake
 - 2. Mobile Homes
 - 3. Watercraft
 - 4. Windstorm

II. TYPES OF CASUALTY POLICIES 13

- A. Automobile: personal auto**
 - 1. Liability
 - a. Bodily Injury
 - b. Property Damage
 - c. Split Limits

- 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
Maine-Specific Content Outline
State Laws and Rules**

(25 scoreable questions plus 2 pretest questions)

I. MAINE LAWS AND RULES COMMON TO PROPERTY, CASUALTY & PERSONAL LINES INSURANCE..... 20

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Superintendent of Insurance

- 1. Broad powers
Ref: Chap. 3: 201, 211, 214, 221
- 2. Notice and hearing
Ref: Chap. 3: 229, 230, 236

B. Definitions.....

- 1. Authorized, unauthorized, and certificate of authority
Ref: Chap. 5: 404, 406, 410
- 2. Surplus Lines law
Ref: Chap. 19: 2002-A, 2004, 2007
- 3. Domestic, foreign, and alien
Ref: Chap. 1: 6
- 4. Stock and mutual
Ref: Chap. 5: 400, 401
- 5. Transacting insurance
Ref: Chap. 1: 9
- 6. Maine Insurance Guaranty Association
Ref: Chap. 57: 4432, 4433, 4435, 4438, 4451
- 7. Subrogation
Ref: Chap. 39: 2910-A

C. Licensing requirements and Limitations

- Ref: Chap. 16: 1402, 1410, 1411, 1413, 1417, 1419 1420-A, 1420-D, 1420-E, 1420-H, 1420-J, 1420-K, 1420-M, 1463–1468*
- 1. Types of licenses
 - a. Producer
 - b. Consultant
 - c. Temporary
 - d. Nonresident
 - e. Adjuster
 - f. Business entity
 - 2. Exemptions/exceptions
Ref: Chap. 16: 1420-A, 1420-C
 - 3. Appointment
Ref: 1420-M, 1420-N
 - 4. License refusal, termination, expiration, revocation, suspension and nonrenewal
Ref: Chap. 16: 1410, 1412, 1416-A, 1417, 1418, 1420-E, 1420-F, 1420-K
 - 5. Continuing Education
Ref: 1482; Bureau Rule 542

D. Marketing and underwriting practices.....

- Ref: Chap. 23*
- 1. Unfair practices
 - a. Claims methods and practices
Ref: 2164-D, 2186; Chap. 27: 2436, 2436-A

b. Excess charges	
<i>Ref: 2174, 2412-A</i>	
c. Rebating	
<i>Ref: 2160–2163, 2163-A</i>	
d. Discrimination	
<i>Ref: 2159-A, 2169-B; Chap. 39: 2902-C, 2902-F, 2916;</i>	
<i>Chap. 41: 30582916; Chap. 41: 3058</i>	
e. Misrepresentation	
<i>Ref: 2153, 2178</i>	
f. Defamation	
<i>Ref: 2157</i>	
g. False information and advertising	
<i>Ref: 2154</i>	
h. Twisting	
<i>Ref: 2155</i>	
i. Penalties	
<i>Ref: Chap. 1: 12-A; Chap. 16: 1412, 1417, 1420-K; Chap.</i>	
<i>27: 2436</i>	
2. Producer responsibilities	
<i>Ref: Chap. 16: 1442, 1447, 1449, 1450; Chap. 27: 2422</i>	
3. Compensation of licensees	
<i>Ref: Chap. 16: 1450</i>	
4. Roll-on coverages	
<i>Ref: Bulletin 143</i>	
5. Surplus Lines	
<i>Ref: Chap. 19: 2004, 2006–2009, 2020</i>	
6. Privacy	
<i>Ref: Chap. 24: 2202, 2215, 2208</i>	
E. Cancellation and nonrenewal provisions	
1. Personal lines	
<i>Ref: Chap. 39: 2914, 2915, 2916-A, 2920, 2921; Chap. 41:</i>	
<i>3049, 3051, 3057; Bulletin 204</i>	
II. MAINE LAWS AND RULES PERTINENT TO PERSONAL	
LINES INSURANCE	5
<i>Ref: All references are to sections in Title 24-A unless otherwise noted</i>	
A. Automobile insurance	
1. Uninsured/ <u>Under</u> insured motorists	
<i>Ref: Chap. 39: 2902</i>	
2. Excluded member of household	
<i>Ref: Chap. 39: 2902-D, 2914, 2916-A, 2916-B</i>	
3. Financial responsibility	
<i>Ref: Title 29-A: Chap. 13: 1551, 1601–1605-A</i>	
4. Maine Automobile Insurance Plan	
<i>Ref: Chap. 25: 2325; Maine Automobile Insurance Plan</i>	
a. Personal auto	
b. Commercial	
5. Rental Vehicle Coverage	
<i>Ref: Chap. 39: 2927</i>	
6. Transportation Network Company coverage	
<i>Ref: Chap. 93</i>	

