

**LIFE-GENERAL KNOWLEDGE
CONTENT OUTLINE**

Product Knowledge, Terms and Concepts

(50 scored 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
 - 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

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)

**LIFE-ILLINOIS SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules and Regulations

(31 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 (3-5)
 - 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. Pre-licensing
Ref: 5/500-30; Reg. 3119
 - d. 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 (2-3)

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.....(3-5)

- 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 (2-3)

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..... (1-2)

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
- 7. Policy Provisions
Ref: 5/224

D. Accelerated benefits (1-2)

Ref: 5/4; Reg. 1407

E. Illustrations (1-2)

Ref: Reg. 1406

F. Viatical 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 plus 10 pretest questions)

I. TYPES OF POLICIES	14	5. Elimination period
A. Disability income		6. Waiver of premium
1. Individual disability income policy		7. Exclusions and limitations
2. Business overhead expense policy		8. Preexisting conditions
3. Business disability buyout policy		9. Coinsurance
4. Group disability income policy		10. Deductibles
5. Key employee policy		11. Eligible expenses
B. Accidental death and dismemberment		12. Copayments
C. Medical expense insurance		13. Pre-authorizations and prior approval requirements
1. Basic hospital, medical, and surgical policies		14. Usual, reasonable, and customary (URC) charges
2. Major medical policies		15. Lifetime, annual, or per cause maximum benefit limits
3. Health Maintenance Organizations (HMOs)		C. Riders
4. Preferred Provider Organizations (PPOs)		1. Impairment/exclusions
5. Point of Service (POS) plans		2. Guaranteed insurability
6. Flexible Spending Accounts (FSAs)		D. Rights of renewability
7. High Deductible Health Plans (HDHPs) and related Health Savings Accounts (HSAs)		1. Noncancelable
D. Medicare supplement policies		2. Cancelable
E. Group insurance		3. Guaranteed renewable
1. Differences between individual and group contracts		III. SOCIAL INSURANCE
2. General characteristics		3
3. COBRA		A. Medicare (Parts A, B, C, D)
F. Individual/Group Long Term Care (LTC)		B. Medicaid
G. Other policies		C. Social Security benefits
1. Dental		IV. OTHER INSURANCE CONCEPTS.....
2. Vision		4
3. Cancer		A. Total, partial, recurrent and residual disability
4. Critical illness or specified disease		B. Owner's rights
5. Worksite (employer-sponsored)		C. Dependent children benefits
6. Hospital indemnity		D. Primary and contingent beneficiaries
7. Short-term medical		E. Modes of premium payments
8. Accident		F. Nonduplication and coordination of benefits (e.g., primary vs. excess)
II. POLICY PROVISIONS, CLAUSES, AND RIDERS.....	20	G. Occupational vs. non-occupational
A. Mandatory and optional provisions		H. Tax treatment of premiums and proceeds of insurance contracts (e.g., disability income and medical expenses, etc.)
1. Entire contract		I. Managed care
2. Time limit on certain defenses (incontestable)		J. Workers Compensation
3. Grace period		K. Subrogation
4. Reinstatement		V. FIELD UNDERWRITING PROCEDURES.....
5. Notice of claim		9
6. Claim forms		A. Completing the application
7. Proof of loss		B. Explaining sources of insurability and HIPAA privacy information (e.g., MIB Report, Fair Credit Reporting Act, etc.)
8. Time of payment of claims		C. Initial premium payment and receipt and consequences of the receipt (e.g., medical examination, etc.)
9. Payment of claims		D. Submitting application (and initial premium if collected) to company for underwriting
10. Physical examination and autopsy		E. Policy delivery
11. Legal actions		F. Explaining policy and its provisions, riders, exclusions, and ratings to clients
12. Change of beneficiary		G. Replacement
13. Misstatement of age or sex		H. Contract law
14. Change of occupation		1. Elements of a contract
15. Illegal occupation		2. Insurable interest
16. Relation of earning to insurance		3. Warranties and representations
B. Other provisions and clauses		4. Unique aspects of the insurance contract
1. Insuring clause		a. Conditional
2. Free look		b. Unilateral
3. Consideration clause		c. Adhesion
4. Probationary period		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(3-5)
 - 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. Pre-licensing
Ref: 5/500-30; Reg. 3119
 - d. 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 (2-3)**
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: 5/500-75
 - G. Marketing practices... (3-5)**
 - 1. Rebating
Ref: 5/151; 5/152; 5/153
 - H. Unfair claims practices... (0-1)**
Ref: 5/149; 5/154
 - I. Defamation
*Ref: 5/149***
 - J. Other unfair practices
*Ref: 5/424***
- II. ILLINOIS STATUTES AND REGULATIONS PERTINENT TO ACCIDENT AND HEALTH INSURANCE ONLY 14**
 - A. Medicare supplements..... (2-3)**
Ref: 5/363; 5/363a; 5/500-75; Reg. 2008
 - 1. Minimum standards
 - 2. Disclosure requirements
 - 3. Under 65 Disabled
 - B. Long term care (2-3)**
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 (2-3)**
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 (2-3)**
 - 1. Discontinuance and replacement
Ref: 5/367i; 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. Health Maintenance Organization Guaranty Association.....(0-2)**
Ref: 125/6-1 thru 6-19
- III. ILLINOIS STATUTES AND REGULATIONS PERTINENT TO MANAGED CARE..... 3**
 - A. Health Maintenance Organization (HMO)..... (1-2)**
Ref: 125/1-2; 125/4-1 thru 125/4-16; 25/5-3; 5421.10 thru .40; 5421.100 thru .141
 - B. Limited Health Service Organizations (LHSO) (1-2)**
Ref: 130/1002; 130/3001 thru 130/3005; 130/3008 thru 130/4003

