LIFE-GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms and Concepts
(50 scored plus 5 pretest questions)

I. TYPES OF POLICIES .................................................................................. 15
A. Traditional whole life products
   1. Ordinary whole life
   2. Limited-pay and single-premium life
B. Interest/market-sensitive/adjustable life products
   1. Universal life
   2. Variable whole life
   3. Variable universal life
   4. Interest-sensitive whole life
   5. Indexed life
C. Term life
   1. Types
      a. Level
      b. Decreasing
      c. Return of premium
      d. Annually renewable
   2. Special features
      a. Renewable
      b. Convertible
D. Annuities
   1. Single and flexible premium
   2. Immediate and deferred
   3. Fixed and variable
   4. Indexed
   5. Accumulation and Annuity Periods
   6. Payout options
E. Combination plans and variations
   1. Joint life (first to die)
   2. Survivorship life (second to die)

II. POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS ................. 15
A. Policy riders
   1. Waiver of premium and waiver of monthly deduction
   2. Guaranteed insurability
   3. Payor benefit
   4. Accidental death and/or accidental death and dismemberment
   5. Term riders
   6. Other insureds
   7. Long term care
   8. Return of premium
   9. Disability
   10. Cost of Living
B. Policy provisions and options
   1. Entire contract
   2. Insuring clause
   3. Free look
   4. Consideration
   5. Owner’s rights
   6. Beneficiary designations
      a. Primary and contingent
      b. Revocable and irrevocable
      c. Common disaster
      d. Minor beneficiaries
      e. Designation by class
   7. Premium Payment
      c. Modes
      d. Grace period
      e. Automatic premium loan
      f. Level or flexible
   8. Reinstatement
   9. Policy loans, withdrawals, partial surrenders
   10. Non-forfeiture options
   11. Dividends and dividend options (e.g., participating, non-participating)
   12. Incontestability
   13. Assignments
   14. Suicide
   15. Misstatement of age and gender
   16. Settlement options
   17. Accelerated death benefits
C. Policy exclusions
   1. War
   2. Aviation
   3. Dangerous Occupation
   4. Insurable interest
   5. Changes in the application
   6. Consequences of incomplete applications
   7. Warranties and representations
   8. Collecting the initial premium and issuing the receipt
   9. Replacement
   10. Disclosures at point of sale (e.g., HIPAA, HIV consent)
   11. USA PATRIOT Act/anti-money laundering
   12. Gramm-Leach-Bliley Act (GLBA) Privacy
B. Underwriting
   1. Insurable interest
   2. Medical information and consumer reports
   3. Fair Credit Reporting Act
   4. Risk classification
   5. Stranger/Investor-owned life insurance (STOLI/IOLI)
C. Delivering the policy
   1. When coverage begins
   2. Explaining the policy and its provisions, riders, exclusions, and ratings to the client
D. Contract law
   1. Elements of a contract
      a. Consideration
      b. Offer and Acceptance
      c. Competent parties
      d. Legal purpose
   2. Unique aspects of the insurance contract
I. ILLINOIS STATUTES AND REGULATIONS COMMON TO LIFE, ACCIDENT AND HEALTH, PROPERTY, CASUALTY AND PERSONAL LINES INSURANCE..........................22

A. Insurance Director .............................................(1-2)
   1. General powers
      Ref: 5/401, 5/403; 5/401.1; 5/431
   2. Examinations
      Ref: 5/132; 5/402; 5/403; 5/500-110

B. License and registration
   1. Persons required to be licensed ......................(2-5)
      a. Insurance producers
         Ref: 5/500-15; 5/500-20; 5/500-25; 5/500-30
      b. Nonresidents
         Ref: 5/500-40
      c. Business entities
         Ref: 5/500-30; 5/500-35
      d. Temporary insurance producers
         Ref: 5/500-60; 5/500-65
      e. Exemptions
         Ref: 5/500-15; 5/500-20
      f. Reinstatement
         Ref: 5/500-35
   2. Obtaining a license....................................(1-3)
      a. Qualifications
         Ref: 5/500-30; 5/500-70
      b. License fees
         Ref: 5/500-135
      c. Bond requirements
         Ref: 5/500-130
3. Maintaining a license ..............................(1-3)
   a. Continuing education
      Ref: 5/500-35
   b. Controlled business
      Ref: 5/500-125
   c. Change of address
      Ref: 5/500-35
   d. Required fees
      Ref: 5/500-135
4. License suspension, revocation or denial..............(1-2)
   Ref: 5/500-70

