

Examination Content Outlines
Effective: October 3, 2018
(Updated Worker's Comp Adjuster Outline)

**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)

- Ref: 683A.060*
- c. Nonresident
Ref: 683A.261, .271, .291
- d. Adjuster*
Ref: 684A.020, 030
- e. Bail agent*
Ref: 697.040, .100, .150, .190
- f. Bail enforcement agent*
Ref: 697.055, .150, .173
- g. Surplus lines broker*
Ref: 685A.030, .040, .120
- h. Prepaid Funeral contract agent**
Ref: 689.225
- i. Limited Lines producer**
Ref: 683A.261
- j. Insurance Consultant
Ref: 683C.010, .020, .080
- k. Reinsurance intermediary
Ref: 681A.420
- l. Administrator
Ref: 683A.025, .085-.0866, .0868-.0893
- m. Exchange Enrollment Facilitator
Ref: NRS 695J

**LIFE – NEVADA SPECIFIC
CONTENT OUTLINE
State Statutes, Rules, and Regulations**

(30 scoreable questions plus 7 pretest questions)

I. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE.....20

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as a Regulation in Nevada Administrative Code. (NAC)

A. Insurance Commissioner.....(2-3)

- 1. General powers and duties
Ref: 679B.110, .120-.130, 679B.180-.190, (NAC), 679B.154
- 2. Examinations
Ref: 679B.230-.250; 679B.290-.300
- 3. Notice and hearings
Ref: 679B.310-.370; 683A.461

B. Definitions.....(2-3)

- 1. Insurer
Ref: 679A.100, 680A.030, .050
- 2. Authorized and unauthorized
Ref: 679A.030; 685B.030., 070
- 3. Domestic, foreign, and alien
Ref: 679A.090
- 4. Transacting insurance
Ref: 679A.130
- 5. Certificate of authority
Ref: 680A.060-.090
- 6. Premiums
Ref: 679A.115

C. Licensing6

- 1. Persons required to be licensed
 - a. Producer
Ref: 679A.117; 683A.201, 683A.211
 - b. Managing general agent

- 2. Obtaining a license
 - a. Insurance company appointment
Ref: 683A.321, .331
 - b. License requirements
Ref: 683A.251
- 3. Termination of license
Ref: 683A.451, .490
 - a. Renewal/Continuing Education
Ref: (NAC) 683A.320-.330, NRS 683A.261
 - b. Suspension
Ref: 683A.451
 - c. Revocation
Ref: 683A.451
 - d. Limitation and refusal of license
Ref: 683A.451
- 4. Name of licensee—true, fictitious
Ref: 683A.301

D. Marketing practices 8

- 1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Rebating - Inducement
Ref: 686A.110-.140
 - c. Twisting
Ref: 686A.050
 - d. Misrepresentation
Ref: 686A.030
 - e. Fraud
Ref: 686A.281-.295
 - f. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160
 - g. Defamation

Ref: 686A.080

- 2. Fiduciary responsibilities
Ref: 683A.400, .520; (NAC) 683A.390-.440
- 3. Commissions - payments, acceptance, sharing, prohibitions
Ref: 683A.361; 683A.211; 683A.325
- 4. Required records and record retention
Ref: 683A.351

E. Insurance Guaranty Associations (0-1)

- 1. Nevada Life & Health Insurance Guaranty Association
Ref: 686C.020, .030, .210, .230
- 2. Nevada Insurance Guaranty Association (NIGA)
Ref: 687A.033, .035, .060, .090

*P&C Common only

**L&H Common only

II. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE AND HEALTH INSURANCE

ONLY.....4

A. Credit life and health insurance

Ref: 690A.015 - .016, .140

B. Group life and health insurance

Ref: 688B, (NAC) 679B.036

- 1. Eligible groups
- 2. Required provisions

C. Advertising

Ref: (NAC) 689A.010-.270

D. Viaticals

Ref: NRS 688c

III. NEVADA STATUTES AND REGULATIONS PERTINENT TO LIFE INSURANCE

ONLY.....6

A. Marketing methods and practices

- 1. Replacement
Ref: 686A.060; (NAC) 686A.510-..512, .514-.562, .564-.570
 - a. Definition
 - b. Duties of agents
- 2. Disclosure, statement of policy cost in benefit information, Buyer's Guide
Ref: (NAC) 686A.410-.455
- 3. Fraternal
Ref: 695A.010, .050, .180, .330

B. Ten-day free look

Ref: 688A.165

C. Viaticals

Ref: NRS 688c

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

- 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 earnings to insurance

B. Other provisions and clauses

- 1. Insuring clause
- 2. Free look
- 3. Consideration clause
- 4. Probationary period
- 5. Elimination period
- 6. Waiver of premium
- 7. Exclusions and limitations
- 8. Preexisting conditions
- 9. Coinsurance

10. Deductibles	
11. Eligible expenses	
12. Copayments	
13. Pre-authorizations and prior approval requirements	
14. Usual, reasonable, and customary (URC) charges	
15. Lifetime, annual, or per cause maximum benefit limits	
C. Riders	
1. Impairment/exclusions	
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	
c. Adhesion	
d. Aleatory	

**HEALTH – NEVADA SPECIFIC
CONTENT OUTLINE
State Statutes, Rules and Regulations**

(38 scoreable questions plus 7 pretest questions)

I. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE	20
<i>Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as a Regulation in Nevada Administrative Code (NAC)</i>	
A. Insurance Commissioner	(2-3)
1. General powers and duties	
<i>Ref: 679B.110, .120-.130, 679B.180-.190, (NAC) 679B.154</i>	
2. Examinations	
<i>Ref: 679B.230-.250; 679B.290-.300</i>	
3. Notice and hearings	
<i>Ref: 679B.310-.370; 683A.461</i>	
B. Definitions	(2-3)
1. Insurer	
<i>Ref: 679A.100, 680A.030 - .050</i>	
2. Authorized and unauthorized	
<i>Ref: 679A.030; 685B.030,.070</i>	
3. Domestic, foreign, and alien	
<i>Ref: 679A.090</i>	
4. Transacting insurance	
<i>Ref: 679A.130</i>	
5. Certificate of authority	
<i>Ref: 680A.060-.090</i>	
6. Premiums	
<i>Ref: 679A.115</i>	
7. Cost-sharing	
<i>Ref: NAC 695C.215</i>	
C. Licensing	6
1. Persons required to be licensed	
a. Producer	
<i>Ref: 679A.117;683A.201,683A.211</i>	
b. Managing general agent	
<i>Ref: 683A.060</i>	
c. Nonresident	
<i>Ref: 683A.261, .271, .291</i>	
d. Adjuster*	
<i>Ref: 684A.020, 030</i>	
e. Bail agent*	
<i>Ref: 697.040, .100, .150, .190</i>	
f. Bail enforcement agent*	
<i>Ref: 697.055, .150, .173</i>	
g. Surplus lines broker*	
<i>Ref: 685A.030, .040, .120</i>	
h. Prepaid Funeral contract agent**	
<i>Ref: 689.225</i>	
i. Limited Lines producer**	
<i>Ref: 683A.261</i>	
j. Insurance Consultant	
<i>Ref: 683C.010, .020, .080</i>	

