

**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
 - a. Common disaster
 - b. Minor beneficiaries
2. 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)

4003.001, 4003.004, 4003.006-.007, 4004.051-.054, 4005.101-.102, 4005.105, 4052.001, 4054.301-.303, 1115.056; TAC §§1.502, 19.1001-.1030

- 1. Types
 - a. Agent/Agency
 - b. Temporary
 - c. Counselor
- 2. Exemptions/exceptions
- 3. Appointment
- 4. Continuing education
- 5. Records maintenance
- 6. License denial, renewal, expiration
- 7. License termination, revocation, suspension
- 8. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder

D. Marketing practices

Ref.: Ins. 541.051-.61, .101-.111; 542.001-.014; 544.002; 701.001-.005, .051-.052, .101-.109, .151-.154; 1104.024; 4005.053, 4005.101; TAC §§21.4, 21.115, 21.201-.205

- 1. Unfair/Prohibited trade practices
 - a. Claims methods and practices
 - b. False advertising
 - c. Misrepresentation
 - d. Defamation
 - e. Rebating
 - f. Fraud
 - g. Boycott, coercion, intimidation
 - h. Commingling
 - i. Unfair discrimination

E. Agent duties/responsibilities

Ref.: Ins.4001.157, 4005.053-.054; TAC §3.120

- 1. Commission sharing

F. Guaranty Association

Ref.: Ins. 443.004, 463.205

II. TEXAS STATUTES AND RULES PERTINENT TO LIFE INSURANCE ONLY 12

A. Marketing and Solicitation

Ref.: TAC §§3.303, 21.104-.105, 21.107, 21.111, 21.114, 21.122, 21.2201-.2214

- 1. Advertising/Illustrations

B. Policy provisions

Ref: Ins. 1101.003-.009, .055, .156; 1101.011, 1103.055; 1108.101; 1111.052; 1551.254; TAC §§ 3.101-.106, 3.111-.112, 3.119, 3.121, 3.123, 3.4301-.4317, 3.804 (5)(A)

C. Individual life and annuity

Ref: Ins. 1101.001, .105, .009, .051; TAC § 3.9711

- 1. Free look
- 2. Grace period
- 3. Policy loans
- 4. Prohibited provisions

D. Group life

LIFE AGENT

STATE SPECIFIC CONTENT OUTLINE

(35 scoreable questions plus 5 pretest questions)

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

I. TEXAS STATUTES AND RULES COMMON TO LIFE AND HEALTH INSURANCE 23

A. Commissioner of Insurance

Ref.: Ins. 31.001-.002, 31.021-.022, 38.001, 82.001-.056, 86.001-.002, 401.051-.056, 404.003, 051-.053, 521.003-.004, 541.107-108, 546.151, 4001.005, 4005.102, 83.051-.054; TAC 1.88

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4. Penalties

B. Insurance definitions

Ref.: Ins. 101.051; 547.001; 801.051-.053, .057, 885.001-706; TAC §§3.9704; General insurance text

- 1. Certificate of authority
- 2. Transacting insurance
- 3. Foreign, domestic, alien
- 4. Stock, mutual
- 5. Fraternal

C. Licensing requirements

Ref.: Ins. 4001.003, .006; 4001.104-.106, 4001.151-.156, 4001.201 - .206, 4001.252, 4001.254-255, 4002.003,

Ref: Ins. 1131.001-.860

- 1. Group underwriting requirements
- 2. Conversion to individual policy
- 3. Dependent coverage
- 4. Assignment

E. Credit life

Ref.: Ins. 1153.001-703, TAC §§ 3.5001 – 3.5206

F. Replacement

Ref.: Ins. 1114.001 - .102

- 1. Purpose
- 2. Definitions
- 3. Exemptions
- 4. Duties of agent
- 5. Duties of replacing insurance company

G. Nonforfeiture law

Ref.: Ins. 1105.001 - .153, TAC § 3.3844

- 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
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 - a. Modes
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- 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

**LIFE AND HEALTH-GENERAL KNOWLEDGE
CONTENT OUTLINE**

Product Knowledge, Terms and Concepts
(100 scoreable questions plus 20 pretest questions)

I. TYPES OF POLICIES 12

A. Traditional whole life products

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- 2. Limited-pay and single-premium life

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A. Policy riders

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- 3. Payor benefit

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
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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	2. Vision
D. Contract law	3. Cancer
1. Elements of a contract	4. Critical illness or specified disease
2. Unique aspects of the insurance contract	5. Worksite (employer-sponsored)
a. Conditional	6. Hospital indemnity
b. Unilateral	7. Short-term medical
c. Adhesion	8. Accident
d. Aleatory	
IV. TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS..... 8	VI. POLICY PROVISIONS, CLAUSES, AND RIDERS..... 20
A. Third-party ownership	A. Mandatory and optional provisions
B. Viatical Settlements	1. Entire contract
C. Life Settlements	2. Time limit on certain defenses (incontestable)
D. Group life insurance	3. Grace period
1. Conversion privilege	4. Reinstatement
2. Contributory vs. noncontributory	5. Notice of claim
E. Retirement plans	6. Claim forms
1. Qualified plans	7. Proof of loss
2. Nonqualified plans	8. Time of payment of claims
F. Life insurance needs analysis/suitability	9. Payment of claims
1. Personal insurance needs	10. Physical examination and autopsy
2. Business insurance needs	11. Legal actions
a. Key person	12. Change of beneficiary
b. Buy sell	13. Misstatement of age or sex
G. Social Security benefits	14. Change of occupation
H. Tax treatment of insurance premiums, proceeds, and dividends	15. Illegal occupation
1. Individual life	16. Relation of earnings to insurance
2. Group life	B. Other provisions and clauses
3. Modified Endowment Contracts (MECs)	1. Insuring clause
V. TYPES OF POLICIES 14	2. Free look
A. Disability income	3. Consideration clause
1. Individual disability income policy	4. Probationary period
2. Business overhead expense policy	5. Elimination period
3. Business disability buyout policy	6. Waiver of premium
4. Group disability income policy	7. Exclusions and limitations
5. Key employee policy	8. Preexisting conditions
B. Accidental death and dismemberment	9. Coinsurance
C. Medical expense insurance	10. Deductibles
1. Basic hospital, medical, and surgical policies	11. Eligible expenses
2. Major medical policies	12. Copayments
3. Health Maintenance Organizations (HMOs)	13. Pre-authorizations and prior approval requirements
4. Preferred Provider Organizations (PPOs)	14. Usual, reasonable, and customary (URC) charges
5. Point of Service (POS) plans	15. Lifetime, annual, or per cause maximum benefit limits
6. Flexible Spending Accounts (FSAs)	C. Riders
7. High Deductible Health Plans (HDHPs) and related Health Savings Accounts (HSAs)	1. Impairment/exclusions
D. Medicare supplement policies	2. Guaranteed insurability
E. Group insurance	D. Rights of renewability
1. Differences between individual and group contracts	1. Noncancelable
2. General characteristics	2. Cancelable
3. COBRA	3. Guaranteed renewable
F. Individual/Group Long Term Care (LTC)	VII. SOCIAL INSURANCE 3
G. Other policies	A. Medicare (Parts A, B, C, D)
1. Dental	B. Medicaid
	C. Social Security benefits
	VIII. 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