PROPERTY-GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms and Concepts

(50 scored 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-ILLINOIS SPECIFIC CONTENT OUTLINE

State Statutes, Rules and Regulations

(30 scored plus 7 pretest questions)

All references to chapter 215 ILCS unless otherwise indicated

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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 (3-5)

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 <i>Ref: 5/500-30; 5/500-35</i>	
d. Temporary insurance producers <i>Ref: 5/500-60; 5/500-65</i>	
e. Exemptions <i>Ref: 5/500-15; 5/500-20</i>	
f. Reinstatement <i>Ref: 5/500-35</i>	
2. Obtaining a license.....(1-3)	
a. Qualifications <i>Ref: 5/500-30; 5/500-70</i>	
b. License fees <i>Ref: 5/500-135</i>	
c. Pre-licensing <i>Ref: 5/500-30</i>	
d. Bond requirements <i>Ref: 5/500-130</i>	
3. Maintaining a license(1-3)	
a. Continuing education <i>Ref: 5/500-35</i>	
b. Controlled business <i>Ref: 5/500-125</i>	
c. Change of address <i>Ref: 5/500-35</i>	
d. Required fees <i>Ref: 5/500-135</i>	
4. License suspension, revocation or denial.....(1-2) <i>Ref: 5/500-70</i>	
C. Fiduciary responsibilities(2-3)	
<i>Ref: 5/500-115; Reg. 3113</i>	
D. Commissions and compensation.....(0-1)	
<i>Ref: 5/151; 5/500-80</i>	
E. Felony convictions.....(0-1)	
<i>Ref: 5/500-95</i>	
F. Disclosure.....(0-1)	
<i>Ref: 5/500-155</i>	
G. Marketing practices... (3-5)	
1. Rebating <i>Ref: 5/151; 5/152; 5/153</i>	
2. Misrepresentation <i>Ref: 5/149; 5/154</i>	
3. Defamation <i>Ref: 5/149</i>	
4. Other unfair practices <i>Ref: 5/424</i>	
H. Unfair claims practices.....(0-1)	
<i>Ref: 5/154.5; 5/154.6; Reg. 919</i>	
I. Illinois Insurance Guaranty Fund(0-1)	
<i>Ref: 5/532; 5/533; 5/537</i>	
II. ILLINOIS STATUTES AND REGULATIONS COMMON TO PROPERTY AND CASUALTY INSURANCE ONLY 5	
A. Renewal, nonrenewal, cancellation and Certificates of Insurance(3-4)	
<i>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</i>	
B. Financing insurance premiums.....(0-1)	
<i>Ref: 5/513a-1 thru 5/513a3; 5/513a9 thru 5/513a11</i>	
C. Insurance Claims Fraud Prevention Act(0-1)	

<i>Ref: 5/155.23</i>	
D. Use of credit information..... (0-1)	
<i>Ref: 157/15; 157/20</i>	
E. Hate crimes (0-1)	
<i>Ref: 143.24c</i>	
III. ILLINOIS STATUTES AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY 3	
A. Rejection on basis of location..... (0-1)	
<i>Ref: 5/155.22</i>	
B. Illinois FAIR Plan (FAIR plan)..... (1-2)	
1. Purpose <i>Ref: 5/522; 5/524(5)</i>	
2. Definition <i>Ref: 5/523</i>	
3. Procedures <i>Ref: 5/524</i>	
4. Industry placement <i>Ref: 5/525</i>	
C. Mine subsidence (1-2)	
<i>Ref: 5/801.1 thru 5/817.1</i>	
D. Customer affairs and info. dept..... (0-1)	
<i>Ref: 5/143d</i>	

CASUALTY-GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms and Concepts

(50 scored 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

(Specifics of state law 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)

**CASUALTY-ILLINOIS SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules and Regulations

(37 scored plus 7 pretest questions)