- k. Reinsurance intermediary
Ref: 681A.420
- l. Administrator
Ref: 683A.025, .085-.0893
- m. Exchange Enrollment Facilitator
Ref: NRS 695J
- 2. Obtaining a license
 - a. Insurance company appointment
Ref: 683A.321, .331
 - b. License requirements
Ref: 683A.251
- 3. Termination of license
Ref: 683A.451, .490
 - a. Renewal/Continuing Education
Ref: (NAC) 683A.320-.330, NRS 683A.261
 - b. Suspension
Ref: 683A.451
 - c. Revocation
Ref: 683A.451
 - d. Limitation and refusal of license
Ref: 683A.451
- 4. Name of licensee—true, fictitious
Ref: 683A.301
- D. Marketing practices8**
 - 1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Rebating - Inducement
Ref: 686A.110-.140
 - c. Twisting
Ref: 686A.050
 - d. Misrepresentation
Ref: 686A.030
 - e. Fraud
Ref: 686A.281-.295
 - f. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160
 - g. Defamation
Ref: 686A.080
 - 2. Fiduciary responsibilities
Ref: 683A.400, .520; (NAC) 683A.390-.440
 - 3. Commissions - payments, acceptance, sharing, prohibitions
Ref: 683A.361; 683A.211; 683A.325
 - 4. Required records and record retention
Ref: 683A.351
 - 5. Silver State Health Insurance Exchange
Ref: 695.1
 - 6. Affordable Care Act (ACA)
- E. Insurance Guaranty Associations.....(0-1)**
 - 1. Nevada Life & Health Insurance Guaranty Association
Ref: 686C.020, .030, .210, .230
 - 2. Nevada Insurance Guaranty Association (NIGA)
Ref: 687A.033, .035, .060, .090

*P&C Common only

**L&H Common only

- II. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE AND HEALTH INSURANCE ONLY 4**
 - A. Credit life and health insurance**
Ref: 690A.014 - .016, .140, .150
 - B. Group life and health insurance**
Ref: 688B, 689B;(NAC)679B.036
 - 1. Eligible groups
 - 2. Required provisions
 - C. Advertising**
Ref: (NAC) 689A.010-.270
- III. NEVADA STATUTES AND REGULATIONS PERTINENT TO HEALTH INSURANCE ONLY 14**
 - A. Mandatory policy clauses and provisions**
 - 1. Coverage for physical handicap or intellectual disability for dependent children
Ref: 689B.035
 - 2. Coverage for newborn children
Ref: 689A.043; 689B.033; 695B.193; 695C.173
 - 3. Coverage for preventive healthcare services
 - B. Availability of coverage for mental health and treatment of alcohol abuse/drug abuse**
Ref: 687B.404
 - C. Coverage for reconstructive surgery**
Ref: 689A.041; 689B.0375; 695B.191; 695C.171
 - D. Hospice care**
Ref: 689A.030; 689B.030; 695C.176; Related Laws 449.0115
 - E. Medicare**
 - 1. Medicare supplement regulation
(NAC) 687B.220, .226, .250
 - 2. Medicare Advantage Plans
Ref: Pursuant to the Medicare Prescription Drug Improvement and Modernization Action
Ref: (NAC) 687B.2034
 - 3. Prescription Drug Plan (PDP)
Ref: 687B.2036
 - F. Long Term Care**
(NAC) 687B.030, .060, .070, .075, .090, .111, .113, .116
 - G. Continuous Care Coverage**
Ref: 683A.367; (NAC) 683A.750-780

**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 – NEVADA SPECIFIC
CONTENT OUTLINE
State Statutes, Rules, and Regulations**

(32 scoreable questions plus 7 pretest questions)

**I. NEVADA STATUTES AND REGULATIONS COMMON TO
LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE**

.....**20**

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as a Regulation in Nevada Administrative Code.(NAC)

A. Insurance Commissioner (2-3)

1. General powers and duties
*Ref: 679B.110, .120-.130, 679B.180-.190,
(NAC) 679B.154*
2. Examinations
Ref: 679B.230-.250; 679B.290-.300
3. Notice and hearings
Ref: 679B.310-.370; 683A.461

B. Definitions (2-3)

1. Insurer
Ref: 679A.100, 680A.030,- .050
2. Authorized and unauthorized
Ref: 679A.030; 685B.030.,070
3. Domestic, foreign, and alien
Ref: 679A.090
4. Transacting insurance
Ref: 679A.130
5. Certificate of authority