C. Fiduciary responsibilities ............................(1-3)
   Ref: 5/500-115; Reg. 3113

D. Commissions and compensation ........................(0-1)
   Ref: 5/151; 5/500-80

E. Felony convictions....................................(0-1)
   Ref: 5/500-95

F. Disclosure .............................................(0-1)
   Ref: 5/500-155

G. Marketing practices.................................(2-5)
   1. Rebating
      Ref: 5/151; 5/152; 5/153
   2. Misrepresentation
      Ref: 5/149; 5/154
   3. Defamation
      Ref: 5/149
   4. Other unfair practices
      Ref: 5/424

H. Unfair claims practices.............................(0-1)
   Ref: 5/154.5; 5/154.6; Reg. 919

II. ILLINOIS STATUTES AND REQUIREMENTS PERTINENT TO LIFE INSURANCE ONLY............................9

A. Advertising and sales ................................(1-3)
   Ref: Reg. 909

B. Replacement...........................................(1-2)
   Ref: Reg. 917
   1. Purpose
   2. Definitions
   3. Exemptions
   4. Duties of agent
   5. Duties of replacing insurance company

C. Life solicitation .................................(2-3)
   Ref: Reg. 930
   1. Purpose
   2. Definitions
   3. Exemptions
   4. Disclosure requirements (including Buyer’s Guide content)
   5. Agents’ responsibilities
   6. Suitability in the sale of Life insurance and Annuities
      Ref: Reg. 3120, 909, 3117
      Ref: 5/224

D. Accelerated benefits............................(0-1)
   Ref: 5/4; Reg. 1407

E. Illustrations ........................................(1-2)
   Ref: Reg. 1406

F. Vatical Settlements.................................(0-1)
Ref: 159

G. Unfair Practices .......................................................... (0-1)
   Ref: 5/236

H. Life & Health Insurance Guaranty Association .... (0-1)
   Ref: 5/531.01 through 5/531.19
HEALTH-GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms and Concepts
(50 scored Knowledge, Terms and Concepts questions)

I. TYPES OF POLICIES ....................................................... 16
   A. Disability income
      1. Individual disability income policy
      2. Business overhead expense policy
      3. Business disability buyout policy
      4. Group disability income policy
      5. Key employee policy
   B. Accidental death and dismemberment
   C. Medical expense insurance
      1. Basic hospital, medical, and surgical policies
      2. Major medical policies
      3. Health Maintenance Organizations (HMOs)
      4. Preferred Provider Organizations (PPOs)
      5. Point of Service (POS) plans
      6. Flexible Spending Accounts (FSAs)
      7. High Deductible Health Plans (HDHPs) and related
         Health Savings Accounts (HSAs)
      8. Health Reimbursement Accounts (HRAs)
   D. Medicare supplement policies
   E. Group insurance
      1. Differences between individual and group contracts
      2. General characteristics
      3. COBRA
   F. Individual/Group Long Term Care (LTC)
      1. Eligibility
      2. Levels of care
   G. Other policies
      1. Dental
      2. Vision
      3. Cancer
      4. Critical illness or specified disease
      5. Worksite (employer-sponsored)
      6. Hospital indemnity
      7. Short-term medical
      8. Accident

II. POLICY PROVISIONS, CLAUSES, AND RIDERS........... 15
   A. Mandatory and optional provisions
      1. Entire contract
      2. Time limit on certain defenses (incontestable)
      3. Grace period
      4. Reinstatement
      5. Notice of claim
      6. Claim forms
      7. Proof of loss
      8. Time of payment of claims
      9. Payment of claims
      10. Physical examination and autopsy
      11. Legal actions
      12. Change of beneficiary
      13. Misstatement of age or gender
      14. Change of occupation
      15. Illegal occupation
      16. Relation of earning to insurance
   B. Other provisions and clauses
      1. Insuring clause

III. SOCIAL INSURANCE ................................................. 6
   A. Medicare (Parts A, B, C, D)
   B. Medicaid
   C. Social Security benefits

IV. OTHER INSURANCE CONCEPTS................................. 5
   A. Total, partial, recurrent and residual disability
   B. Owner’s rights
   C. Dependent children benefits
   D. Primary and contingent beneficiaries
   E. Modes of premium payments
   F. Nonduplication and coordination of benefits (e.g.,
      primary vs. excess)
   G. Occupational vs. non-occupational
   H. Tax treatment of premiums and proceeds of insurance
      contracts (e.g., disability income and medical expenses, etc.)
   I. Managed care
   J. Workers Compensation
   K. Subrogation
   L. Cost containment

V. FIELD UNDERWRITING PROCEDURES....................... 8
   A. Completing the application
   B. Explaining sources of insurability and HIPAA privacy
      information (e.g., MIB Report, Fair Credit Reporting Act,
      etc.)
   C. Initial premium payment and receipt and consequences
      of the receipt (e.g., medical examination, etc.)
   D. Submitting application (and initial premium if collected)
      to company for underwriting
   E. Policy delivery
   F. Explaining policy and its provisions, riders, exclusions,
      and ratings to clients
   G. Replacement
   H. Contract law
      1. Elements of a contract
      2. Insurable interest
      3. Warranties and representations
4. Unique aspects of the insurance contract
   a. Conditional
   b. Unilateral
   c. Adhesion
   d. Aleatory