IX. 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
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**LIFE and HEALTH AGENT
STATE SPECIFIC CONTENT OUTLINE**

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 - b. False advertising
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 - d. Defamation
 - e. Rebating
 - f. Fraud
 - g. Boycott, coercion, intimidation
 - h. Commingling
 - i. Unfair discrimination

- E. Agent duties/responsibilities

Ref.: Ins.4001.157, 4005.053-.054; TAC §3.120

 - 1. Commission sharing

- F. Guaranty Association

Ref.: Ins. 443.004, 463.205

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C. Individual life and annuity

Ref: Ins. 1101.001, .105, .009, .051; TAC § 3.9711

1. Free look
2. Grace period
3. Policy loans
4. Prohibited provisions

D. Group life

Ref: Ins. 1131.001-.860

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F. Replacement

Ref.: Ins. 1114.001 - .102

1. Purpose
2. Definitions
3. Exemptions
4. Duties of agent
5. Duties of replacing insurance company

G. Nonforfeiture law

Ref.: Ins. 1105.001 - .153, TAC § 3.3844

III. Texas statutes and rules pertinent to accident and health insurance only 5

A. Required policy provisions

1. Coverage for newborns
Ref.: Ins. 1551.004; 1367.003; TAC § 3.3403
2. Coverage for drug and alcohol treatment
Ref.: Ins.1368.005

B. Medicare supplement

Ref.: TAC §§3.3301- 3310, 3.3312-.3313, 3.3315-.3325

1. Minimum standards
2. Cancellation

C. AIDS testing requirements

Ref: TAC § 21.704 - .705

D. Long Term Care

Ref: TAC §§3.3804, 3.3822, 3.3832

E. Small group health insurance

Ref: TAC § 26.8; Ins 1501

1. Eligibility
2. Coverage and Benefits

F. Certificate of Coverage

Ref.: Ins. 887.251 and 887.254

G. Affordable Care Act

1. Exchanges/Marketplace (Section 1321)
2. Taxes, penalties, and subsidies (Section 1401, 1402)
3. Essential health benefits (Section 1302)
 - a. Mental health parity
 - b. Pediatric services
 - c. Preventive services
4. Employer notification responsibilities (Section 1511-1515)

IV. TEXAS STATUTES AND RULES PERTINENT TO HEALTH MAINTENANCE ORGANIZATIONS (HMOS)..... 3

Ref.: TAC Chapter 11; Ins. 843, 1271

A. Definitions

B. Evidence of coverage

C. Nonrenewal/cancellation

D. Enrollment

PROPERTY AND CASUALTY - GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms and Concepts

(100 scoreable questions plus 20 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)	
IV. 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**

V. 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**

VI. 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 AND CASUALTY AGENT
STATE SPECIFIC CONTENT OUTLINE**

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 - 1. General powers and duties
 - 2. Examination of records
 - 3. Investigation/Notice of hearing
 - 4. Penalties
 - 5. Cease and desist orders
- B. Insurance definitions**

Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2

 - 1. Certificate of authority
 - 2. Transacting insurance
 - 3. Foreign, domestic, alien
 - 4. Stock, mutual
 - 5. Admitted/nonadmitted
 - 6. Texas Lloyds
- C. Licensing requirements**

Ref.: Ins. 981.202, 1115.056, 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.252, 4001.255, 4003.001, 4003.004, 4003.006-.007, 4004.051-055, 4005.101-.102, 4005.105, 4051.051, 4053.051, 4056.001-.004, 4153.051; TAC §§1.502, 19.1001-.1030, 19.1201-.1206, 19.1301-.1320, 19.1501-.1503

 - 1. Types
 - a. Agent/agency
 - b. Nonresident agent
 - c. Temporary
 - d. Limited license
 - e. Managing general agent
 - f. Surplus lines
 - g. Adjuster
 - h. Insurance service representative
 - i. Risk manager
 - j. Emergency
 - 2. Exemptions/exceptions
 - 3. Appointment
 - 4. Continuing education
 - 5. Records maintenance
 - 6. License denial, renewal, expiration
 - 7. License termination, revocation, suspension

- 8. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder
 - D. Marketing practices**
Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.101; TAC §§21.4, 21.201-.205, 21.111, 21.115
 - 1. Unfair/Prohibited trade practices
 - a. Claims methods and practices
 - b. False advertising
 - c. Misrepresentation
 - d. Defamation
 - e. Controlled business
 - f. Rebating
 - g. Discrimination
 - h. Fraud
 - i. Unfair competition
 - j. Boycott, coercion, intimidation
 - 2. Rating and underwriting practices
 - E. Agent duties/responsibilities**
Ref.: General insurance text
 - 1. Fiduciary capacity
- II. TEXAS STATUTES AND RULES PERTINENT TO PROPERTY AND CASUALTY INSURANCE 10**
- A. Property and casualty definitions**
Ref.: TAC §5.5002
 - B. Surplus lines**
Ref.: Ins. 981.001-.004, 981.057; TAC§ 15.2-15.6
 - C. Approval of Rates and Forms**
Ref: Texas Insurance Code Sec. 5.35
 - D. Homeowner's Insurance**
 - 1. Declination, cancellation, nonrenewal
Ref: General insurance text
 - 2. Texas FAIR Plan Association
 - 3. Texas Windstorm Insurance Association (TWIA)
 - 4. Loss settlement provisions
Ref: Texas Insurance Code §542.051 through §542.061; §542.151 through §542.154
 - 5. Liquidated demand
Ref: Texas Insurance Code §862.053
 - E. Automobile insurance**
 - 1. Provisions
Ref: Transportation Code: Chapter 601; Ins. 1952.101-.110, Ins. 1952.151-.161 TAC §5.204
 - a. Coverage
 - b. Uninsured Motorists/Underinsured Motorists
 - c. Personal Injury Protection (PIP)
 - d. Medical payments
 - 2. Financial responsibility and required minimum liability limits
Ref: Transportation Code: §§601.051, 601.053, 601.056-.057, 601.071-.072
 - 3. Renewal, nonrenewal, and cancellation
Ref: Ins. 551.101-.113, 551.151-.152; TAC § 5.7002

- 4. Texas Automobile Insurance Plan Association
Ref: Ins. 2151.051-.154
- F. Workers' Compensation**
Ref: Texas Labor Code Title 5: §§401.011, 406.031-032, 034, 408.041, .82, .186
 - 1. Definitions
 - 2. Coverage
 - 3. Benefits
- G. Texas Property and Casualty Insurance Guaranty Association**
Ref: Ins. 462.001-.351; TAC§ 29.1
- H. Joint Underwriting Association (JUA)**
Ref: Ins. Chapter 2203