Ref: 680A.060-.090

6. Premiums
Ref: 679A.115

C. Licensing6

1. Persons required to be licensed

a. Producer
Ref: 679A.117; ; 683A.201,683A.211

b. Managing general agent
Ref: 683A.060

c. Nonresident
Ref: 683A.261, .271, .291

d. Adjuster*
Ref: 684A.020, 030

e. Bail agent*
Ref: 697.040, .100, .150, .190

f. Bail enforcement agent*
Ref: 697.055, .150, .173

g. Surplus lines broker*
Ref: 685A.030, .040, .120

h. Limited Lines producer**
Ref: 683A.261

i. Insurance Consultant
Ref: 683C.010, .020, .080

j. Reinsurance intermediary
Ref: 681A.420

k. Administrator
Ref: 683A.025, .085-.0893

l. Exchange Enrollment Facilitator

2. Obtaining a license

a. Insurance company appointment
Ref: 683A.321, .331

b. License requirements
Ref: 683A.251

3. Termination of license
Ref: 683A.451, .490

a. Renewal/Continuing Education
Ref: (NAC) 683A.320-.330, NRS 683A.261

b. Suspension
Ref: 683A.451

c. Revocation
Ref: 683A.451

d. Limitation and refusal of license
Ref: 683A.451

4. Name of licensee—true, fictitious
Ref: 683A.301

D. Marketing practices8

1. Unfair practices
Ref: 686A (and other entries as noted)

a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310

b. Rebating - Inducement
Ref: 686A.110-.140

c. Twisting
Ref: 686A.050

d. Misrepresentation
Ref: 686A.030

e. Fraud
Ref: 686A.281-.295

f. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160

g. Defamation
Ref: 686A.080

2. Fiduciary responsibilities
Ref: 683A.400, .520; (NAC) 683A.390-.440

3. Commissions - payments, acceptance, sharing, prohibitions
Ref: 683A.361; 683A.325; 683A.211

4. Required records and record retention
Ref: 683A.351

E. Insurance Guaranty Associations..... (0-1)

1. Nevada Life & Health Insurance Guaranty Association
Ref: 686C.020, .030, .210, .230

2. Nevada Insurance Guaranty Association (NIGA)
Ref: 687A.033, .035, .060, .090

**P&C Common only*
***L&H Common only*

II. NEVADA STATUTES AND REGULATIONS COMMON TO PROPERTY AND CASUALTY INSURANCE..... 10

A. Cancellation and nonrenewal of policies..... 2
Ref: 687B.310-.420

B. General rate standard and regulation 1
Ref: 686B.010-.175

C. Countersigning of policies 2
Ref: 680A.300, .310

D. Surplus lines (1-2)
Ref: (NAC) 685A

1. Definition

2. Fees and filing requirements

E. Payment of motor vehicle physical damage claims 1
Ref: 686A.300

F. Binders (1-2)
Ref: 687B.015, .182-.187

G. Motor vehicle physical damage appraiser..... (0-1)
Ref: 684B.010, .020, .030

III. NEVADA STATUTES AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY.....2

A. Inland Marine and Transportation..... (0-1)
Ref: 681A.050

B. Property insurance defined (0-1)
Ref: 681A.060

C. Property insurance contracts..... (0-1)
Ref: 691A

**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)

- d. Adjuster*
Ref: 684A.020, 030
- e. Bail agent*
Ref: 697.040, .100, .150, .190
- f. Bail enforcement agent*
Ref: 697.055, .150, .173
- g. Surplus lines broker*
Ref: 685A.030, .040, .120
- h. Limited Lines producer**
Ref: 683A.261
- i. Insurance Consultant
Ref: 683C.010, .020, .080
- j. Reinsurance intermediary
Ref: 681A.420
- k. Administrator
Ref: 683A.025, .085-.0893
- l. Exchange Enrollment Facilitator

**CASUALTY – NEVADA SPECIFIC
CONTENT OUTLINE
State Statutes, Rules, and Regulations**

(39 scoreable questions plus 8 pretest questions)

I. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE.....20

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as a Regulation in Nevada Administrative Code.(NAC)

A. Insurance Commissioner.....(2-3)

- 1. General powers and duties
Ref: 679B.110, .120-.130, 679B.180-.190, (NAC) 679B.154
- 2. Examinations
Ref: 679B.230-.250; 679B.290-.300
- 3. Notice and hearings
Ref: 679B.310-.370; 683A.461

B. Definitions.....(2-3)

- 1. Insurer
Ref: 679A.100, 680A.030, - .050
- 2. Authorized and unauthorized
Ref: 679A.030; 685B.030,.070
- 3. Domestic, foreign, and alien
Ref: 679A.090
- 4. Transacting insurance
Ref: 679A.130
- 5. Certificate of authority
Ref: 680A.060-.090
- 6. Premiums
Ref: 679A.115

C. Licensing6

- 1. Persons required to be licensed
 - a. Producer
Ref: 679A.117; 683A.201, 683A.211
 - b. Managing general agent
Ref: 683A.060
 - c. Nonresident
Ref: 683A.261, .271, .291

2. Obtaining a license

- a. Insurance company appointment
Ref: 683A.321, .331
 - b. License requirements
Ref: 683A.251
 - c. Authorization to act
- 3. Termination of license**
Ref: 683A.451, .490
- a. Renewal/Continuing Education
Ref: (NAC) 683A.320-.330, NRS 683A.261
 - b. Suspension
Ref: 683A.451
 - c. Revocation
Ref: 683A.451
 - d. Limitation and refusal of license
Ref: 683A.451
- 4. Name of licensee—true, fictitious**
Ref: 683A.301

D. Marketing practices 8

- 1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Rebating - Inducement
Ref: 686A.110-.140
 - c. Twisting
Ref: 686A.050
 - d. Misrepresentation
Ref: 686A.030
 - e. Fraud
Ref: 686A.281-.295
 - f. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160
 - g. Defamation
Ref: 686A.080
- 2. Fiduciary responsibilities
Ref: 683A.400, .520; (NAC) 683A.390-.440
- 3. Commissions - payments, acceptance, sharing, prohibitions

Ref: 683A.361; 683A.325; 683A.211

- 4. Required records and record retention
Ref: 683A.351

- E. Insurance Guaranty Associations.....(0-1)**
 - 1. Nevada Life & Health Insurance Guaranty Association
Ref: 686C.020, .030, .210, .230
 - 2. Nevada Insurance Guaranty Association (NIGA)
Ref: 687A.033, .035, .060, .090

*P&C Common only

**L&H Common only

II. NEVADA STATUTES AND REGULATIONS COMMON TO PROPERTY AND CASUALTY INSURANCE.....10

- A. Cancellation and nonrenewal of policies.....2**
Ref: 687B.310-.420
- B. General rate standard and regulation.....1**
Ref: 686B.010-.175
- C. Countersigning of policies.....2**
Ref: 680A.300, .310
- D. Surplus lines.....(1-2)**
Ref: 685A (NAC) 685A.
 - 1. Definition
 - 2. Fees and filing requirements
- E. Payment of motor vehicle physical damage claims.....1**
Ref: 686A.300
- F. Binders.....(1-2)**
Ref: 687B.015, 182-.187
- G. Motor vehicle physical damage appraiser.....(0-1)**
Ref: 684B.010, .020, .030

III. NEVADA STATUTES AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY.....9

- A. Automobile insurance**
 - 1. Uninsured/underinsured motorists provisions.....2
Ref: 687B.145; 690B.020
 - 2. Proof of financial responsibility.....(1-2)
Ref: 690B.023-.025; also Motor Vehicle Safety and Responsibility Act (Related Laws Chapter 485) 485.050, .105, .185-.186, .190, .210, .220, .306-308, .3091-.3099, NRS 690B.023, NAC 690B.030-.060
 - a. General requirements
 - b. Required limits
 - 3. Premium determination.....(1-2)
(NAC) 690B.210-.250
 - 4. Premium reduction for older drivers.....(0-1)
Ref: 690B.029
 - 5. Policy coverages, limitations and exclusions of certain drivers from a policy.....(0-1)
Ref: 687B.147
- B. Casualty contracts.....(0-1)**
Ref: 681A.070; NRS 681A.020
 - 1. Vehicle Insurance
 - 2. Liability

- 3. Theft/Burglary
- 4. Surety
Ref: NRS 681A.070; 691B

- C. Workers compensation.....(1-2)**
Ref: Related Laws 616A, B
 - 1. Who is required to have coverage
Ref: 616B..612
 - 2. Exceptions
Ref: 616A.110
 - 3. Sole remedy
Ref: 616A.020
 - 4. Compliance
Ref: 616D.110-.200
 - a. Self-insurance
Ref: 616B.300, .418, 424
 - 5. Premium Rating
Ref: 616B.222
 - 6. Continuous Care Coverage
Ref: 681A.022, 683A.367

**LIFE/HEALTH
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)

**LIFE/HEALTH
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	
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 earnings to insurance	
B. Other provisions and clauses	
1. Insuring clause	
2. Free look	
3. Consideration clause	
4. Probationary period	
5. Elimination period	
6. Waiver of premium	
7. Exclusions and limitations	
8. Preexisting conditions	
9. Coinsurance	
10. Deductibles	
11. Eligible expenses	
12. Copayments	
13. Pre-authorizations and prior approval requirements	
14. Usual, reasonable, and customary (URC) charges	
15. Lifetime, annual, or per cause maximum benefit limits	
C. Riders	
1. Impairment/exclusions	
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	
c. Adhesion	
d. Aleatory	