ACCIDENT & HEALTH
ILLINOIS SPECIFIC
CONTENT OUTLINE
State Statutes, Rules and Regulations
(39 scored plus 8 pretest questions)
Ref: All references to chapter 215 ILCS unless otherwise indicated

I. ILLINOIS STATUTES AND REGULATIONS COMMON TO
LIFE, ACCIDENT AND HEALTH, PROPERTY, CASUALTY
AND PERSONAL LINES INSURANCE.................. 22
A. Insurance Director ................................. (1-2)
   1. General powers
      Ref: 5/401, 5/403; 5/401.1; 5/431
   2. Examinations
      Ref: 5/132; 5/402; 5/403; 5/500-110
B. License and registration
   1. Persons required to be licensed ................. (2-5)
      a. Insurance producers
         Ref: 5/500-15; 5/500-20; 5/500-25; 5/500-30
      b. Nonresidents
         Ref: 5/500-40
      c. Business entities
         Ref: 5/500-30; 5/500-35
      d. Temporary insurance producers
         Ref: 5/500-60; 5/500-65
      e. Exemptions
         Ref: 5/500-15; 5/500-20
      f. Reinstatement
         Ref: 5/500-35
   2. Obtaining a license................................ (1-3)
      a. Qualifications
         Ref: 5/500-30; 5/500-70
      b. License fees
         Ref: 5/500-135
      c. Bond requirements
         Ref: 5/500-130
   3. Maintaining a license ............................. (1-3)
      a. Continuing education
         Ref: 5/500-35
      b. Controlled business
         Ref: 5/500-125
      c. Change of address
         Ref: 5/500-35
      d. Required fees
         Ref: 5/500-135
   4. License suspension, revocation or denial ....... (1-2)
      Ref: 5/500-70
C. Fiduciary responsibilities .......................... (1-3)
   Ref: 5/500-115; Reg. 3113
D. Commissions and compensation.................. (0-1)
   Ref: 5/151; 5/500-80
E. Felony convictions .................................. (0-1)
   Ref: 5/500-95
F. Disclosure .......................................... (0-1)
   Ref: 5/500-155
G. Marketing practices ............................... (2-5)
   1. Rebating
      Ref: 5/151; 5/152; 5/153
   2. Misrepresentation
      Ref: 5/149; 5/154
   3. Defamation
      Ref: 5/149
   4. Other unfair practices
      Ref: 5/424
H. Unfair claims practices ......................... (0-1)
   Ref: 5/154.3; 5/154.6; Reg. 919

II. ILLINOIS STATUTES AND REGULATIONS PERTINENT
TO ACCIDENT AND HEALTH INSURANCE ONLY......... 17
A. Medicare supplements .............................. (1-3)
   Ref: 5/363; 5/363a; 5/500-75; Reg. 2008
   1. Minimum standards
   2. Disclosure requirements
   3. Under 65 Disabled
B. Long term care .................................... (1-3)
   Ref: 5/351A-1; 5/351A-3 thru 5/351A-11
   1. Traditional long term care
      Ref: Reg. 2012
   2. Long Term Care Partnership
      Ref: Reg. 2012
C. Advertising ......................................... (1-3)
   Ref: 5/149; Reg. 2002
D. Minimum standards for Individual Policies ..... (1-2)
   Ref: Reg. 2007
   1. Purpose
   2. Definitions
   3. Prohibited provisions
   4. Benefit standards
   5. Disclosure and replacement requirements
E. Group Insurance .................................... (1-3)
   1. Discontinuance and replacement
      Ref: 5/367; 97/20; Reg. 2013
   2. Illinois Health Insurance Portability and Accountability
      Act (HIPAA)
      Ref: 97/1 thru 50
F. Unfair Practices .................................... (1-2)
   Ref: 5/364
G. Life & Health Insurance Guaranty
   Association ........................................... (1-2)
   Ref: 5/531.01 through 5/531.19
H. Short -Term Limited-Duration Health Insurance ..(0-1)
   Ref: 215 ILCS 190/15
I. Health Maintenance Organizations (HMO)........ (0-2)
   Ref: 125/1-2; 125/4-1 thru 125/4-16; 25/5-3; 5421.10 thru .40;
   5421.100 thru .141
J. Limited Health Service Organizations (LHSO).... (0-2)
   Ref: 130/1002; 130/3001 thru 3005; 130/3008 thru 130/4003

Illinois Insurance Supplement - Examination Content Outlines             Effective January 18, 2023
S5
PROPERTY-GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms and Concepts
(50 scored plus 5 pretest questions)