B. Maine Standard Fire Policy

Ref: 3002

<p>MAINE PROPERTY AND CASUALTY ADJUSTER EXAM</p>

(50 questions)

I. TYPES OF PROPERTY AND CASUALTY POLICIES, BONDS, TERMS, RELATED TERMS AND CONCEPTS, AND PROVISIONS

27
Ref: General Text Knowledge (Refer to Part 1: General Property and Casualty Content Outlines in Section Three of Candidate Handbook)

II. MAINE INSURANCE LAW COMMON TO PROPERTY AND CASUALTY

5
Ref: All references are to sections in Title 24-A unless otherwise noted

A. Superintendent of Insurance

1. Broad powers

Ref: Chap. 3: 201, 211, 214, 221

2. Notice and hearing

Ref: Chap. 3: 229, 230, 236

B. Licensing Requirements

Ref: All references are to sections in Chap. 16 unless otherwise noted

1. Types of licenses

a. Property and Casualty Adjuster

Ref: 1402, 1410, 1411, 1416-A, 1420-M, 1422, 1424-A-1426, 1427-A, 1471–1476

b. Multiple Peril Crop Insurance Adjuster (MPCI)

Ref: 1402-(9-A)

2. Exemptions/exceptions

Ref: 1402

3. License refusal, termination, expiration, revocation, suspension, and nonrenewal

Ref: 1410, 1412, 1416-A, 1417, 1418, 1420-E, 1420-F, 1420-K

III. CLAIMS

9
Ref: Title 14: Related Laws; Title 24-A: Chap. 23: 2164-C, 2164-D; Chap. 27: 2436, 2436-A; Chap. 41: 3041, 3042

IV. CONTRACTS

4
Ref: Chap. 27: 2406; Chap. 41: 3002, 3004

V. MAINE AUTOMOBILE INSURANCE

3
Ref: Chap. 25: 2345; Chap. 39: 2902; Title 29-A: 1605

A. Passenger

B. Commercial

VI. MAINE LAWS AND RULES PERTINENT TO PROPERTY INSURANCE2
A. Maine Standard Fire Policy
Ref: Title 24-A Chap. 41: 3002=

Ref: Title 24-A: Chap. 23: 2168–2171; Chap. 33: 2714; Chap. 35: 2826; Chap. 37; Chap. 40-A; Bureau Rule 220: Sec. 11

II. MAINE INSURANCE LAW PERTINENT TO CREDIT INSURANCE4

Ref: All references are to sections in Title 24-A unless otherwise noted

**MAINE
TITLE PRODUCER EXAM**

(30 questions)

I. TYPES OF PROPERTY POLICIES, BONDS, TERMS, RELATED CONCEPTS, AND PROVISIONS 10
Ref: General Text Knowledge (Refer to Part 1: General Property Content Outline in Section Three of Candidate Handbook)

II. TITLE INSURANCE 16
Ref: General Title Insurance concepts and terminology

III. MAINE INSURANCE LAW PERTINENT TO TITLE INSURANCE4

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Superintendent of Insurance

1. Broad powers
Ref: Chap. 3: 201, 211, 214, 221
2. Notice and hearing
Ref: Chap. 3: 229, 230, 236

B. Licensing Requirements

Ref: All references are to sections in Chap. 16 unless otherwise noted

1. Types of licenses
 - a. Producer
Ref: 1402, 1410, 1411, 1420-A, 1420-E, 1420-F, 1420-M, 1442, 1447, 1449, 2422
 - b. Limited
Ref: 709, 1416
2. Exemptions/exceptions
Ref: 1420-C
3. License refusal, termination, expiration, revocation, suspension, and nonrenewal
Ref: 1410, 1412, 1417–1418, 1416-A, 1420-E, 1420-F, 1420-K