**LIFE/HEALTH – NEVADA SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules, and Regulations

(44 scoreable questions plus 6 pretest questions)

I. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE.....20

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as a Regulation in Nevada Administrative Code.(NAC)

A. Insurance Commissioner.....(2-3)
1. General powers and duties

	<i>Ref: 679B.110, .120-.130, 679B.180-.190, (NAC), 679B.154</i>	
2. Examinations	<i>Ref: 679B.230-.250; 679B.290-.300</i>	
3. Notice and hearings	<i>Ref: 679B.310-.370; 683A.461</i>	
B. Definitions.....(2-3)		
1. Insurer	<i>Ref: 679A.100, 680A.030, - .050</i>	
2. Authorized and unauthorized	<i>Ref: 679A.030; 685B.030, .07</i>	
3. Domestic, foreign, and alien	<i>Ref: 679A.090</i>	
4. Transacting insurance	<i>Ref: 679A.130</i>	
5. Certificate of authority	<i>Ref: 680A.060-.090</i>	
6. Premiums	<i>Ref: 679A.115</i>	
7. Cost-sharing		
C. Licensing6		
1. Persons required to be licensed		
a. Producer	<i>Ref: 679A.117; 683A.201, 683A.211</i>	
b. Managing general agent	<i>Ref: 683A.060</i>	
c. Nonresident	<i>Ref: 683A.261, .271, .291</i>	
d. Adjuster*	<i>Ref: 684A.020, 030</i>	
e. Bail agent*	<i>Ref: 697.040, .100, .150, .190</i>	
f. Bail enforcement agent*	<i>Ref: 697.055, .150, .173</i>	
g. Surplus lines broker*	<i>Ref: 685A.030, .040, .120</i>	
h. Prepaid Funeral contract agent**	<i>Ref: 689.225</i>	
i. Limited Lines producer**	<i>Ref: 683A.261</i>	
j. Insurance Consultant	<i>Ref: 683C.010, .020, .080</i>	
k. Reinsurance intermediary	<i>Ref: 681A.420</i>	
l. Administrator	<i>Ref: 683A.025, .085-.0866, .0868-.0893</i>	
m. Exchange Enrollment Facilitator	<i>Ref: NRS 695J</i>	
2. Obtaining a license		
a. Insurance company appointment	<i>Ref: 683A.321, .331</i>	
b. License requirements	<i>Ref: 683A.251</i>	
3. Termination of license	<i>Ref: 683A.451, .490</i>	
a. Renewal/Continuing Education	<i>Ref: (NAC) 683A.320-.330, NRS 683A.261</i>	
		b. Suspension <i>Ref: 683A.451</i>
		c. Revocation <i>Ref: 683A.451</i>
		d. Limitation and refusal of license <i>Ref: 683A.451</i>
		4. Name of licensee—true, fictitious <i>Ref: 683A.301</i>
		D. Marketing practices8
		1. Unfair practices <i>Ref: 686A (and other entries as noted)</i>
		a. Unfair claims methods and practices; Settlement of claims <i>Ref: 686A.300-.310</i>
		b. Rebating - Inducement <i>Ref: 686A.110-.140</i>
		c. Twisting <i>Ref: 686A.050</i>
		d. Misrepresentation <i>Ref: 686A.030</i>
		e. Fraud <i>Ref: 686A.281-.295</i>
		f. Unfair discrimination <i>Ref: 686A.100-.120, (NAC) 686A.110-.160</i>
		g. Defamation <i>Ref: 686A.080</i>
		2. Fiduciary responsibilities <i>Ref: 683A.400, .520; (NAC) 683A.390-.440</i>
		3. Commissions - payments, acceptance, sharing, prohibitions <i>Ref: 683A.361; 683A.211; 683A.325</i>
		4. Required records and record retention <i>Ref: 683A.351</i>
		5. Silver State Health Insurance Exchange <i>Ref: 695.1</i>
		6. Affordable Care Act (ACA)
		E. Insurance Guaranty Associations.....(0-1)
		1. Nevada Life & Health Insurance Guaranty Association <i>Ref: 686C.020, .030, .210, .230</i>
		2. Nevada Insurance Guaranty Association (NIGA) <i>Ref: 687A.033, .035, .060, .090</i>
		F. Administrator.....(0-1) <i>Ref: 683A.025, .085-.0893</i>
		<i>*P&C Common only</i>
		<i>**L&H Common only</i>
		II. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE AND HEALTH INSURANCE ONLY..... 4
		A. Credit life and health insurance <i>Ref: 690A.014 - .016, .140, .150</i>
		B. Group life and health insurance <i>Ref: 688B, 689B; (NAC) 679B.036</i>
		1. Eligible groups
		2. Required provisions
		C. Advertising <i>Ref: (NAC) 689A.010-.270</i>
		D. Viaticals

Ref: NRS 688c

III. NEVADA STATUTES AND REGULATIONS PERTINENT TO LIFE INSURANCE ONLY.....6

A. Marketing methods and practices

1. Replacement
Ref: 686A.060;(NAC) 686A.510-.570
 - a. Definition
 - b. Duties of agents
2. Disclosure, statement of policy cost in benefit information, Buyer's Guide
Ref: (NAC) 686A.410-.455
3. Fraternal
Ref: 695A.010, .050, .180, .330

B. Ten-day free look

Ref: 688A.165

C. Viaticals

Ref: NRS 688c

IV. NEVADA STATUTES AND REGULATIONS PERTINENT TO HEALTH INSURANCE ONLY.....14

A. Mandatory policy clauses and provisions

1. Coverage for physical handicap or mental retardation for dependent children
Ref: 689B.035
2. Coverage for newborn children
Ref: 689A.043; 689B.033; 695B.193; 695C.173

B. Availability of coverage for mental health and treatment of alcohol abuse/drug abuse

Ref: 687B.404

C. Coverage for reconstructive surgery

Ref: 689A.041; 689B.0375; 695B.191; 695C.171

D. Hospice care

Ref: 689A.030; 689B.030; 695C.176; Related Laws 449.0115

E. Medicare

1. Medicare Supplement Regulation
(NAC) 687B.220, .226, .250
2. Medicare Advantage Plans
Ref: Pursuant to the Medicare Prescription Drug Improvement and Modernization Action
Ref: (NAC) 687B.2034
3. Prescription Drug Plan (PDP)
Ref: 687B.2036

F. Long Term Care

(NAC) 687B.030, .060, .070, .075, .090, .111, .113, .116

G. Continuous Care Coverage

Ref: 683A.367; (NAC) 683A.750-780

**PROPERTY/CASUALTY
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
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 – NEVADA SPECIFIC CONTENT OUTLINE

State Statutes, Rules, and Regulations

(41 scoreable questions plus 9 pretest questions)

I. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE.....20

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as a Regulation in Nevada Administrative Code. (NAC)

A. Insurance Commissioner.....(2-3)

1. General powers and duties
Ref: 679B.110, .120-.130, 679B.180-.190, (NAC) 679B.154
2. Examinations
Ref: 679B.230-.250; 679B.290-.300
3. Notice and hearings
Ref: 679B.310-.370; 683A.461