I. TYPES OF POLICIES ......................................................... 22
A. Homeowners
   1. HO-2
   2. HO-3
   3. HO-4
   4. HO-5
   5. HO-6
   6. HO-8
B. Dwelling policies
   1. DP-1
   2. DP-2
   3. DP-3
C. Commercial lines
   1. Commercial Package Policy (CPP)
   2. Commercial property
      a. Commercial building and business personal property form
   3. Business Owners Policy (BOP)
   4. Builders Risk
   5. Cyber First-Party Coverage
D. Inland marine
   1. Personal Articles floaters
   2. Commercial Property floaters
E. National Flood Insurance Program
F. Others
   1. Earthquake
   2. Mobile Homes
   3. Watercraft
   4. Farm Owners
   5. Windstorm

II. INSURANCE TERMS AND RELATED CONCEPTS ........... 15
A. Insurance
   1. Law of Large Numbers
B. Insurable interest
C. Risk
   1. Pure vs. Speculative Risk
D. Hazard
   1. Moral
   2. Morale
   3. Physical
E. Peril
F. Loss
   1. Direct
   2. Indirect
G. Loss Valuation
   1. Actual cash value
   2. Replacement cost
   3. Market value
   4. Stated/agreed value
   5. Salvage value
   H. Proximate cause
   I. Deductible
   J. Indemnity
   K. Limits of liability
   L. Coinsurance/Insurance to value
   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 ............. 13
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
   1. 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)
   U. Territory

PROPERTY-ILLINOIS SPECIFIC
CONTENT OUTLINE
State Statutes, Rules and Regulations
(30 scored plus 7 pretest questions)
All references to chapter 215 ILCS unless otherwise indicated

I. ILLINOIS STATUTES AND REGULATIONS COMMON TO LIFE, ACCIDENT AND HEALTH, PROPERTY, CASUALTY AND PERSONAL LINES INSURANCE .................. 22
A. Insurance Director ....................................................... (1-2)
   1. General powers
      Ref: 5/401, 5/403; 5/401.1; 5/431
   2. Examinations
      Ref: 5/132; 5/402; 5/403; 5/ 500-110
B. License and registration
   1. Persons required to be licensed ......................(2-5)
      a. Insurance producers
         Ref: 5/500-15; 5/500-20; 5/500-25; 5/500-30

Illinois Insurance Supplement - Examination Content Outlines Effective January 18, 2023
b. Nonresidents  
   Ref: 5/500-40

c. Business entities  
   Ref: 5/500-30; 5/500-35

d. Temporary insurance producers  
   Ref: 5/500-60; 5/500-65

e. Exemptions  
   Ref: 5/500-15; 5/500-20
f. Reinstatement  
   Ref: 5/500-35

2. Obtaining a license .......................................... (1-3)  
   a. Qualifications  
      Ref: 5/500-30; 5/500-70  
   b. License fees  
      Ref: 5/500-135  
   c. Bond requirements  
      Ref: 5/500-130

3. Maintaining a license ........................................... (1-3)  
   a. Continuing education  
      Ref: 5/500-35  
   b. Controlled business  
      Ref: 5/500-125  
   c. Change of address  
      Ref: 5/500-35  
   d. Required fees  
      Ref: 5/500-135

4. License suspension, revocation or denial .......... (1-2)  
   Ref: 5/500-70

C. Fiduciary responsibilities .............................. (1-3)  
   Ref: 5/500-115; Reg. 3113

D. Commissions and compensation .................. (0-1)  
   Ref: 5/151; 5/500-80

E. Felony convictions ........................................... (0-1)  
   Ref: 5/500-95

F. Disclosure ......................................................... (0-1)  
   Ref: 5/500-155

G. Marketing practices ...................................... (2-5)  
   1. Rebating  
      Ref: 5/151; 5/152; 5/153
   2. Misrepresentation  
      Ref: 5/149; 5/154
   3. Defamation  
      Ref: 5/149
   4. Other unfair practices  
      Ref: 5/424

H. Unfair claims practices ................................. (0-1)  
   Ref: 5/154.5; 5/154.6; Reg. 919

I. Illinois Insurance Guaranty Fund ..................... (0-1)  
   Ref: 5/532; 5/533; 5/537

II. ILLINOIS STATUTES AND REGULATIONS COMMON TO PROPERTY AND CASUALTY INSURANCE ONLY .............................. 5  
   A. Renewal, nonrenewal, cancellation and Certificates of Insurance ...........................................(1-4)  
      Ref: 5/141.01; 5/141.02; 5/143.10 thru 5/143.27; 5/154; 5/155.31; 5/155.45; 157/5 thru 157/99
   B. Financing insurance premiums ......................... (0-1)  
      Ref: 5/513a-1 thru 5/513a3; 5/513a9 thru 5/513a11
   C. Insurance Claims Fraud Prevention Act ............ (0-1)  
      Ref: 5/155.23