C. Policy forms and rates

Ref: Chap. 25: 2304-A; Chap. 27:2412; Chap. 45: 3202

D. Unfair discrimination

Ref: Chap. 23: 2162

A. Superintendent of Insurance

1. Broad powers
Ref: Chap. 3: 201, 211, 214, 221
2. Notice and hearing
Ref: Chap. 3: 229, 230, 236

B. Licensing Requirements

Ref: All references are to sections in Chap. 16 unless otherwise noted

1. Types of licenses
 - a. Producer
Ref: 1402, 1420, 1411, 1415, 1420-A, 1420-E, 1420-F, 1420-M,
 - b. Limited
Ref: 1416, 1420-A
2. Exemptions/exceptions
Ref: 1420-A, 1420-C
3. License refusal, termination, expiration, revocation, suspension, and nonrenewal
Ref: 1410, 1412, 1416-A, 1417–1418, 1420-E, 1420-F, 1420-K
4. Producer responsibilities
Ref: 1442, 1447, 1449, 1450; Chap. 27:2422

III. GENERAL INSURANCE CONCEPTS AND DEFINITIONS2

Ref: Chap. 37: 2853, 2855(4)

**MAINE
PROPERTY & CASUALTY
CONSULTANT EXAM**

(85 questions)

I. TYPES OF PROPERTY/CASUALTY POLICIES, RELATED TERMS, CONCEPTS, AND PROVISIONS 29

Ref: General Text Knowledge (Refer to Part 1: General Property and Casualty Content Outline in Section Three of Candidate Handbook); Title 24-A: Chap. 39: 2902; Chap. 41: 3002

A. Bonds

Ref: General Knowledge

II. MAINE INSURANCE LAW 13

Ref: Title 24-A: Chap. 1: 6; Chap. 3: 221; Chap. 16:1420-K, 1463, 1464, 1465, 1467, 1468; Chap. 19: 2004; Chap. 23: 2153, 2155, 2164; Chap. 27: 2406, 2436; Chap. 41: 3002; Chap. 57: 4432

**MAINE
CREDIT PRODUCER EXAM**

(30 questions)

I. MAINE CREDIT24

III. MAINE TORT CLAIMS ACT 7

Ref: Title 14 Chap. 741: 8101–8118

IV. BASIC RISK MANAGEMENT AND COVERAGE 20

Ref: General Knowledge

V. MAINE WORKERS’ COMPENSATION LAW 16

Ref: All references are to sections in Title 39-A unless otherwise noted

A. Definitions

Ref: Chap. 1: 102; Chap. 3: 151-A

B. Requirements/Procedures

Ref: Chap. 5: 201, 204–206, 210; Chap. 7: 301; Workers’ Compensation Board Rules Chap. 1, Sec. 1.7

C. Coverages/benefits

Ref: Chap. 1: 102; Chap. 5: 201, 204–207, 211–214, 216–218; Chap. 7: 306; Workers’ Compensation Board Rules Chap. 1, Sec. 1.1, 1.5; Chap. 8, Sec. 8.7.

D. Maine Self-Insurance Requirements

Ref: Bureau Rule 250; Chap. 1: 102; Chap. 9: 403

**MAINE
LIFE & HEALTH CONSULTANT EXAM**

(70 questions)

I. TYPES OF LIFE AND HEALTH INSURANCE POLICIES, TERMS, RELATED CONCEPTS, AND PROVISIONS..... 30

Ref: General Text Knowledge (Refer to Part 1: General Life/Accident & Health Content Outline in Section Three of Candidate Handbook) Title 24-A: Chap. 16: 1410; Chap. 27: 2404, 2411; Chap. 29: 2507, 2508, 2510, 2525, 2529; Chap. 33: 2705, 2707, 2717, 2719, 2755; Chap. 35: 2827; Chap. 47: 3418

**II. MAINE INSURANCE LAW COMMON TO LIFE AND HEALTH
7**

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Superintendent of Insurance

1. Broad powers

Ref: Chap. 3: 201, 211, 214, 221

2. Notice and hearing

Ref: Chap. 3: 229, 230, 236, 1417, 1420-K

B. Licensing Requirements

Ref: All references are to sections in Chap. 16 unless otherwise noted

1. Types of licenses

a. Consultant

Ref: 1402, 1411, 1415, 1422, 1424-A, 1425-1426, 1427-A, 1461–1468

2. Exemptions/exceptions

Ref: 1402, 1411

3. License refusal, termination, expiration, revocation, suspension, and nonrenewal

Ref: 1410, 1412, 1416-A, 1417–1418, 1420-K, 1482

C. Marketing Practices

Ref: Chap. 23: 2152-B

1. Unfair Practices

Ref: 2155, 2160–2163-A, 2174, 2186

III. MAINE LAWS AND RULES PERTINENT TO LIFE INSURANCE ONLY 6

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Solicitation and cost disclosure