B. Definitions.....(2-3)

1. Insurer
Ref: 679A.100, 680A.030 - .050
2. Authorized and unauthorized
Ref: 679A.030; 685B.030,.070
3. Domestic, foreign, and alien
Ref: 679A.090
4. Transacting insurance
Ref: 679A.130
5. Certificate of authority
Ref: 680A.060-.090
6. Premiums
Ref: 679A.115

C. Licensing6

1. Persons required to be licensed
 - a. Producer
Ref: 679A.117; 683A.201,683A.211
 - b. Managing general agent
Ref: 683A.060
 - c. Nonresident
Ref: 683A.261, .271, .291
 - d. Adjuster*
Ref: 684A.020, 030
 - e. Bail agent*
Ref: 697.040, .100, .150, .190
 - f. Bail enforcement agent*
Ref: 697.055, .150, .173
 - g. Surplus lines broker*
Ref: 685A.030, .040, .120
 - h. Limited Lines producer**
Ref: 683A.261
 - i. Insurance Consultant

Ref: 683C.010, .020, .080

j. Reinsurance intermediary
Ref: 681A.420

k. Exchange Enrollment Facilitator

2. Obtaining a license

a. Insurance company appointment
Ref: 683A.321, .331

b. License requirements
Ref: 683A.251

3. Termination of license
Ref: 683A.451, .490

a. Renewal/Continuing Education
Ref: (NAC) 683A.320-.330, NRS 683A.261

b. Suspension
Ref: 683A.451

c. Revocation
Ref: 683A.451

d. Limitation and refusal of license
Ref: 683A.451

4. Name of licensee—true, fictitious
Ref: 683A.301

D. Marketing practices 8

1. Unfair practices
Ref: 686A (and other entries as noted)

a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310

b. Rebating - Inducement
Ref: 686A.110-.140

c. Twisting
Ref: 686A.050

d. Misrepresentation
Ref: 686A.030

e. Fraud
Ref: 686A.281-.295

f. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160

g. Defamation
Ref: 686A.080

2. Fiduciary responsibilities
Ref: 683A.400, .520; (NAC) 683A.390-.440

3. Commissions - payments, acceptance, sharing, prohibitions
Ref: 683A.361; 683A.211; 683A.325

4. Required records and record retention
Ref: 683A.351

E. Insurance Guaranty Associations.....(0-1)

1. Nevada Life & Health Insurance Guaranty Association
Ref: 686C.020, .030, .210, .230

2. Nevada Insurance Guaranty Association (NIGA)
Ref: 687A.033, .035, .060, .090

F. Administrator.....(0-1)
Ref: 683A.025, .085-.0866, .0868-.0893
**P&C Common only*
***L&H Common only*

II. NEVADA STATUTES AND REGULATIONS COMMON TO PROPERTY AND CASUALTY INSURANCE.....10

A. Cancellation and nonrenewal of policies.....2
Ref: 687B.310-.420

B. General rate standard and regulation.....1
Ref: 686B.010-.175

C. Countersigning of policies.....2
Ref: 680A.300, .310

D. Surplus lines.....(1-2)
Ref: 685A . (NAC) 685A.

1. Definition

2. Fees and filing requirements

E. Payment of motor vehicle physical damage claims.....1
Ref: 686A.300

F. Binders.....(1-2)
Ref: 687B.015, .182-.187

G. Motor vehicle physical damage appraiser.....(0-1)
Ref: 684B.010, .020, .030

III. NEVADA STATUTES AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY.....2

A. Inland Marine and Transportation.....(0-1)
Ref: 681A.050

B. Property insurance defined.....(0-1)
Ref: 681A.060

C. Property insurance contracts.....(0-1)
Ref: 691A

IV. NEVADA STATUTES AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY.....9

A. Automobile insurance

1. Uninsured/underinsured motorists provisions..... 2
Ref: 687B.145; 690B.020, NAC 690B.030-.060

2. Proof of financial responsibility.....(1-2)
Ref: 690B.023-.025; also Motor Vehicle Safety and Responsibility Act (Related Laws Chapter 485) 485.050, .105, .185-.186, .190, .210, .220, .306-308, .3091-.3099

a. General requirements

b. Required limits

3. Premium determination.....(1-2)
(NAC) 690B.210-.250

4. Premium reduction for older drivers.....(0-1)
Ref: 690B.029

5. Policy coverages, limitations and exclusions of certain drivers from a policy.....(0-1)
Ref: 687B.147

B. Casualty contracts.....(0-1)
Ref: 681A.070

1. Vehicle Insurance

2. Liability

3. Theft/Burglary

4. Surety
Ref: NRS 681A.070; 691B

C. Workers compensation.....(1-2)

Ref: Related Laws 616A, B

- 1. Who is required to have coverage

Ref: 616B.612

- 2. Exceptions

Ref: 616A.110

- 3. Sole remedy

Ref: 616A.020

- 4. Compliance

Ref: 616D.110-.200

- a. Self-insurance

Ref: 616B.300 (NAC) 616B.141, .418, 424

- 5. Premium Rating

Ref: 616B.222

**PERSONAL LINES– GENERAL KNOWLEDGE
CONTENT OUTLINE**

General Product Knowledge, Terms, and Concepts

(75 scoreable questions plus 3 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 - NEVADA SPECIFIC CONTENT OUTLINE

State Statutes, Rules, and Regulations

(25 scoreable questions plus 2 pretest questions)

I. NEVADA STATUTES AND REGULATIONS COMMON TO PROPERTY, AND CASUALTY INSURANCE 20

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as Regulations or NV Administrative Code.

- A. Insurance Commissioner 2**
 - 1. General powers and duties
Ref: 679B.110, .120, .130, 679B.180, .190 (NAC) 154
 - 2. Examinations
Ref: 679B.230-.250; 679B.290-.300
 - 3. Notice and hearings
Ref: 679B.310-.370; 683A.461
- B. Definitions 2**
 - 1. Insurer
Ref: 679A.100, 680.030 - .050
 - 2. Authorized and unauthorized
Ref: 679A.030; 685B.030.070
 - 3. Domestic, foreign, and alien
Ref: 679A.090
 - 4. Transacting insurance
Ref: 679A.130
 - 5. Certificate of authority
Ref: 680A.060-.090
 - 6. Premiums