D. Use of credit information ................................. (0-1)  
   Ref: 157/15; 157/20

E. Hate crimes ..................................................... (0-1)  
   Ref: 143.24c

III. ILLINOIS STATUTES AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY ...................... 3  
   A. Rejection on basis of location .............................. (0-1)  
      Ref: 5/155.22
   B. Illinois FAIR Plan (FAIR plan) ......................... (0-2)  
      1. Purpose  
         Ref: 5/522; 5/524(5)
      2. Definition  
         Ref: 5/523
      3. Procedures  
         Ref: 5/524
      4. Industry placement  
         Ref: 5/525
   C. Mine subsidence ............................................. (0-2)  
      Ref: 5/801.1 thru 5/817.1
   D. Customer affairs and info. dept ........................ (0-1)  
      Ref: 5/143d

CASUALTY-GENERAL KNOWLEDGE CONTENT OUTLINE  
Product Knowledge, Terms and Concepts  
(50 scored plus 5 pretest questions)

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

Illinois Insurance Supplement - Examination Content Outlines  
Effective January 18, 2023
II. INSURANCE TERMS AND RELATED CONCEPTS…… 15
A. Risk
B. Hazards
  1. Moral
  2. Morale
  3. Physical
C. Indemnity
D. Insurable interest
E. Loss valuation
  1. Actual cash value
  2. Replacement cost
  3. Market value
  4. Stated/agreed value
  5. Salvage value
F. Negligence
G. Liability
H. Occurrence
I. Binders

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

III. POLICY PROVISIONS……………………………………… 12
A. Declarations
B. Insuring agreement
C. Conditions
D. Exclusions and Limitations
E. Definition of the insured
F. Duties of the insured after a loss
G. Cancellation and nonrenewal provisions
H. Supplementary payments
  i. Proof of loss
  j. Notice of claim
  k. Other insurance
L. Subrogation
M. Loss settlement provisions including consent to settle a loss
N. Terrorism Risk Insurance Act (TRIA)

CASUALTY-ILLINOIS SPECIFIC CONTENT OUTLINE
State Statutes, Rules and Regulations
(37 scored plus 7 pretest questions)
Ref: All references to chapter 215 ILCS unless otherwise indicated

I. ILLINOIS STATUTES AND REGULATIONS COMMON TO LIFE, ACCIDENT AND HEALTH, PROPERTY, CASUALTY AND PERSONAL LINES INSURANCE …………………… 22
A. Insurance Director …………………………………………. (1-2)
  1. General powers
     Ref: 5/401, 5/403; 5/401.1; 5/431
  2. Examinations
     Ref: 5/132; 5/402; 5/403; 5/500-110
B. License and registration
  1. Persons required to be licensed …………………………… (2-5)
     a. Insurance producers
        Ref: 5/500-15; 5/500-20; 5/500-25; 5/500-30
     b. Nonresidents
        Ref: 5/500-40
     c. Business entities
        Ref: 5/500-30; 5/500-35
     d. Temporary insurance producers
        Ref: 5/500-60; 5/500-65
     e. Exemptions
        Ref: 5/500-15; 5/500-20
     f. Reinstatement
II. PROPERTY AND CASUALTY INSURANCE

A. Qualifications
   Ref: 5/500-30; 5/500-70

B. License fees
   Ref: 5/500-135

C. Bond requirements
   Ref: 5/500-130

III. ILINOIS STATUTES AND REGULATIONS COMMON TO PROPERTY AND CASUALTY INSURANCE

A. Renewal, nonrenewal, cancellation and Certificates of Insurance
   Ref: 5/141.01; 5/141.02; 5/143.10 thru 5/143.27; 5/155.31; 5/155.45; 157/5 thru 157/99

B. Financing insurance premiums
   Ref: 5/513a-1; 5/513a3; 5/513a9 thru 5/513a11

C. Insurance Claims Fraud Prevention Act
   Ref: 5/155.23

D. Use of credit information
   Ref: 157/15; 157/20

E. Hate crimes
   Ref: 143.24c

III. ILINOIS STATUTES AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY

A. Auto
   Ref: 5/143a
   1. Uninsured motorist coverage
   Ref: 5/143a

2. Underinsured motorists coverage
   Ref: 5/143a2

3. Illinois Automobile Insurance Plan (assigned risk)
   Ref: 1AI Plan Manual, 625 ILCS 5/7-501
   a. Insurance company’s participation
   b. Insured’s participation