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Ref: 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 (3-5)

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 <i>Ref: 5/500-35</i>	
2. Obtaining a license..... (1-3)	
a. Qualifications <i>Ref: 5/500-30; 5/500-70</i>	
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d. Required fees <i>Ref: 5/500-135</i>	
4. License suspension, revocation or denial (1-2) <i>Ref: 5/500-70</i>	
C. Fiduciary responsibilities (2-3) <i>Ref: 5/500-115; Reg. 3113</i>	
D. Commissions and compensation (0-1) <i>Ref: 5/151; 5/500-80</i>	
E. Felony convictions (0-1) <i>Ref: 5/500-95</i>	
F. Disclosure (0-1) <i>Ref: 5/500-75</i>	
G. Marketing practices... (3-5)	
1. Rebating <i>Ref: 5/151; 5/152; 5/153</i>	
2. Misrepresentation <i>Ref: 5/149; 5/154</i>	
3. Defamation <i>Ref: 5/149</i>	
4. Other unfair practices <i>Ref: 5/424</i>	
H. Unfair claims practices (0-1) <i>Ref: 5/154.5; 5/154.6; Reg. 919</i>	
I. Illinois Insurance Guaranty Fund (0-1) <i>Ref: 5/532; 5/533; 5/537</i>	
II. ILLINOIS STATUTES AND REGULATIONS COMMON TO PROPERTY AND CASUALTY INSURANCE 5	
A. Renewal, nonrenewal, cancellation, and Certificates of Insurance (3-4) <i>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</i>	
B. Financing insurance premiums (0-1) <i>Ref: 5/513a-1; 5/513a3; 5/513a9 thru 5/513a11</i>	
C. Insurance Claims Fraud Prevention Act (0-1) <i>Ref: 5/155.23</i>	
D. Use of credit information (0-1) <i>Ref: 157/15; 157/20</i>	
E. Hate crimes (0-1) <i>Ref: 143.24c</i>	
III. ILLINOIS STATUTES AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY 10	

A. Auto (7-8)
1. Uninsured motorists coverage <i>Ref: 5/143a</i>
2. <u>Underinsured</u> motorists coverage <i>Ref: 5/143a-2</i>
3. Illinois Automobile Insurance Plan (assigned risk) <i>Ref: LAI Plan Manual, 625 ILCS 5/7-501</i>
a. Insurance company's participation
b. Insured's participation
4. Defensive driving discount—age 55 and over <i>Ref: 5/143.29</i>
5. Antitheft mechanism <i>5/143.28; Reg. 932</i>
6. Financial responsibility surcharge <i>Ref: 625 ILCS 5/7-317</i>
7. Equipment exclusion <i>Ref: Reg. 924</i>
8. Persons with physical disabilities <i>Ref: 5/143.24a</i>
9. Disclosure of liability coverage <i>Ref: 5/143.24b</i>
10. Surcharge or refusal to insure <i>Ref: 5/155.27</i>
11. Oral estimate of premium charges <i>Ref: 5/155.28</i>
12. Mandatory auto coverage <i>Ref: 625 ILCS 5/7-601 thru 610</i>
13. Financial/Safety responsibility filing <i>Ref: 625 ILCS 5/7-317</i>
14. Child restraint system <i>Ref: 5/143.32</i>
15. Fraudulent Address <i>Ref: 5/155.40</i>
B. Worker's Compensation Assigned Risk Pool (1-2) <i>Ref: 5/468; Reg. 2904</i>

**PERSONAL LINES-GENERAL
KNOWLEDGE**

Product Knowledge, Terms, and Concepts

(75 scored 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	
d. Combined Single Limit	
2. Medical Payments	
3. Physical Damage (collision; other than collision; specified perils)	
4. Uninsured motorists	
5. Underinsured motorists	
6. Who is an insured	
7. Types of Auto	
a. Owned	
b. Non-owned	
c. Hired	
d. Temporary Substitute	
e. Newly Acquired Autos	
f. Transportation Expense and Rental Reimbursement Expense	
8. Exclusions	
B. Umbrella/Excess liability	
III. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS	28
A. Insurance	
1. Law of Large Numbers	
B. Insurable interest	
C. Risk	
1. Pure vs. Speculative Risk	
D. Hazard	
1. Moral	
2. Morale	
3. Physical	
E. Peril	
F. Loss	
1. Direct	
2. Indirect	
G. Loss Valuation	
1. Actual cash value	
2. Replacement cost	
3. Market value	
4. Stated value	
5. Salvage value	
H. Proximate cause	
I. Deductible	
J. Indemnity	
K. Limits of liability	
L. Coinsurance/Insurance to value	
M. Occurrence	
N. Cancellation	
O. Nonrenewal	
P. Vacancy and unoccupancy	
Q. Liability	
1. Absolute	
2. Strict	
3. Vicarious	
R. Negligence	