- Ref: 679A.115*
- C. Licensing 4**
 - 1. Persons required to be licensed
 - a. Producer
Ref: 679A.117; 683A.211; 683A.201
 - b. Managing general agent
Ref: 683A.060
 - c. Nonresident
Ref: 683A.261, .271, .291
 - d. Adjuster
Ref: 684A.030, .070,
 - e. Insurance Consultant
Ref: 683C.010, .020, .080
 - 2. Obtaining a license
 - a. Insurance company appointment
Ref: 683A.321, .331
 - b. License requirements
Ref: 683A.251
 - 3. Termination of license
Ref: 683A.490, 683A.451
 - a. Renewal/Continuing Education
Ref: 683A.320-.330; NRS 683A.261
 - b. Suspension
Ref: 683A.451
 - c. Revocation
Ref: 683A.451
 - d. Limitation and refusal of license
Ref: 683A.451
- D. Marketing practices 5**
 - 1. Unfair practices
Ref: 686A (and other entries as noted), 686A.310
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Rebating - Inducement
Ref: 686A.110-.140
 - c. Twisting
Ref: 686A.050
 - d. Misrepresentation
Ref: 686A.030
 - e. Fraud
Ref: 686A.281-.295
 - f. Unfair discrimination
Ref: 686A.110-.160
 - g. Defamation
Ref: 686A.080
 - 2. Fiduciary responsibilities
Ref: 683A.400, .520; (NAC) 683A.390-.440
 - 3. Commissions - payments, acceptance, sharing, prohibitions
Ref: 683A.361; 683A.211; 683A.325
 - 4. Required records and record retention
Ref: 683A.351
- E. Insurance Guaranty Associations 1**
 - 1. Nevada Insurance Guaranty Association (NIGA)
Ref: 687A.033, .035, .060, .090
- F. Cancellation and nonrenewal of policies 1**

Ref: 687B.310-.420

- G. General rate standard and regulation 1**
Ref: (NAC) 686B.010-.175
- H. Countersigning of policies..... 1**
Ref: 680A.300, .310
- I. Payment of motor vehicle physical damage claims..... 1**
Ref: 686A.300
- J. Binders..... 1**
Ref: 687B.015, 182-.187
- K. Motor vehicle physical damage appraiser 1**
Ref: 684B.010, .020, .030

II. NEVADA STATUTES AND REGULATIONS PERTINENT TO PERSONAL LINES INSURANCE ONLY..... 5

- A. Automobile insurance 2**
 - 1. Uninsured/underinsured motorists provisions
Ref: 687B.145; 690B.020
 - 2. Proof of financial responsibility
Ref: 690B.023-.025; also Motor Vehicle Safety and Responsibility Act (Related Laws Chapter 485) 485.050, .105, .185-.186, .190, .210, .220, .306-308, .3091-.3099
 - a. General requirements
 - b. Required limits
 - 3. Premium determination
Ref: 690B.210-.250
 - 4. Premium reduction for older drivers
Ref: 690B.029
 - 5. Policy coverages, limitations and exclusions of certain drivers from a policy
Ref: 687B.147
- B. Inland Marine and Transportation (1-2)**
Ref: 681A.050
- C. Property insurance defined (1-2)**
Ref: 681A.060
- D. Property insurance contracts (0-1)**
Ref: 691A

BAIL – NEVADA SPECIFIC CONTENT OUTLINE

State Laws, Rules, and Regulations

(50 scoreable questions plus 5 pretest questions)

- I. General Knowledge**
 - A. Division Bulletins**
 - B. Violent Crime Control Act**
Ref: 18 USC 1033, 1044
- II. Nevada Revised Statutes Title 14, Procedures In Criminal Cases**
 - A. General provisions–Bail**
Ref: Chapter 178.484–.548
Ref:-NAC 178
 - B. General provision–Motions**
Ref: Chapter 178.552- 178.578
Ref: NAC 178
- III. Nevada Revised Statutes Title 57, Nevada Insurance Code**
Ref: Chapter 697

A. Scope and definitions

Ref: Chapter 679A.130–.140

Ref: 697

Ref: NAC 697

B. Commissioner of Insurance

Ref: Chapter 679B.130, .180, .240, .320, .330

C. Producers of Insurance

Ref: 683A.

D. Applicability of Other Provisions

Ref: 697.360 (various provisions)

E. Trade Practices and frauds

Ref: Chapter 686A .010-.310

F. Bail Agent

Ref: Chapter 697 .030–.360

G. License Qualifications and Disqualifications

Ref: Chapter 683A.451; 697.150, .170, .173; 697.183 - .186

IV. Nevada Administrative Code (Regulation)

A. Bail Agent

Ref: NAC 697, NAC 683A, NAC686A, NAC 679A, NAC 679B

EXCHANGE ENROLLMENT FACILITATOR CONTENT OUTLINE

Product Knowledge, Terms and Concepts

(50 scoreable questions plus 5 pretest questions)

I. AFFORDABLE CARE ACT

A. Intent of the Law

B. Major Provisions

C. Essential Health Benefits

D. Exemptions

E. Financial assistance availability and determination

- 1. Individuals and families
- 2. Public programs (i.e., Medicaid and CHIP)
- 3. Subsidies and tax credits for small businesses
- 4. Groups and financial subsidies
- 5. Calculating the Advanced Premium Tax Credit (APTC)

F. Tax Penalties

G. Special Populations

- 1. Identifying and reaching (demographic and geographic)
- 2. Cultural and linguistic approaches and materials

H. Tribal Considerations

II. BASIC HEALTH CONCEPTS

A. Health care options

- 1. Health Maintenance Organizations (HMO)
- 2. Preferred Provider Organizations (PPO)
- 3. Point of Service (POS) plans
- 4. Exclusive Provider Organizations (EPO)
- 5. High Deductible Health Plans (HDHPs)
- 6. Health Savings Account (HSA) / Health Reimbursement Arrangement (HRA)

B. Cost-sharing, premiums, payments

- 1. Copayments
- 2. Deductibles
- 3. Coinsurance
- 4. Low cost and no-cost care available in the Exchange

III. HEALTH INSURANCE EXCHANGES

A. Types of Exchanges

- 1. State Based Marketplace (SBM)
- 2. State Partnership Marketplace (SPM)
- 3. Federally-Facilitated Marketplace (FFM)
- 4. Supported State Based Marketplace (SSBM)

B. Functions of Exchanges

1. One-stop marketplace
2. Eligibility & Enrollment
3. Single Streamlined Application Process
4. Federal Subsidies

C. Individual Exchanges

D. Small Business Health Options (SHOP) Exchanges

E. Qualified Health Plans (QHPs)

1. Essential Health Benefits
2. Preventive Health Services
3. Children's Coverage
4. Dental and Vision Benefits

IV. EXCHANGE ENROLLMENT FACILITATORS

A. Types

1. Navigators
2. Enrollment Assistants
3. Certified Application Counselors

B. Roles and Responsibilities

1. Definition and eligible entities
2. Training and certification of Enrollment Facilitators
3. Provide information fairly, accurately and impartially
4. Plan eligibility and overview
5. Plan enrollment procedures (signatures)
6. Exchange eligibility and changes (individuals and families)
7. Expanded Medicaid eligibility
8. Medicare disqualification
9. Consumer questions
10. Compensation
11. QHP selection (referrals and information)
12. Conflicts of interest

C. Privacy and security of health information

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

V. BROKERS, AGENTS, AND PRODUCERS

A. Roles and responsibilities

1. Ineligibility as a Navigator or Assister due to compensation
2. Producer licensing, certification and training
3. Compensation
4. Performance metrics