4. Defensive driving discount—age 55 and over
   Ref: 5/143.29

5. Antitheft mechanism
   5/143.28; Reg. 932

6. Financial responsibility surcharge
   Ref: 625 ILCS 5/7-317

7. Equipment exclusion
   Ref: Reg. 924

8. Persons with physical disabilities
   Ref: 5/143.24a

9. Disclosure of liability coverage
   Ref: 5/143.24b

10. Surcharge or refusal to insure
    Ref: 5/155.27

11. Oral estimate of premium charges
    Ref: 5/155.28

12. Mandatory auto coverage
    Ref: 625 ILCS 5/7-601 thru 610

13. Financial/Safety responsibility filing
    Ref: 625 ILCS 5/7-317

14. Child restraint system
    Ref: 5/143.32

15. Fraudulent restraint system
    Ref: 5/143.40

B. Worker’s Compensation Assigned Risk Pool
   Ref: 5/468; Reg. 2904

PERSONAL LINES-GENERAL

I. TYPES OF PROPERTY POLICIES

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
      2. Medical Payments
      3. Physical Damage (collision; other than collision; specified perils)
      4. Uninsured motorists
      5. Underinsured motorists
      6. Who is an insured
      7. Types of Auto
         a. Owned
         b. Non-owned
         c. Hired
         d. Temporary Substitute
         e. Newly Acquired Autos
         f. Transportation Expense and Rental Reimbursement Expense
      8. Exclusions
   B. Umbrella/Excess liability

III. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS ................................................. 28
   A. Insurance
      1. Law of Large Numbers
   B. Insurable interest
   C. Risk
      1. Pure vs. Speculative Risk
   D. Hazard
      1. Moral
      2. Morale
      3. Physical
   E. Peril
   F. Loss
      1. Direct
      2. Indirect
   G. Loss Valuation
      1. Actual cash value
      2. Replacement cost
      3. Market value
      4. Stated value
      5. Salvage value
   H. Proximate cause
   I. Deductible
   J. Indemnity
   K. Limits of liability
   L. Coinsurance/Insurance to value
   M. Occurrence
   N. Cancellation
   O. Nonrenewal
   P. Vacancy and unoccupancy
   Q. Liability
      1. Absolute
      2. Strict
      3. Vicarious
   R. Negligence
   S. Binder
   T. Endorsements

U. Blanket vs. Specific
V. Burglary, Robbery, Theft, and Mysterious Disappearance
W. Warranties
X. Representations
Y. Concealment
Z. Deposit Premium/Audit
AA. Certificate of Insurance
BB. Damages
   1. Compensatory
      a. General
      b. Special
   2. Punitive
CC. Compliance with Provisions of Fair Credit Reporting Act

IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW ......................................................... 24
   A. Declarations
   B. Insuring agreement
   C. Conditions
   D. Exclusions
   E. Definition of the insured
   F. Duties of the insured after a loss
   G. Obligations of the insurance company
   H. Mortgagee rights
      1. Proof of loss
      2. Notice of claim
      3. Appraisal
   I. Other Insurance Provision
   M. Subrogation
   N. Elements of a contract
   O. Sources of underwriting information
   P. Fair Credit Reporting Act
   Q. Privacy Protection (Gramm Leach Bliley)
   R. Policy Application
   S. Terrorism Risk Insurance Act (TRIA)
   T. Cancellation and nonrenewal provisions
   U. Supplementary payments
   V. Loss settlement provisions including consent to settle a loss
   W. Territory

PERSONAL LINES - ILLINOIS SPECIFIC CONTENT OUTLINE

State Statutes, Rules and Regulations
(37 scored questions)
Ref: All references to chapter 215 ILCS unless otherwise indicated

I. ILLINOIS STATUTES AND REGULATIONS COMMON TO LIFE, ACCIDENT AND HEALTH, PROPERTY, CASUALTY
   AND PERSONAL LINES INSURANCE ................................. 22
   A. Insurance Director .................................................. (1-2)
      1. General powers
         Ref: 5/401, 5/403, 5/401.1; 5/431
      2. Examinations
         Ref: 5/132; 5/402; 5/403; 5/ 500-110
   B. License and registration
      1. Persons required to be licensed .............................(2-5)
a. Insurance producers  
Ref: 5/500-15; 5/500-20; 5/500-25; 5/500-30
b. Nonresidents  
Ref: 5/500-40
c. Business entities  
Ref: 5/500-30; 5/500-35
d. Temporary insurance producers  
Ref: 5/500-60; 5/500-65
e. Exemptions  
Ref: 5/500-15; 5/500-20
f. Reinstatement  
Ref: 5/500-35

2. Obtaining a license  
Ref: 5/500-30; 5/500-70
a. Qualifications  
Ref: 5/500-135
b. License fees  
Ref: 5/500-135
c. Bond requirements  
Ref: 5/500-130

3. Maintaining a license  
Ref: 5/500-70
a. Continuing education  
Ref: 5/500-35
b. Controlled business  
Ref: 5/500-125
c. Change of address  
Ref: 5/500-35
d. Required fees  
Ref: 5/500-135