**PERSONAL LINES - GENERAL KNOWLEDGE
 CONTENT OUTLINE**

Product Knowledge, Terms and Concepts
(75 scoreable questions plus 11 pretest questions)

- I. TYPES OF PROPERTY POLICIES..... 10**
- A. Homeowners**
 - 1. HO-2
 - 2. HO-3
 - 3. HO-4
 - 4. HO-5
 - 5. HO-6
 - 6. HO-8
 - B. Dwelling policies**
 - 1. DP-1
 - 2. DP-2
 - 3. DP-3
 - C. Inland marine**
 - 1. Personal Articles floaters
 - D. National Flood Insurance Program**
 - E. Others**
 - 1. Earthquake
 - 2. Mobile Homes
 - 3. Watercraft
 - 4. Windstorm
- II. TYPES OF CASUALTY POLICIES..... 13**
- A. Automobile: personal auto**
 - 1. Liability
 - a. Bodily Injury
 - b. Property Damage
 - c. Split Limits
 - 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 AGENT
STATE SPECIFIC CONTENT OUTLINE**
(25 scoreable questions plus 5 pretest questions)

- I. TEXAS STATUTES AND RULES COMMON TO ALL LINES OF INSURANCE..... 15**
 - A. Commissioner of Insurance**
Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 541.107-108, 546.151, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102, 83.051-.054; TAC 1.88
 - 1. General powers and duties
 - 2. Examination of records
 - 3. Investigation/Notice of hearing
 - 4. Penalties
 - 5. Cease and desist orders
 - B. Insurance definitions**
Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2
 - 1. Certificate of authority
 - 2. Transacting insurance
 - 3. Foreign, domestic, alien
 - 4. Stock, mutual
 - 5. Admitted/nonadmitted
 - C. Licensing requirements**
Ref.: Ins. 981.202, 1115.056, 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.252, 4001.

255, 4003.001, 4003.004, 4003.006-.007, 4004.051-055, 4005.101-.102, 4005.105, 4051.051, 4053.051, 4056.001-.004, 4153.051; TAC §§1.502, 19.1001-.1030, 19.1201-.1206, 19.1301-.1320, 19.1501-.1503

1. Types
 - a. Agent/agency
 - b. Nonresident agent
 - c. Temporary
 - d. Limited license
 - e. Managing general agent
 - f. Surplus lines
 - g. Adjuster
 - h. Insurance service representative
 - i. Risk manager
 - j. Emergency
2. Exemptions/exceptions
3. Appointment
4. Continuing education
5. Records maintenance
6. License denial, renewal, expiration
7. License termination, revocation, suspension
8. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder

D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.101; TAC §§21.4, 21.201-.205, 21.111, 21.115

1. Unfair/Prohibited trade practices
 - a. Claims methods and practices
 - b. False advertising
 - c. Misrepresentation
 - d. Defamation
 - e. Controlled business
 - f. Rebating
 - g. Discrimination
 - h. Fraud
 - i. Unfair comparison
 - j. Boycott, coercion, intimidation
2. Rating and underwriting practices

E. Agent duties/responsibilities

Ref.: General insurance text

1. Fiduciary capacity

II. TEXAS STATUTES AND RULES PERTINENT TO PERSONAL LINES INSURANCE 10

A. Property and casualty definitions

Ref.: TAC §5.5002

B. Approval of Rates and Forms

Ref: Texas Insurance Code Sec. 5.35

C. Homeowner's Insurance

1. Declination, cancellation, nonrenewal
- Ref: General insurance text*
2. Texas FAIR Plan Association
 3. Texas Windstorm Insurance Association (TWIA)

4. Loss settlement provisions

Ref: Texas Insurance Code §542.051 through §542.061; §542.151 through §542.154

5. Liquidated demand

Ref: Texas Insurance Code §862.053

D. Automobile insurance

1. Provisions

Ref: Transportation Code: Chapter 601; Ins. 1952.101-.110, Ins. 1952.151-.161 TAC §5.204

- a. Coverage
 - b. Uninsured Motorists/Underinsured Motorists
 - c. Personal Injury Protection (PIP)
2. Financial responsibility and required minimum liability limits

Ref: Transportation Code: §§601.051, 601.053, 601.056-.057, 601.071-.072
3. Renewal, nonrenewal, and cancellation

Ref: Ins. 551.101-.113, 551.151-.152; TAC § 5.7002
4. Texas Automobile Insurance Plan Association

Ref: Ins. 2151.051-.154

E. Texas Property and Casualty Insurance Guaranty Association

Ref: Ins. 462.001-.351; TAC § 29.1

LIFE AND HEALTH COUNSELOR CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are to General insurance texts, unless otherwise noted

I. TYPES OF LIFE POLICIES

All references are to General insurance texts and forms, unless otherwise noted

A. Whole life products

1. Ordinary (straight) life
2. Limited-pay and single premium life
3. Modified and graded premium whole life

B. Interest –sensitive life products

1. Universal life
2. Variable life/Variable whole life
3. Variable universal life
4. Interest sensitive whole life
5. Fixed premium vs. flexible premium

C. Term life

1. Level, decreasing, increasing
2. Renewable term

D. Combination policies and variations

1. Joint life
2. Survivor life

E. Annuities

1. Single, level, flexible premium
2. Immediate and deferred
3. Fixed and variable

4. Joint and last survivor
 5. Uses
- II. POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS**
- A. Policy riders**
1. Waiver of premium
 2. Guaranteed insurability
- B. Policy provisions and options**
1. Entire contract
 2. Insuring clause
 3. Free look
 4. Consideration clause
 5. Owner's rights
 6. Beneficiary designations
 - a. Primary and contingent
 - b. Revocable and irrevocable
 - c. Common disaster
 - d. Changes
 7. Premium payment
 - a. Modes
 - b. Grace period
 - c. Automatic premium loan
 8. Reinstatement
 9. Policy loans and withdrawals
 10. Nonforfeiture options
 11. Dividends and dividend options
 12. Incontestability
 13. Exclusions
 14. Misstatement of age
 15. Settlement options
 16. Suicide
- III. TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS**
- A. Third party ownership**
- B. Group life insurance**
1. Contributory vs. noncontributory
- C. Retirement plans**
1. Tax-qualified
 2. Nonqualified
- D. Business insurance**
1. Key employee
 2. Buy and sell agreement
 3. Split Dollar
 4. Keogh Plan
 5. Simplified Employee Pensions (SEPs)
 6. Tax sheltered annuities (TSAs)
- E. Social security benefits and taxes**
- F. Tax treatment of insurance premiums, proceeds, and dividends**
1. Individual life
 2. Group life
 3. Modified Endowment Contracts (MECs)
- G. IRAs**
- H. Accelerated Death Benefits**
- I. Cash Values/Cash Value Accumulation Test**