VI. OUTREACH AND EDUCATION

A. Identify goals (role of Producers, Navigators and Assistants)

B. Digital literacy

1. Computer use
2. Identify best practices for assisting customers who are not online
3. Community computer resources
4. Tracking and reporting results

C. Medicare and Medicaid

D. Employer-sponsored plans

1. Large Group Employers (51+ employees)
2. Self-insured plans and MEWAs and METs
3. Fully insured plans
4. Small Group Employers

VII. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as a Regulation in Nevada Administrative Code (NAC)

A. Insurance Commissioner

1. General powers and duties
Ref: 679B.110, .120-.130, 679B.180-.190, (NAC) 679B.154
2. Examinations
Ref: 679B.230-.250; 679B.290-.300
3. Notice and hearings

Ref: 679B.310-.370; 683A.461

B. Definitions

1. Insurer
Ref: 679A.100, 680A.030, .050
2. Authorized and unauthorized
Ref: 679A.030; 685B.030, .070
3. Domestic, foreign, and alien
Ref: 679A.090
4. Transacting insurance
Ref: 679A.130
5. Certificate of authority
Ref: 680A.060-.090
6. Premiums
Ref: 679A.115

C. Licensing

1. Persons required to be licensed/certified
 - a. Producer
Ref: 679A.117; 683A.201, 683A.211
 - b. Insurance Consultant
Ref: 683C.010, .020, .080
 - c. Exchange Enrollment Facilitator; Navigator; Certified Application Counselor
Ref: AB425
2. Obtaining a license/certification
3. Termination of license/certification
Ref: 683A.451, .490
 - a. Renewal/Continuing Education
Ref: (NAC) 683A.320-.330, NRS 683A.261
 - b. Suspension
Ref: 683A.451
 - c. Revocation
Ref: 683A.451
 - d. Limitation and refusal of license/certification
Ref: 683A.451; AB425 Sec. 2-26

D. Marketing practices

1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Rebating - Inducement
Ref: 686A.110-.140
 - c. Twisting
Ref: 686A.050
 - d. Misrepresentation
Ref: 686A.030
 - e. Fraud
Ref: 686A.281-.295
 - f. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160
 - g. Defamation
Ref: 686A.080
2. Commissions - payments, acceptance, sharing
Ref: 683A.361
3. Required records and record retention
Ref: 683A.351

E. Insurance Guaranty Associations

1. Nevada Life & Health Insurance Guaranty Association
Ref: 686C.020, .030, .210, .230

VIII. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE AND HEALTH INSURANCE ONLY

A. Advertising

Ref: (NAC) 689A.010-.270

IX. NEVADA STATUTES AND REGULATIONS PERTINENT TO HEALTH INSURANCE ONLY

A. Mandatory policy clauses and provisions

- 1. Coverage for physical handicap or intellectual disability for dependent children
Ref: 689A.045; 689B.035

NEVADA PROPERTY AND CASUALTY ADJUSTER EXAMINATION CONTENT OUTLINE PRODUCT KNOWLEDGE, LAWS, AND REGULATIONS

(90 scoreable questions)

I. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS20

- A. Abandonment
- B. Accident
- C. Actual cash value
- D. Additional coverages
- E. Appraisal
- F. Binders
- G. Burglary
- H. Deductible
- I. Depreciation
- J. Earnings
- K. Estimating
- L. Estoppel
- M. Extensions of coverage
- N. Hazard
 - 1. Moral
 - 2. Morale
- O. Indemnity
- P. Insurance
- Q. Insurable interest
- R. Liability
- S. Limits of liability
- T. Loss
 - 1. Direct
 - 2. Indirect
- U. Mysterious disappearance
- V. Negligence
 - 1. Comparative vs. Modified Comparative
 - 2. Contributory
 - 3. Elements of Negligence/Torts
 - a. Proximate Cause
 - b. Foreseeability
- W. Obsolescence
- X. Occurrence
- Y. Pair and set clause
- Z. Peril
- AA. Proximate cause
- BB. Replacement cost
- CC. Right of salvage
- DD. Risk
- EE. Robbery
- F.F. Tariff Liability

- 2. Coverage for newborn children
Ref: 689A.043; 689B.033; 695B.193; 695C.173

B. Coverage for reconstructive surgery

Ref: 689A.041; 689B.0375; 695B.191; 695C.171

C. Hospice care

Ref: 689A.030; 689B.030; 695C.176; Related Laws 449.0115

G.G. Theft

H.H. Vacancy and unoccupancy

I.I. Value Policy

J.J. Voiding and suspension of policy: differences

K.K. Waiver/Non-Waiver Agreement

II. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW20

- A. Additional (supplementary) payments
- B. Apportionment clause
- C. Appraisal
- D. Arbitration
- E. Assignment
- F. Cancellation and Nonrenewal provisions
- G. Claims Made policy form
- H. Coinsurance
- I. Concealment
- J. Conditions
- K. Declarations
- L. Definition of the insured
- M. Duties of the insured after a loss
- N. Elements of a contract
- O. Endorsements
- P. Exclusions
- Q. Fair Credit Reporting Act (Compliance)
- R. Insuring agreement
- S. Limitations
- T. Loss settlement provisions including consent to settle a loss
- U. Mortgagee rights
- V. Nonconcurrency
- W. Notice of claim
- X. Obligations of the insurance company
- Y. Other Insurance provision
- Z. Proof of loss
- AA. Representations and misrepresentations
- BB. Salvage
- CC. Sources of underwriting information
- DD. Statute of limitations
- EE. Subrogation
- FF. Voiding and suspension of policies
- GG. Warranties
- HH. Bodily injury liability
- II. Deposit premium/audit
- JJ. Personal injury liability
- KK. Property damage liability

III. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO ADJUSTERS.....20

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

A. Standard Fire Policy

Ref: New York Standard Fire Policy

- 1. Basic coverages, provisions, and clauses
- 2. Limitations, restrictions and exclusions
- 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. Replacement costs
- 10. Actual cash value
- 11. Assignment
- 12. Claims payment

B. Personal lines

Ref: ISO Homeowners policies

- 1. Dwelling and contents (DP forms)
- 2. Personal liability
- 3. Homeowners and forms/coverages
 - a. Policy provisions
 - b. Replacement costs
 - c. Appraisal
 - d. Optional provisions
 - e. Special limits of liability
 - f. Proof of Loss
 - g. Exclusions
- 4. Mobile Homes

C. Commercial lines

Ref: ISO Business Policies, Standard Boiler and Machinery policies

- 1. Commercial property
 - a. Commercial building and personal property form
 - b. Causes of loss forms
 - c. Business income
 - d. Extra expense
- 2. Commercial Package Policy (CPP)
- 3. Equipment Breakdown Coverage
- 4. Businessowners Policy (BOP)
- 5. Commercial and Special Multi-peril
- 6. Builder's Risk

D. Inland marine

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

- 1. Nationwide Definition
- 2. Policies
 - a. Personal floaters
 - b. Commercial floaters
 - c. Commercial inland marine