4. License suspension, revocation or denial  
Ref: 5/500-70

C. Fiduciary responsibilities  
Ref: 5/500-115; Reg. 3113

D. Commissions and compensation  
Ref: 5/151; 5/500-80

E. Felony convictions  
Ref: 5/500-95

F. Disclosure  
Ref: 5/500-155

G. Marketing practices  
Ref: 5/151; 5/152; 5/153
a. Rebutting  
Ref: 5/149; 5/154
b. Misrepresentation  
Ref: 5/149; 5/154
c. Defamation  
Ref: 5/149

III. ILLINOIS STATUTES AND REGULATIONS PERTINENT TO PERSONAL LINES INSURANCE ONLY  
Ref: 5/557

A. Rejection on basis of location  
Ref: 5/155.22

B. Illinois FAIR Plan (FAIR plan)  
Ref: 5/522; 5/524(5)

C. Mine subsidence  
Ref: 5/500 thru 5/513a

D. Customer affairs and info. dept.  
Ref: 5/143d

E. Auto  
Ref: 5/143a

1. Uninsured motorists coverage  
Ref: 5/523a

2. Underinsured motorists coverage  
Ref: 5/523a-2

3. Illinois Automobile Insurance Plan (assigned risk)  
Ref: 5/500 thru 5/513a
a. Insurance company’s participation  
Ref: 5/500 thru 5/513a
b. Insured’s participation  
Ref: 5/500 thru 5/513a

4. Defensive driving discount–age 55 and over  
Ref: 5/143.29

5. Antitheft mechanism  
Ref: 5/143.28; Reg. 932

6. Financial responsibility surcharge  
Ref: 5/500 thru 5/513a

7. Equipment exclusion  
Ref: Reg. 932

8. Persons with physical disabilities  
Ref: 5/143.24a

9. Disclosure of liability coverage  
Ref: 5/143.24b

10. Surcharge or refusal to insure  
Ref: 5/155.27

11. Oral estimate of premium charges  
Ref: 5/155.28

12. Mandatory auto coverage  
Ref: 5/500 thru 5/513a

13. Financial/Safety responsibility filing  
Ref: 5/500 thru 5/513a

14. Child restraint system  
Ref: 5/143.32

15. Fraudulent Address  
Ref: 5/155.40
MOTOR VEHICLE TEST
CONTENT OUTLINE

State Statutes, Rules and Regulations
(50 scored questions)
Ref: All references to chapter 215 ILCS unless otherwise indicated

I. ILLINOIS STATUTES AND REGULATIONS COMMON TO LIFE, ACCIDENT AND HEALTH, PROPERTY, CASUALTY AND PERSONAL LINES INSURANCE......22

A. Insurance Director ..................................................(1-2)
   1. General powers
      Ref: 5/401, 5/403; 5/401.1; 5/431
   2. Examinations
      Ref: 5/132; 5/402; 5/403; 5/500-110

B. License and registration
   1. Persons required to be licensed ............................(2-5)
      a. Insurance producers
         Ref: 5/500-15; 5/500-20; 5/500-25; 5/500-30
      b. Nonresidents
         Ref: 5/500-40
      c. Business entities
         Ref: 5/500-30; 5/500-35
      d. Temporary insurance producers
         Ref: 5/500-60; 5/500-65
      e. Exemptions
         Ref: 5/500-15; 5/500-20
      f. Reinstatement
         Ref: 5/500-35
   2. Obtaining a license............................................(1-3)
      a. Qualifications
         Ref: 5/500-30; 5/500-70
      b. License fees
         Ref: 5/500-135
      c. Bond requirements
         Ref: 5/500-130
   3. Maintaining a license ..........................................(1-3)
      a. Continuing education
         Ref: 5/500-35
      b. Controlled business
         Ref: 5/500-125
      c. Change of address
         Ref: 5/500-35
      d. Required fees
         Ref: 5/500-135
   4. License suspension, revocation or denial ..............(1-2)
      Ref: 5/500-70

C. Fiduciary responsibilities .................................(1-3)
   Ref: 5/500-115; Reg. 3113

D. Commissions and compensation.........................(0-1)
   Ref: 5/151; 5/500-80

E. Felony convictions ...........................................(0-1)
   Ref: 5/500-95

F. Disclosure..........................................................(0-1)
   Ref: 5/500-135

G. Marketing practices.........................................(2-5)
   1. Rebating
      Ref: 5/151; 5/152; 5/153
   2. Misrepresentation

II. BASIC CONCEPTS OF AUTOMOBILE INSURANCE.....................(12-14)
Ref: Policy

A. Coverages
   1. Bodily injury and property damage
   2. Medical payments
   3. Physical damage

B. Definitions
   1. Insured/covered person
   2. Owned automobiles/covered automobiles
   3. Non-owned automobiles
   4. Temporary substitute automobiles