- IV. TYPES OF HEALTH POLICIES**
- A. Disability income**
1. Individual disability income
 2. Group disability income
 3. Occupational and nonoccupational
- B. Accidental death and dismemberment**
- C. Medical expense insurance**
1. Major medical policies (including comprehensive)
 2. Health Maintenance Organizations (HMOs)
 3. Preferred Provider Organizations (PPOs)
 4. Multiple Employer Trusts (METs)
- D. Medicare Supplement policies**
- E. Group health insurance**
1. Consolidated Omnibus Budget Reconciliation Act (COBRA)
 2. Health Insurance Portability and Accountability Act (HIPAA)
 3. General concepts
- F. Long Term Care**
- V. HEALTH POLICY PROVISIONS, CLAUSES, RIDERS, AND OPTIONS**
- A. Mandatory provisions**
1. Entire contract
 2. Time limit on certain defenses
 3. Grace period
 4. Reinstatement
 5. Payment of claims
 6. Physical examination and autopsy
 7. Legal actions
 8. Change of beneficiary
- B. Other provisions and clauses**
1. Insuring clause
 2. Free look
 3. Consideration clause
 4. Elimination period
 5. Waiver of premium
 6. Coinsurance
- C. Optional provisions**
1. Change of occupation
 2. Misstatement of age
- D. Renewability**
1. Cancellable/noncancellable
 2. Guaranteed renewable
 3. Conditionally renewable
- VI. SOCIAL INSURANCE**
- A. Medicaid**
- B. Medicare**
- C. Social Security**
- VII. OTHER INSURANCE CONCEPTS AND CONTRACT LAW**
- A. Primary and contingent beneficiaries**
- B. Tax treatment of premium and proceeds of insurance contracts disability income, medical expenses, etc.)**
- C. Nonduplication and coordination of benefits**

- D. Requirements of a contract**
- E. Unique aspects of a health contract**
 - 1. Conditional
 - 2. Unilateral
 - 3. Adhesion

VIII. LIFE AND HEALTH AGENT RESPONSIBILITIES AND PROCEDURES

- A. Completing the application**
 - 1. Required signatures
 - 2. Changes in the application
 - 3. Incomplete application
 - 4. Collecting the initial premium and issuing the receipt
 - 5. Initial premium not with application
- B. Underwriting**
 - 1. Insurable interest
 - 2. Medical information/Statement of Good Health
 - 3. Fair Credit Reporting Act
 - 4. Risk classification
- C. Delivery**
 - 1. Effective date of coverage
 - 2. Policy review
- D. Commission/Fees**

IX. TEXAS STATUTES AND RULES COMMON TO LIFE, ACCIDENT AND HEALTH INSURANCE

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

- A. Commissioner of Insurance**
Ref.: Ins. 31.001-.002, 31.021-.022, 38.001, 82.001-.056, 86.001-.002, 401.051-.056, 404.003, 051-.053, 521.003-.004, 4001.005, 4005.102
 - 1. General powers and duties
 - 2. Examination of records
 - 3. Investigation/Notice of hearing
 - 4. Penalties
- B. Licensing requirements**
Ref.: Ins. 4001.003, .006; 4001.104-.106, 4001.151-.156, 4001.201 - .206, 4001.252, 4001.254, 4002.003, 4003.001, 4003.004, 4003.006-.007, 4004.051-.054, 4005.101-.102, 4005.105, 4052.001, 4054.301-.303, 1115.056; TAC §§1.502, 19.1001-.1030
 - 1. Counselor
 - 2. Exemptions/exceptions
 - 3. Agreements
 - 4. License denial, renewal, expiration
 - 5. License termination, revocation, suspension
 - 6. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder
- C. Marketing practices**
Ref.: Ins. 541.051-.61, .101-.111; 542.001-.014, 701.001-.005, .051-.052, .101-.109, .151-.154; 4005.053, 4005.101; TAC §§21.4, 21.115, 21.201-.205
 - 1. Rebating

- 2. Misrepresentation
- 3. Defamation
- 4. Unfair discrimination

D. Texas Life and Health Insurance Guaranty Association

Ref.: Ins. 463.001-.451, TAC §21.6

X. TEXAS LAWS AND RULES PERTINENT TO LIFE INSURANCE ONLY

- A. Marketing and solicitation**
Ref.: TAC §§3.303, 21.104-.105, 21.107, 21.111, 21.114, 21.122, 21.2201-.2214
 - 1. Advertising
 - 2. Illustrations
- B. Group Life**
Ref: Ins. 1131.002, .103-.104; 1131.110-.112, .204
 - 1. Eligible groups
- C. Credit life**
Ref.: Ins. 1153.204, TAC § 3.5104

XI. TEXAS LAWS AND RULES PERTINENT TO ACCIDENT AND HEALTH INSURANCE ONLY

- A. Other Required Coverage and Provisions**
 - 1. Newborn and adopted children
Ref: Ins.1551.004, 1367.003; TAC § 3.3403
 - 2. Handicapped dependents
Ref: General insurance text
 - 3. Mental Illness, alcoholism, and drug abuse treatment
Ref.: Ins. 1355.004, 1368.005
- B. Small employer group**
Ref.: Ins. 1501.002, 1501.102, 1501.108, 1501.151, 1501.153-.154, 1501.252, 1501.352; TAC §26.7-9, 26.13, 26.15-.16,
- C. Group health**
Ref: TAC § 26.8
 - 1. Eligible groups
- D. Affordable Care Act**
 - 1. Exchanges/Marketplace (Section 1321)
 - 2. Taxes, penalties, and subsidies (Section 1401, 1402)
 - 3. Essential health benefits (Section 1302)
 - a. Mental health parity
 - b. Pediatric services
 - c. Preventive services
 - 4. Employer notification responsibilities (Section 1511-1515)

INSURANCE SERVICE REPRESENTATIVE CONTENT OUTLINE

(125 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

I. TYPES OF PROPERTY POLICIES

- A. Personal lines**
 - 1. Dwelling and contents (DP forms)
 - 2. Personal liability
 - 3. Homeowners (ISO HO forms)
 - B. Commercial lines**
 - 1. Commercial property
 - a. Commercial building and personal property form
 - b. Causes of loss forms
 - 2. Commercial Package Policy (CPP)
 - 3. Businessowners Policy (BOP)
 - 4. Crime
 - C. Inland marine**
 - 1. Personal floaters
 - 2. Commercial floaters
 - D. Others**
 - 1. Flood
- II. TYPES OF CASUALTY POLICIES**
- A. Automotive: personal auto**
 - 1. Liability
 - 2. Medical Payments
 - 3. Physical damage (collision and other than collision/comprehensive)
 - 4. Uninsured motorists
 - 5. Underinsured motorists
 - B. 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
 - C. Other**
 - 1. Umbrella
- III. INSURANCE TERMS AND RELATED CONCEPTS**
- A. Insurance**
 - B. Insurable interest**
 - C. Risk**
 - D. Hazard**
 - E. Peril**
 - F. Loss**
 - 1. Direct
 - 2. Indirect
 - G. Proximate cause**
 - H. Deductible**
 - I. Indemnity**
 - J. Limits of liability**
 - K. Extensions of coverage**
- IV. POLICY PROVISIONS AND CONTRACT LAW**
- A. Declarations**
 - B. Insuring agreement**
 - C. Conditions**
 - D. Exclusions**
 - E. Definition of the insured**
 - F. Duties of the insured**
 - G. Obligations of the insurance company**
 - H. Proof of loss**
- I. Notice of claim**
 - J. Appraisal**
 - K. Subrogation**
 - L. Arbitration**
 - M. Elements of a contract**
 - N. Binders**
 - O. Fair Credit Reporting Act**
 - P. Liquidated Demand**