Ref: Chap. 29; Chap. 31; Bureau Rule 240 and Appendices

1. Buyer’s Guide

2. Policy Summary

Ref: Chap. 29: 2509

a. Dividends

b. Cost index

3. Illustrations

Ref: Bureau Rule 910

4. Ten-Day Free Look Period

Ref: Chap. 29: 2515-A

5. Viatical and Life Settlements

a. Stranger-Originated Life Insurance (“STOLI”)

Ref: Chap. 85; Bureau Rule 931

IV. MAINE LAWS AND RULES PERTINENT TO ACCIDENT AND HEALTH INSURANCE ONLY..... 27

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Policy rate discrimination

Ref: Chap. 23: 2159, 2169; Chap. 33: 2736-C, 2741; Chap. 35: 2808-B

B. Required provisions

Ref: Chap. 33; Chap. 35

1. Coverage for newborns

Ref: Chap. 33: 2743; Chap. 35: 2834

2. Coverage for maternity benefits

Ref: Chap. 33: 2741; Chap. 35: 2832, 2834-A

3. Coverage for home health care

Ref: Chap. 33: 2745; Chap. 35: 2837; Chap. 68: 5051-A

4. Coverage for chiropractic services

Ref: Chap. 33: 2748; Chap. 35: 2840-A, Chap. 56: 4236

5. Renewal and cancellation

Ref: Chap. 33: 2707, 2729, 2736-C, 2737, 2738; Chap. 35: 2808-B; Chap. 36: 2850-B; Bureau Rules 580, 585

6. Emergency services

Ref: Chap. 56-A: 4320-C

C. Medicare supplement

Ref: Chap. 67: 5002-B, 5010-A, 5012; Bureau Rule 275

1. Benefit standards

2. Sale of insurance to beneficiaries

3. Preexisting conditions

4. Nursing home coverage

D. AIDS testing requirements

Ref: Bureau Rule 490(3)

E. Long-Term Care

Ref: Chap. 68-A; Bureau Rule 425; Bulletin 368, 369

F. Continuity of coverage

Ref: Chap. 36: 2848, 2849-B, 2850

G. Small group and individual health insurance plans

Ref: Chap. 33: 2736-C; Chap. 35: 2808-B; Chap. 36: 2849-B

1. Guaranteed issue

2. Guaranteed renewal

3. Coverage and benefits

4. Market practices

H. Health Maintenance Organization (HMO)

Ref: Chap. 56: 4202-A, 4207, 4209, 4210, 4227, 4234-B, 4234-C, 4236, 4302, 4249

I. Medical Utilization Review Entities

Ref: Chap. 34: 2771-2773; Bureau Rule 850

J. Appeals, Grievances, and External Review

Ref: Chap. 56-A; Bureau Rule 850

K. Affordable Care Act

1. Marketplace/The SHOP Exchange
2. Taxes, penalties, and subsidies
3. Essential health benefits
 - a. Mental health parity
 - b. Pediatric services
 - c. Preventive services

Ref: Chap. 56-A: 4309-A; 45 CFR

L. Wellness Programs

Ref: 45 CFR 146.121; Bulletin 382

M. COBRA and state continuation coverage

Ref: Chap. 35: 2809-A(11)

**MAINE
MULTIPLE-PERIL CROP INSURANCE ADJUSTER
EXAM**

(50 scoreable questions)

I. GENERAL INSURANCE TERMS AND CONCEPTS 10

- A. Actual cash value**
- B. Assignment**
- C. Binder**
- D. Coinsurance**
- E. Hazard**
- F. Indemnity**
- G. Insurable interest**
- H. Insuring agreement**
- I. Limits of liability**
- J. Loss**
 1. Direct
 2. Indirect
- K. Negligence**
- L. Occurrence**
- M. Peril**
- N. Pro-rata liability**
- O. Risk**
- P. Subrogation**
- Q. Tort Law**
- R. Federal Acts**