III. ILLINOIS STATUTES AND REGULATIONS PERTINENT TO MOTOR VEHICLE INSURANCE..............(11-13)

A. Uninsured motorists coverage
   Ref: 5/143a

B. Underinsured motorists coverage
   Ref: 5/143a-2

C. Renewal, nonrenewal, cancellation, and Certificates of Insurance
   Ref: 5/141.01; 5/141.02; 5/143.10 thru 5/143.27; 5/155.45

D. Defensive driving discount – age 55 and over
   Ref: 5/143.29

E. Antitheft mechanism
   Ref: 5/143.28; Reg. 932

F. Financial responsibility surcharge
   Ref: 625 ILCS 5/7-317(0)

G. Equipment exclusion
   Ref: Reg. 924

H. Illinois Automobile Insurance Plan (assigned risk)
   Ref: 625 ILCS 5/7-501; IAI Plan Manual
   1. Participation
      a. Insurance companies
      b. Insurees

I. Unfair Practices
   Ref: 5/154.5, 5/154.6, 5/424; Reg 919

J. Persons with physical disabilities
   Ref: 5/143.24a

K. Disclosure of liability coverage
   Ref: 5/143.24b

L. Surcharge of refusal to insure
   Ref: 5/155.27

M. Oral estimates of premium charges
   Ref: 5/155.28

N. Mandatory auto coverage
   Ref: 625 ILCS 5/7-601 thru 610

O. Financial/Safety responsibility filing
   Ref: 625 ILCS 5/7-317

P. Child restraint system
   Ref: 5/143.32
Q. Fraudulent Address
   Ref: 5/155.40
R. Insurance Claims Fraud Prevention Act
   Ref: 5/155.23
S. Hate crimes
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IV. FINANCING INSURANCE PREMIUMS ...................... (1-2)
   Ref: 5/513a1 thru 5/513a3; 5/513a9 thru 5/513a11

ILLINOIS PUBLIC ADJUSTER CONTENT OUTLINE
PRODUCTS, TERMS AND CONCEPTS
(100 scored questions)
I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO ADJUSTERS ..........40
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      Ref: New York Standard Fire Policy
      1. Basic coverages, provisions, and clauses
      2. Limitations and restrictions
      3. Proof of Loss
         a. Periods of Limitation Tolled
      4. Loss requirements and inventories
         a. Taxes and Demolition Expenses
      5. Appraisal
      6. Duties of the insured/insurer
      7. Cancellation
      8. Additional coverages
      9. Actual cash value
     10. Assignment
   B. Personal Lines coverage
      Ref: ISO Homeowners policies
      1. Dwelling and Contents
      2. Homeowners and forms/coverages
         a. Policy provisions
         b. Replacement costs
         c. Appraisal
         d. Optional provisions
         e. Special limits of liability
         f. Proof of Loss
      3. General Property forms
      4. Mine subsidence
   C. Commercial Lines coverage
      Ref: ISO Business Policy and Standard Boiler and Machinery policies
      1. Commercial Property forms
         a. Commercial property and buildings
         b. Causes of Loss
      2. Commercial Package Policy (CPP)
      3. Businessowner policy
      4. Commercial and Special Multi-peril
      5. Builder’s Risk
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      Ref: Marine Policies, Personal Article Floaters, Personal Property Floaters, Commercial Property Floaters
      1. Definitions

II. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS ......................25
   A. Insurable interest
   B. Indemnity
   C. Peril
   D. Loss
      1. Direct
      2. Indirect
   E. Proximate cause
   F. Earnings
   G. Appraisal
   H. Estimating
   I. Deductible
   J. Actual cash value
   K. Replacement cost
   L. Depreciation
   M. Obsolescence
   N. Abandonment
   O. Vacancy and unoccupancy
   P. Salvage
   Q. Binders
   R. Liability
   S. Limit of Liability
   T. Theft
   U. Burglary
   V. Robbery
   W. Waiver
   X. Estoppel
   Y. Coinsurance
   Z. Hazard
   AA. Bailments
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     A. Proof of loss
     B. Notice of claim
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     D. Assignment
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     F. Mortgagee rights
     G. Apportionment clause

IV. ELECTRICAL AND BUILDING TECHNIQUES .......... 5

V. ILLINOIS LAWS AND REGULATIONS PERTINENT TO PUBLIC ADJUSTERS ......................25
   A. Regulation and licensing of Public Adjusters
B. Public Adjuster practices, responsibilities, and Duties

C. Unfair Claims Settlement and Trade Practices
   Ref: Standard Fire policy; 5/143.1, 5/143.15 and Part 919

D. Regulation and licensing of Property and Casualty Insurance
   Ref: 5/143.1, 5/143.13, 5/143.21, 5/397.1, 5/397.05, 5/154.6 and Part 919