Ref: Texas Insurance Code §862.053
- V. TEXAS STATUTES AND RULES COMMON TO PROPERTY AND CASUALTY INSURANCE**
- All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted*
- A. Commissioner of Insurance**

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

 - 1. General powers and duties
 - 2. Examination of records
 - 3. Investigation
 - 4. Penalties
 - B. Insurance definitions**

Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2

 - 1. Certificate of authority
 - 2. Transacting insurance
 - 3. Stock, mutual
 - 4. Admitted/nonadmitted
 - C. Licensing requirements**

Ref.: Ins. 981.202, 1115.056, 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.252, 4001.254, 4003.001, 4003.004, 4003.006-.007, 4004.051-.055, 4005.101-.102, 4005.105, 4051.051, 4053.051, 4056.001-.004, 4153.051; TAC §§1.502, 19.1001-.1030, 19.1201-.1206, 19.1301-.1320, 19.1501-.1503

 - 1. Types
 - a. Agent/ agency
 - b. Nonresident agent
 - c. Temporary
 - d. Limited lines
 - e. Surplus lines
 - f. Adjuster
 - g. Insurance service representative
 - h. Emergency
 - 2. Exemptions/exceptions
 - 3. Appointment
 - 4. Continuing education
 - 5. License denial, renewal, expiration
 - 6. License termination, revocation, suspension
 - 7. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder

D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.101; TAC §§21.4, 21.201-.205, 21.111, 21.115

1. Unfair/Prohibited trade practices
 - a. Claims methods and practices
 - b. Misrepresentation
 - c. Defamation
 - d. Controlled business
 - e. Rebating
 - f. Fraud
 - g. Discrimination
2. Rating and underwriting practices

VI. TEXAS STATUTES AND RULES PERTINENT TO PROPERTY AND CASUALTY INSURANCE

A. Property and casualty definitions

Ref.: TAC Chapter 5

B. Surplus lines

Ref.: Ins. 981.001-.004, 981.057; TAC § 15.2-15.6

C. Homeowner's Insurance

1. Declination, cancellation, nonrenewal
Ref: General insurance text
2. Texas FAIR Plan Association
3. Texas Windstorm Insurance Association (TWIA)

D. Automobile insurance

1. Provisions
Ref: Transportation Code: Chapter 601; Ins. 1952.101-.110, Ins. 1952.151-.161 TAC §5.204
 - a. Coverage
 - b. Uninsured Motorists/Underinsured Motorists
 - c. Personal Injury Protection (PIP)
2. Financial responsibility and required minimum liability limits
Ref: Transportation Code: §§601.051, 601.053, 601.056-.057, 601.071-.072
3. Renewal, nonrenewal, and cancellation
Ref: Ins. 551.101-.113, 551.151-.152; TAC § 5.7002
4. Texas Automobile Insurance Plan Association
Ref: Ins. 2151.051-.154

E. Workers' Compensation

Ref: Texas Labor Code Title 5: §§401.011-.013, 401.022, 403.006-.007, 406.002, 406.034, 408.041, 408.001-.008, 408.021-.030, 408.041-.047, 408.061-.064, 408.081-.086, 408.101-.105, 408.121-.129, 408.141-.151, 408.161-.162, 408.182, 409.001-.004, 417.002

1. Benefits
2. Employee election

F. Texas Property and Casualty Insurance Guaranty Association

Ref: Ins. 462.001-.351; TAC § 29.1

G. Joint Underwriting Association (JUA)

Ref: Ins. Chapter 2203

**SURPLUS LINES
CONTENT OUTLINE**

(60 scoreable questions)

This examination will test topics listed on the following content outline and is composed of sixty (60) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

I. INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurance**
- B. Elements of a contract**
- C. Indemnity**
- D. Risk**
- E. Hazard**
- F. Peril**
- G. Loss**
- H. Proximate cause**
- I. Liability**
- J. Actual Cash Value**
- K. Replacement cost**
- L. Subrogation**
- M. Salvage**
- N. Negligence**
- O. Warranties, representation/misrepresentation**
- P. Lloyd's**
- Q. Reinsurance**

II. TEXAS STATUTES AND RULES PERTINENT TO SURPLUS LINES INSURANCE

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

- A. Commissioner of Insurance**
Ref.: Ins. 31.001-.002, 31.021, 981.009
 1. General powers and duties
 2. Examination of records
 3. Investigation/hearing
 4. Penalties/sanctions
- B. Definitions**
 1. Surplus lines insurance
Ref.: Ins. 981.002
 2. Managing General Agent
Ref.: Ins. 4053.001, 4053.051; TAC §19.1202
 3. Insurance transaction
Ref.: General insurance text
 4. Authorized/unauthorized, admitted/non-admitted
Ref.: Ins. 101.301; TAC §15.8
 5. Purchasing groups
Ref.: Ins. 2201.001-.259
 6. Risk retention
Ref.: Ins. 2201.001-.209
 7. Domestic, foreign, and alien companies
Ref.: General insurance text
 8. Stock, mutual companies
Ref.: General insurance text
- C. Licensing requirements**
Ref.: Ins. 4001.252, 981.202-.204; TAC §15.3-.4

1. Surplus lines agent
2. License renewal
3. License suspension, revocation, termination
4. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder

D. Marketing practices

Ref.: Ins. 541.051-.054, 541.057, 541.061, 542.001-.014, -.051-.061; 4001.104, 4005.053, 4005.101; TAC §21.4, 21.201-.205, 21.111, 21.115

1. Unfair/Prohibited trade practices
 - a. Claims methods and practices
 - b. False advertising
 - c. Misrepresentation
 - d. Defamation
 - e. Controlled business
 - f. Rebating
 - g. Unfair discrimination
 - h. Fraud
 - i. Unfair comparison
 - j. Boycott, coercion, intimidation

E. Surplus lines insurance

1. Purpose/definitions
Ref.: Ins. 981.001-002; TAC § 15.2
2. Premium payments and unearned premiums
Ref.: Ins. 981.007
3. Evidence of insurance
Ref.: Ins. 981.103; TAC §15. 15.105
4. Premium taxes
Ref.: Ins. 225.004, 225.006; Pub. Fin. TAC §3.822
5. Reports and notices
Ref.: Ins. 981.216-217
6. Eligible unauthorized insurers
Ref.: Ins. 981.002
7. Commissions
Ref.: 981.212; 225.001
8. Stamping Office
Ref.: Ins. 981.105, 981.151-.160; TAC§ 15.106, 15.201
9. Recordkeeping
Ref.: Ins. 981.215-.216; TAC §§15.4, 15.9, 15.108, 15.108-.110, 15.113
10. Minimum capital and surplus
Ref.: Ins. 981.057
11. Contract requirements
Ref.: Ins. 981.102; TAC §15.5
12. Service of process
Ref.: Ins. 804.106
13. Advertising
Ref.: Ins. Ch. 981.219

**RISK MANAGER
CONTENT OUTLINE
(100 scoreable questions)**

This examination will test topics listed on the following content outline and is composed of one hundred (100) four-option, multiple choice questions.