II. CROP INSURANCE 25

Ref: All references can be found in the Loss Adjustment Manual (LAM) on the USDA website

(<http://www.rma.usda.gov/handbooks/25000/index.html>)

- A. Policy rates**
- B. Coverages available**
- C. Policy provisions**
 1. FCIC general provisions
 2. FCIC special provisions
- D. Liability**

E. Claims Settlement Practices

1. Claims site assessment
 - a. Site testing
 - b. Standard measures
 - c. Location
2. Notice of loss
3. Insured's duties
4. Agent's duties
5. Percentage Plan
6. Arbitration
7. Loss payment

F. Cancellation and nonrenewal

G. Fundamentals of Multiple-Peril Crop Insurance (MPCI)

1. Production reporting
2. Acreage reporting
3. Important dates
4. Written agreements
5. High risk land
6. Actuarial documents
7. Insured eligibility
8. Units
9. Coverage levels
10. Administrative fees
11. Life of the policy
12. Yield/Revenue guarantees

H. Plans of Insurance

1. Actual Production History (APH)
 - a. Buy-up Coverage
 - b. Catastrophic Risk Protection Coverage (CAT)
2. Crop Revenue Coverage (CRC)
3. Adjusted Gross Revenue (AGR)
4. Adjusted Gross Revenue-Lite (AGR-L)
5. Dollar (DO)
6. Nursery
7. Livestock Gross Margin (LGM)

I. Policy Provisions

1. Common/Basic Provisions
2. Crop Provisions
 - a. Replant
 - b. Prevented Planting
 - c. Late Planting
3. Special Provisions
4. Endorsements

J. Claims

1. Covered Perils
2. Loss Reporting Requirements
3. Insured's Duties after a Loss
4. Adjuster's Duties after a Loss

III. MAINE LAWS AND RULES FOR ALL LINES OF

INSURANCE 15

Ref: All references are to sections in Title 24-A unless otherwise noted

A. Superintendent of Insurance

1. Broad powers
Ref: Chap. 3: 201, 211, 214, 221
2. Notice and hearing
Ref: Chap. 3: 229, 230, 236

B. Definitions

1. Authorized, unauthorized, and certificate of authority
Ref: Chap. 5: 404, 406
 2. Domestic, foreign, and alien
Ref: Chap. 1: 6
 3. Stock and mutual
Ref: Chap. 5: 400, 401
 4. Transacting insurance
Ref: Chap. 1: 9
- C. Licensing requirements and limitations**
1. Types of licenses
 - a. Property and Casualty Adjuster
Ref: Chap. 16: 1402, 1410, 1411, 1416-A, , 1420-M, 1422, 1424-A, 1425-1426, 1427-A, 1471-1476
 - b. Multiple-Peril Crop Insurance Adjuster
Ref: Chap. 16: 1402(9-A)
 2. Exemptions/exceptions
Ref: Chap.16: 1420-A, 1420-C
 3. Appointment
Ref: Chap. 16: 1420-M, 1420-N
 4. License refusal, termination, expiration, revocation, suspension, and nonrenewal
Ref: Chap. 16: 1410, 1412, 1416-A, 1417-1418, 1420-K,
- D. Marketing practices**
Ref: All references are to Chap. 23 unless otherwise noted
1. Unfair practices
 - a. Claims methods and practices
Ref: 2164-D, 2186; Chap. 27: 2436, 2436-A; Chap. 33: 2709
 - b. Excess charges
Ref: 2174
 - c. Rebating
Ref: 2160-2163-A
 - d. Twisting
Ref: 2155
 - e. Misrepresentation
Ref: 2153
 - f. Defamation
Ref: 2157
 - g. False information and advertising
Ref: 2154
 - h. Penalties
Ref: Chap. 1: 12-A; Chap. 16:1412, 1417, 1420-K; Chap. 27:2436
 - i. Fraud
Ref: 2178, 2186
 - j. Cross-selling/Unfair Solicitation Methods
Ref: 2152-B
 2. Privacy
Ref: Chap. 24: 2202, 2208

**MAINE
WORKERS' COMPENSATION ADJUSTER
EXAM**

(50 questions)

- I. INSURANCE TERMS AND RELATED CONCEPTS.....3**
- A. Indemnity**
 - B. Subrogation**
 - C. Liability**
 - D. Insurance Policy**
 - E. Insuring clause**
- II. POLICY PROVISIONS.....2**
- A. Declarations**
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