E. Others

- 1. Flood
- 2. Personal Watercraft
- 3. Commercial Ocean Marine
- 4. Earthquake

IV. GENERAL CASUALTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO ADJUSTERS.....20

A. Automotive: Personal auto and Business auto

- 1. Liability
- 2. Medical Payments
- 3. Physical damage (collision and other than collision/comprehensive)
- 4. Uninsured motorists
- 5. Underinsured motorists
- 6 Who is an insured
- 7.Types of auto
 - a. Owned
 - b Non-owned
 - c. Hired
 - d. Temporary Substitute
- 8. Garage coverage form
 - a. Standard coverages
 - (1) Liability
 - (2) Garagekeepers
 - (3) Physical damage
 - b. Garagekeepers options
- 9. Truckers coverage form

B. 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

C. Crime

- 1. Employee Theft
- 2. Inside the Premises-Theft of Money and Securities
- 3. Inside the Premises-Robbery or Safe Burglary of Other Property
- 4. Inside the Premises - Robbery or Burglary of Other Property
- 5. Definitions
 - a. Custodian
 - b. Messenger
 - c. Guard or watchperson

D. Surety Bonding

- 1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety
- 2. Types
 - a. Performance

E. Professional liability

- 1. Errors and Omissions
- 2. Directors and Officers

F. Umbrella/Excess liability

V. NEVADA STATUTES, RULES, AND REGULATIONS PERTINENT TO ADJUSTERS..... 10

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as a Regulation in Nevada Administrative Code. (NAC)

- A. Insurance Commissioner**
 - 1. General powers and duties
Ref: 679B.110, .120-.130, 679B.180-.190, (NAC) 679B.154
 - 2. Examinations
Ref: 679B.230-.250; 679B.290-.300
 - 3. Notice and hearings
Ref: 679B.310-.370; 683A.461
- B. Definitions**
 - 1. Insurer
Ref: 679A.100, 680A.030 - .050
 - 2. Authorized and unauthorized
Ref: 679A.030; 685B.030,.070
 - 3. Domestic, foreign, and alien
Ref: 679A.090
 - 4. Transacting insurance
Ref: 679A.130
 - 5. Certificate of authority
Ref: 680A.060-.090
 - 6. Premiums
Ref: 679A.115
- C. Licensing**
 - 1. Persons required to be licensed
 - a. Adjuster
Ref: 684A.020, 030
 - 2. Termination of license
Ref: 683A.451, .490
 - a. Renewal/Continuing Education
Ref: (NAC) 683A.320-.330, NRS 683A.261
 - b. Suspension
Ref: 683A.451
 - c. Revocation
Ref: 683A.451
 - d. Limitation and refusal of license
Ref: 683A.451
 - 3. Name of licensee—true, fictitious
Ref: 683A.301
- D. Marketing practices**
 - 1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Fraud
Ref: 686A.281-.295
 - c. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160
 - d. Defamation
Ref: 686A.080
 - 2. Required records and record retention
Ref: 683A.351
- E. Administrator**
Ref: 683A.025, .085-.0866, .0868-.0893
- F. Cancellation and nonrenewal of policies**

- Ref: 687B.310-.420
- G. Payment of motor vehicle physical damage claims**
Ref: 686A.300
- H. Motor vehicle physical damage appraiser**
Ref: 684B.010, .020, .030
- I. Inland Marine and Transportation**
Ref: 681A.050
- J. Property insurance defined**
Ref: 681A.060
- K. Property insurance contracts**
Ref: 691A
- L. Automobile insurance**
 - 1. Uninsured/underinsured motorists provisions
Ref: 687B.145; 690B.020, NAC 690B.030-.060
 - 2. Policy coverages, limitations and exclusions of certain drivers from a policy
Ref: 687B.147
- M. Casualty contracts**
Ref: 681A.070
 - 1. Vehicle Insurance
 - 2. Liability
 - 3. Theft/Burglary
 - 4. Surety
Ref: NRS 681A.070; 691B

**NEVADA
WORKERS COMPENSATION ADJUSTER
CONTENT OUTLINE**
(50 scoreable questions)

- I. INSURANCE TERMS AND CONCEPTS 5**
 - A. Deductible**
 - B. Definition of Insured**
 - C. Indemnity**
 - D. Liability**
 - E. Misrepresentation**
 - F. Risk**
 - G. Subrogation**
- II. THE INSURANCE CONTRACT 4**
 - A. Declaration Sheet**
 - B. Insuring Agreement, Conditions and Exclusions**
 - C. Endorsement**
 - D. Limitations**
- III. ADJUSTER..... 1**
 - A. Roles and responsibilities of adjuster**
- IV. WORKERS COMPENSATION INSURANCE, EMPLOYERS LIABILITY INSURANCE, AND RELATED ISSUES 30**
Ref: 616C, 616D
 - A. Standard policy concepts**
 - B. Self-insurers**
 - C. Work-related vs. non-work-related**
 - D. Other states' insurance**
 - E. Average monthly wage**

- F. Indemnity benefits**
- G. Reports of injuries/illness and claims for compensation**
- H. Provider responsibilities**
- I. Claims administration**
- J. Determination and payment of benefits**
- K. Contested claims**
- L. Medical benefits**

- 1. Who is required to have coverage
Ref: 616B.612
- 2. Exceptions
Ref: 616A.110
- 3. Sole remedy
Ref: 616A.020
- 4. Compliance
Ref: 616D.110-.200
 - a. Self-insurance
Ref: 616B.300 (NAC) 616B.141, .418, 424
- 5. Premium Rating
Ref: 616B.222

V. NEVADA LAWS, RULES AND REGULATIONS PERTINENT TO WORKERS COMPENSATION ADJUSTERS.....10

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as a Regulation in Nevada Administrative Code. (NAC)

A. Insurance Commissioner

- 1. General powers and duties
Ref: 679B.110, .120-.130, 679B.180-.190, (NAC) 679B.154
- 2. Examinations
Ref: 679B.230-.250; 679B.290-.300
- 3. Notice and hearings
Ref: 679B.310-.370; 683A.461

B. Definitions

- 1. Insurer
Ref: 679A.100, 680A.030 - .050
- 2. Authorized and unauthorized
Ref: 679A.030; 685B.030,.070
- 3. Domestic, foreign, and alien
Ref: 679A.090
- 4. Transacting insurance
Ref: 679A.130
- 5. Certificate of authority
Ref: 680A.060-.090
- 6. Premiums
Ref: 679A.115

C. Licensing

- 1. Persons required to be licensed
 - a. Adjuster
Ref: 684A.020, 030
- 2. Termination of license
Ref: 683A.451, .490
 - a. Renewal/Continuing Education
Ref: (NAC) 683A.320-.330, NRS 683A.261
 - b. Suspension
Ref: 683A.451
 - c. Revocation
Ref: 683A.451
 - d. Limitation and refusal of license
Ref: 683A.451
- 3. Name of licensee—true, fictitious
Ref: 683A.301

D. Administrator

Ref: 683A.025, .085-.0866, .0868-.0893

E. Cancellation and nonrenewal of policies

Ref: 687B.310-.420

F. Workers compensation

Ref: Related Laws 616A, B