All references are General insurance text and forms, unless otherwise noted

I. INSURANCE TERMS AND RELATED CONCEPTS

- A. Risk**
- B. Hazard**
- C. Peril**
- D. Loss/Causes of loss**
- E. Exposure**
- F. Indemnity**
- G. Liability**
- H. Deductible**
- I. Contractual ambiguities**
- J. Negligence**
- K. Torts**
- L. Personal property**
- M. Actual cash value**
- N. Occurrences**
- O. Warranty**
- P. Insurable interest**

II. POLICY PROVISIONS

- A. Declarations**
- B. Insuring Agreement**
- C. Conditions**
- D. Exclusions**
- E. Duties of the insured after a loss**

III. RISK MANAGEMENT

- A. Types of loss exposure**
 1. Property/Commercial property
 2. Accounts
 3. Net income
 4. Liability
 5. Personnel
 6. Business interruption
 7. Use
 8. Pure
- B. Methods of identifying loss exposures**
 1. Loss frequency
 2. Loss severity
 3. Tools
- C. Risk control**
 1. Exposure avoidance
 2. Loss prevention
 3. Separation
 4. Contractual transfer
 5. Reduction
 6. Acceptance
- D. Risk financing**
 1. Retention
 2. Transfer
 3. Plans (cash flow, formal retention, captive)
- E. Risk management processes**

IV. COVERAGES, POLICIES, ENDORSEMENTS, AND FORMS

A. Commercial Package Policy (CPP)

1. Limits of liability
2. Conditions
3. Exclusions
4. Claims Made policy form
5. Business Interruption and Extra Expense

B. Commercial General Liability (CGL)

C. Businessowners policy

D. Aircraft insurance

E. Hull coverage

F. Yacht policy

G. Umbrella policy/Excess coverage

H. Medical Malpractice

I. Employers liability-Part Two

J. National Flood Insurance Program

K. Boiler and Machinery (includes small Boiler and Machinery) coverage

L. Product liability

M. Completed operation liability

N. Marine insurance

O. Extended coverage

P. Premises liability

Q. Crime

R. Fiduciary coverage

S. Directors and Officers liability/ Professional

T. Cyber liability

U. Commercial Automobile

V. Inland Marine

V. BONDS

A. Bid

B. Surety

VI. TEXAS STATUTES AND RULES PERTINENT TO RISK MANAGEMENT

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

A. Commissioner of Insurance

Ref.: Ins. 31.001-.002, 38.001, 201.004, 401.051-.054, 404.051-.053, 481.001-.009, 491.051-.052, 521.003-.004, 4001.005; 2561-2

1. General powers and duties
2. Examination of records
3. Investigations/ Notice of hearing

B. Licensing requirements

Ref.: Ins. 4001.252, 4153.001, 4153.051-.060, 4153.152-.153; TAC §§19.1305-.1306

1. Risk Manager
2. Exemption/exception
3. License denial, renewal, expiration
4. License termination, revocation, suspension
5. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder

C. Marketing practices

Ref.: Ins. 542.001-.014; TAC §§21.201-.205

1. Claims methods and practices

D. Workers' Compensation

Ref.: Texas Labor Code Title 5: 401.011-.013, 406.002, 406.034, 407.001, 407.121; TAC §180.1

1. Coverage
2. Employment covered
3. Employer election
4. Employee election
5. Self-insured employers

E. Texas Automobile Insurance Plan Association

Ref.: Ins. 2151.051-.154

F. Surplus Lines

Ref. Ins. 981.001-.004, 981.057; TAC §15.2-.6

G. Texas Property and Casualty Guaranty Insurance Association

Ref.: Ins. 462.001-.351; TAC §29.1

H. Property and Casualty definitions

Ref.: TAC Chapter 5

MANAGING GENERAL AGENT CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are General insurance texts and forms, unless otherwise noted

I. INSURANCE TERMS AND RELATED CONCEPTS

A. Insurance

B. Insurable interest

C. Risk

D. Hazard

E. Peril

F. Direct loss

G. Indirect loss

H. Deductible

I. Actual cash value

J. Replacement cost

K. Salvage

L. Abandonment

M. Accident

N. Occurrence

O. Warranty, representations, concealment

P. Insured contract

Q. Coinsurance

R. Extensions of coverage

S. Nonrenewal/Cancellation

T. Vacancy

U. Negligence

V. Pro Rata liability

W. Binders

X. Proximate cause

Y. Limits of liability

Z. Indemnity

II. POLICY PROVISIONS AND CONTRACT LAW

- A. Declarations**
- B. Conditions**
- C. Exclusions**
- D. Insuring agreement**
- E. Duties of the insured after a loss**
- F. Obligations of the insurer**
- G. Arbitration**
- H. Other Insurance**
- I. Mortgagee rights**
- J. Proof of loss**
- K. Notice of claim**
- L. Appraisal**
- M. Assignment**
- N. Elements of a contract**
- O. Sources of insurability information**
- P. Fair Credit Reporting Act**
- Q. Additional payments**
- R. Subrogation**
- S. Claims made policy form**
- T. Loss settlement**
- U. Limitations**
- V. Liberalization clause**
- W. Liquidated Demand**

Ref: Texas Insurance Code §862.053

III. TEXAS STATUTES AND RULES COMMON TO PROPERTY AND CASUALTY INSURANCE

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4. Penalties

B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2

- 1. Certificate of authority
- 2. Transacting insurance
- 3. Foreign, domestic, alien
- 4. Stock, mutual
- 5. Admitted/nonadmitted/unauthorized

C. Licensing requirements

Ref: Ins. 981.202, 4001.105-.106, 4003.001-.007, 4001.254, 4004.051-.055, 4005.101-.105, 4051.151, 4001.252; 4053.051-.052, 4056.001-.004, 4101.051-.053; TAC §§1.502, 19.1001-.1027, 19.602, 19.1201-.1206, 19.1301-.1320

- 1. Types
 - a. Managing general agent
 - b. Agent/nonresident agent

- c. Temporary/ Emergency
 - d. Limited license
 - e. Surplus lines
 - f. Adjuster
 - g. Risk manager
 - h. Agency
- 2. Exemptions/exceptions
 - 3. Contract
 - 4. Continuing education
 - 5. License denial, renewal, expiration
 - 6. License termination, revocation, suspension
 - 7. Appointments
 - 8. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder

D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.053(c), 4005.101; TAC §§21.4, 21.201-.205, 21.111, 21.115

- 1. Unfair/Prohibited trade practices
 - a. Claims methods and practices
 - b. Misrepresentation
 - c. Defamation
 - d. Rebating
 - e. False advertising
 - f. Controlled business
 - g. Unfair discrimination
 - h. Fraud
 - i. Unfair comparison
 - j. Boycott, coercion, intimidation
- 2. Rating and underwriting practices

E. Duties/responsibilities

Ref.: TAC §19.1201-1204

- 1. Fiduciary capacity
- 2. Processes
- 3. Reinsurance
- 4. Reports/records
- 5. Commission sharing

F. Premium financing/premium taxes

Ref.: Ins. 221.002

G. Rates and ratemaking

Ref: Texas Insurance Code Sec. 5.35

H. County Mutual Companies

Ref.: Ins. 911.303, 912.002; TAC §5.9361

I. Lloyd's plan

Ref.: General insurance text

J. Surplus Lines

Ref. Ins. 981.202

K. Automobile insurance

- 1. Under/Uninsured Motorists
 - Ref: Transportation Code: Chapter 601; Ins. 1952.101-.110, Ins. 1952.151-.161TAC §5.204*
- 2. Financial responsibility and required minimum liability limits

Ref: Transportation Code: §§601.051, 601.053, 601.056-.057, 601.071-.072

3. Renewal, nonrenewal, and cancellation
Ref: Ins. 551.101-.113, 551.151-.152; TAC § 5.7002
4. Texas Automobile Insurance Plan Association
Ref: Ins. 2151.051-.154
5. Personal Injury Protection (PIP)
6. Medical payments

L. Workers' Compensation

Ref.: Texas Labor Code-Title 5: Secs. 401.012; 406.002, 406.034; 407.061-.065, 409.003

1. Coverage
2. Employment covered
3. Employer election
4. Employee election
5. Self-insured employers

M. Homeowners

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

N. 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

O. Medical Liability Insurance Underwriting Association (JUA)

Ref.: TAC §§ 5.2001-.2002

P. Texas Windstorm Insurance Association

Ref: TAC §§ 5.4016, 5.4700, 5.4800, 5.4903

Q. Texas Property and Casualty Guaranty Insurance Association

Ref: Ins. 462.001-.351; TAC§ 29.1

R. Texas FAIR Plan Association

S. Property and Casualty definitions

Ref.: TAC Chapter 5

WORKERS' COMPENSATION ADJUSTER CONTENT OUTLINE

(60 scoreable questions)

This examination will test topics listed on the following content outline and is composed of sixty (60) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

I. INSURANCE TERMS AND RELATED CONCEPTS

- A. Risk**
- B. Hazard**
- C. Loss**
- D. Deductible**
- E. Indemnity**
- F. Subrogation**
- G. Binder**
- H. Liability**

II. POLICY PROVISIONS

- A. Declarations**
- B. Insuring Agreement**
- C. Conditions**
- D. Exclusions**
- E. Arbitration**

III. TEXAS STATUTES AND RULES PERTINENT TO WORKERS' COMPENSATION ADJUSTING

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

1. General powers and duties
2. Examination of records
3. Investigation/Notice of hearing
4. Penalties

B. Licensing requirements

Ref.: Ins. 4001.252, 4101-.001, .002, .051-.054, 4101.057, 4101.059, 4101.061, 4101.101, 4101.202-203; TAC §§ 19.601-.602, 19.1001-.1018

1. Adjuster
2. Exemptions/exceptions
3. Continuing education
4. License denial, renewal, expiration
5. License termination, revocation, suspension
6. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder

C. Marketing practices

Ref.: Ins. 542.001-.014, 542.051-061, 542.151-.154; TAC §§21.4, 21.201-.205

1. Unfair/Prohibited trade practices
 - a. Claims methods and practices
 - b. Misrepresentation
 - c. Defamation

D. Workers' Compensation

1. Definitions
Ref.: Texas Labor Code Secs. 401.011-..013
 - a. Workers' Compensation insurance
 - b. Employer
 - c. Employee
 - d. Disability definitions
2. Who is covered

- Ref.: Texas Labor Code Sec. 406.091*
3. Obtaining coverage (Employer)
Ref.: Texas Labor Code Secs. 401.022, 406.003, 406.033
 4. Employer election
Ref.: Texas Labor Code Sec. 406.002
 5. Average weekly wage
Ref.: Texas Labor Code Secs. 408.041- .047
 6. Waiting period
Ref.: Texas Labor Code Secs. 408.082
 7. Compensable injuries
Ref: Texas Labor Code Secs. 401.011, 406.032, 408.181
 8. Benefits
Ref.: Texas Labor Code Secs. 401.011, 408.021-.030, 408.041, 408.081-.086, 408.101-.105, 408.150, 408.181-.187; 409.021-.024
 - a. medical
 - b. income
 - c. temporary income
 - d. rehabilitation
 - e. death and burial
 9. Other insurance coverage
Ref.: Texas Labor Code Sec. 406.052
 10. Claims procedures/Reports
Ref.: Texas Labor Code Secs. 401.110, 409.001-.013, 409.021-.024, 410.021
 11. Informal Hearing/Awards
Ref.: Texas Labor Code Secs. 410.006, 410.119, 410.121
 12. Subsequent Injury Fund
Ref.: Texas Labor Code Sec. 403.007
 13. Workers' compensation and employers liability
Ref.: Texas Approved Workers' Compensation Policy
 - a. Employers Liability insurance
 - b. Other States insurance
 14. Federal Workers' Compensation (US Code)
Ref.: Texas Workers' Compensation Manual
 - a. Federal Employers Liability Act (FELA)
Ref.: 45 USC 51-60
 - b. U.S. Longshore and Harbor Workers Compensation Act
Ref: 33 USC 901-950

ALL LINES ADJUSTER CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

I. GENERAL PROPERTY AND CASUALTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO ADJUSTERS

A. Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions
3. Proof of loss
4. Loss requirements and inventories
5. Appraisal
6. Replacement costs

B. Auto liability

1. Personal
2. Coverage
3. PAP

C. Personal lines Home owner coverage

1. Dwelling and contents
2. Homeowners forms/coverages
 - a. Policy provisions
 - b. Replacement costs
 - c. Appraisal
 - d. Special limits of liability
 - e. Proof of loss
3. General property forms
 - a. ISO, HO-2, HO-3, HO-4, HO-5, HO-6

D. Commercial lines coverage

1. Commercial property forms
 - a. Commercial property and buildings
 - b. Causes of loss
2. Commercial Package Policy (CPP)
3. Boiler and Machinery (includes small Boiler and Machinery)
4. Businessowners policy
5. Commercial and Special Multi-peril
6. Cargo

E. Inland Marine

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

F. Ocean Marine

G. Additional coverages, exclusions, and extensions

1. Business Interruption
2. Time Element
3. Law and Ordinance exclusion
4. Law and Ordinance coverage
5. Valuable Papers and records
6. Garagekeepers liability
7. Aviation
8. Umbrella
9. Protection and Indemnity
10. Yacht