S. Binder	
T. Endorsements	
U. Blanket vs. Specific	
V. Burglary, Robbery, Theft, and Mysterious Disappearance	
W. Warranties	
X. Representations	
Y. Concealment	
Z. Deposit Premium/Audit	
AA. Certificate of Insurance	
BB. Damages	
1. Compensatory	
a. General	
b. Special	
2. Punitive	
CC. Compliance with Provisions of Fair Credit Reporting Act	
IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW	24
A. Declarations	
B. Insuring agreement	
C. Conditions	
D. Exclusions	
E. Definition of the insured	
F. Duties of the insured after a loss	
G. Obligations of the insurance company	
H. Mortgagee rights	
I. Proof of loss	
J. Notice of claim	
K. Appraisal	
L. Other Insurance Provision	
M. Subrogation	
N. Elements of a contract	
O. Sources of underwriting information	
P. Fair Credit Reporting Act	
Q. Privacy Protection (Gramm Leach Bliley)	
R. Policy Application	
S. Terrorism Risk Insurance Act (TRIA)	
T. Cancellation and nonrenewal provisions	
U. Supplementary payments	
V. Arbitration	
W. Loss settlement provisions including consent to settle a loss	

**PERSONAL LINES-
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	
<i>Ref: Ref: 5/401, 5/403; 5/401.1; 5/431</i>	
2. Examinations	
<i>Ref: 5/132; 5/402; 5/403; 5/ 500-110</i>	

B. License and registration

- 1. Persons required to be licensed(3-5)
 - 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. Pre-licensing
Ref: 5/500-30
 - d. 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(2-3)

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: 5/500-75

G. Marketing practices... ..(3-5)

- 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(3-4)

Ref: 5/141.01; 5/141.02; 5/143.10 thru 5/143.27; 5/154; 5/155.31; 5/155.45

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 PERSONAL LINES INSURANCE ONLY 10

A. Rejection on basis of location.....(0-1)

Ref: 5/155.22

B. Illinois FAIR Plan (FAIR plan).....(1-2)

- 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(1-2)

Ref: 5/801.1 thru 5/817.1

D. Customer affairs and info. dept.....(0-1)

Ref: 5/143d

E. Auto(7-8)

- 1. Uninsured motorists coverage
Ref: 5/143a
- 2. Underinsured motorists coverage
Ref: 5/143a-2
- 3. Illinois Automobile Insurance Plan (assigned risk)
Ref: IAI Plan Manual, 625 ILCS 5/7-501; 478.1
 - 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 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(3-5)
 - 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. Pre-licensing
Ref: 5/500-30
 - d. 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(2-3)**
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: 5/500-75
 - G. **Marketing practices... (3-5)**
 - 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. **BASIC CONCEPTS OF AUTOMOBILE INSURANCE.....(13-14)**
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..... (12-13)**
 - 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(l)
 - 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. Insureds
 - 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

Ref: 143.24c

T. Subrogation

Ref: 5/143b

IV. FINANCING INSURANCE PREMIUMS.....(1-2)

Ref: 5/513a1 thru 5/513a3; 5/513a9 thru 5/513a11

**ILLINOIS PUBLIC ADJUSTER
CONTENT OUTLINE
PRODUCT KNOWLEDGE,
TERMS AND CONCEPTS**

(100 scored questions)

**I. GENERAL PROPERTY INSURANCE PRODUCT
KNOWLEDGE PERTINENT TO ADJUSTERS.....40**

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

A. Standard Fire Policy

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

D. Inland Marine

Ref: Personal Article Floaters, Personal Property Floaters, Commercial Property Floaters

- 1. Definitions
- 2. Policies
 - a. Personal floaters
 - b. Commercial floaters
 - c. Commercial Inland Marine policy

E. Ocean Marine

F. Additional Coverages and Exclusions

- 1. Business Interruption
- 2. Time Element
- 3. Law and Ordinance exclusion
- 4. Law and Ordinance coverage
- 5. Valuable Papers and Records
- 6. Vandalism and Malicious Mischief
- 7. Broad Form

G. Bonds

H. Flood Insurance

II. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS25

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

BB. Moral Hazard

III. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW5

A. Proof of loss

B. Notice of claim

C. Material misrepresentations

D. Assignment

E. Subrogation

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
Ref: 5/401, 5/512.55, 5/512.56, 5/512.61, 5/512.61a, 5/1515, 5/1560, 5/1565

B. Public Adjuster practices, responsibilities, and Duties
Ref: 5/512.53, 5/512.58, 5/512.59, 5/512.60, 5/1515, 5/1575, 5/1590, 5/1585

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

E. Illinois Insurance Guaranty Fund
Ref: 5/532