H. Bonds

II. INSURANCE TERMS AND RELATED CONCEPTS

A. Peril

- B. Waiver/non-waiver agreement
- C. Insurance, insurance contracts, and insurable interest
- D. Estoppel
- E. Proof of loss
- F. Depreciation
- G. Deductible
- H. Liability/ limits of liability
- I. Valued policy
- J. Appraisal
- K. Actual cash value, fair market value
- L. Robbery
- M. Burglary and theft
- N. Agreed value
- O. Replacement cost
- P. Indemnity
- Q. Damages
- R. Subrogation
- S. Other insurance
- T. Arbitration
- U. Insuring agreement
- V. Constructive total loss
- W. Loss
- X. Warranties
- Y. Salvage
- Z. Risk
- AA. Hazard
- BB. Liberalization
- CC. Binder

III. POLICY PROVISIONS

- A. Declarations
- B. Insuring Agreement
- C. Conditions
- D. Exclusions
- E. Arbitration

IV. TEXAS STATUTES AND RULES PERTINENT TO PROPERTY AND CASUALTY ADJUSTING

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

1. General powers and duties
2. Examination of records
3. Investigation/hearing
4. Penalties

B. Licensing requirements

Ref.: Ins. 4001.252, 4101-.001, .002, .051-.054, 4101.057, 4101.059, 4101.061, 4101.101, 4101.202-203; TAC §§ 19.601-.602, 19.1001-.1018

1. Adjuster
2. Exemptions/exceptions
3. Continuing education
4. License denial, renewal, expiration

5. License termination, revocation, suspension
6. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder

C. Marketing practices

Ref.: Ins. 541.053, 542.001-.014, 542.051-061, 542.151-.154; TAC §§21.4, 21.201-.205

1. Unfair/Prohibited trade practices
 - a. Claims methods and practices
 - b. Misrepresentation
 - c. Defamation

D. Adjuster practices, responsibilities, and duties

Ref.: Ins. 4101.251; TAC Ins § 19.602; General insurance text

E. Workers' Compensation

1. Definitions

Ref.: Texas Labor Code Secs. 401.011-.013

 - a. Workers' Compensation insurance
 - b. Employer
 - c. Employee
 - d. Disability definitions
2. Who is covered

Ref.: Texas Labor Code Sec. 406.091
3. Obtaining coverage (Employer)

Ref.: Texas Labor Code Secs. 401.022, 406.003, 406.033
4. Employer election

Ref.: Texas Labor Code Sec. 406.003
5. Average weekly wage

Ref.: Texas Labor Code Secs. 408.041-.047
6. Waiting period

Ref.: Texas Labor Code Secs. 408.082
7. Compensable injuries

Ref.: Texas Labor Code Secs. 401.011, 406.032, 408.181
8. Benefits

Ref.: Texas Labor Code Secs. 401.011, 408.021-.030, 408.041, 408.081-.086, 408.101-.105, 408.150, 408.181-.187; 409.021-.024

 - a. medical
 - b. income
 - c. temporary income
 - d. rehabilitation
 - e. death and burial
9. Subsequent Injury Fund

Ref.: Texas Labor Code Sec. 403.007

PROPERTY AND CASUALTY ADJUSTER CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO ADJUSTERS

A. Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions
3. Proof of loss
4. Loss requirements and inventories
5. Appraisal
6. Replacement costs

B. Auto liability

1. Personal
2. Coverage
3. PAP

C. Personal lines coverage

1. Dwelling and contents
2. Homeowners forms/coverages
 - a. Policy provisions
 - b. Replacement costs
 - c. Appraisal
 - d. Special limits of liability
 - e. Proof of loss
3. General property forms
 - a. ISO, HO-2, HO-3, HO-4, HO-5, HO-6

D. Commercial lines coverage

1. Commercial property forms
 - a. Commercial property and buildings
 - b. Causes of loss
2. Commercial Package Policy (CPP)
3. Boiler and Machinery (includes small Boiler and Machinery)
4. Businessowners policy
5. Commercial and Special Multi-peril
6. Cargo

E. Inland Marine

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

F. Ocean Marine

G. Additional coverages, exclusions, and extensions

1. Business Interruption
2. Time Element
3. Law and Ordinance exclusion
4. Law and Ordinance coverage
5. Valuable Papers and records
6. Garagekeepers liability
7. Aviation
8. Umbrella
9. Protection and Indemnity
10. Yacht

H. Bonds

II. INSURANCE TERMS AND RELATED CONCEPTS

A. Peril

B. Waiver/non-waiver agreement

C. Insurance, insurance contracts, and insurable interest

D. Estoppel

E. Proof of loss

F. Depreciation

G. Deductible

H. Valued policy

I. Liability/ Limits of liability

J. Appraisal

K. Actual cash value, fair market value

L. Robbery

M. Burglary and theft

N. Agreed value

O. Replacement cost

P. Indemnity

Q. Damages

R. Subrogation

S. Other insurance

T. Arbitration

U. Insuring agreement

V. Constructive total loss

W. Loss

X. Warranties

Y. Salvage

Z. Risk

AA. Hazard

BB. Liberalization

CC. Binder

III. POLICY PROVISIONS

A. Declarations

B. Insuring Agreement

C. Conditions

D. Exclusions

E. Arbitration

IV. TEXAS STATUTES AND RULES PERTINENT TO PROPERTY AND CASUALTY ADJUSTING

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

1. General powers and duties
2. Examination of records
3. Investigation/hearing
4. Penalties

B. Licensing requirements

Ref.: Ins. 4001.252, 4101-.001, .002, .051-.054, 4101.057, 4101.059, 4101.061, 4101.101, 4101.202-203; TAC §§ 19.601-.602, 19.1001-.1018

1. Adjuster
2. Exemptions/exceptions
3. Continuing education

4. License denial, renewal, expiration
5. License termination, revocation, suspension
6. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder

C. Marketing practices

Ref.: Ins. 541.053, 542.001-.014, 542.051-061, 542.151-.154; TAC §§21.4, 21.201-.205

1. Unfair/Prohibited trade practices
 - a. Claims methods and practices
 - b. Misrepresentation
 - c. Defamation
- D. Adjuster practices, responsibilities, and duties

Ref.: Ins. 4102.163; TAC Ins § 19.602; General insurance text

**LIMITED LINES AGENT
CONTENT OUTLINE
(50 scoreable questions)**

This examination will test topics listed on the following content outline and is composed of fifty (50) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

I. INSURANCE TERMS AND RELATED CONCEPTS

- A. Risk**
- B. Hazard**
- C. Peril**
- D. Loss**
- E. Deductible**
- F. Indemnity**
- G. Limits of liability**
- H. Extensions of coverage**
- I. Subrogation**
- J. Accident**
- K. Fair Credit Reporting Act**
- L. Implied/express authority**

II. POLICY PROVISIONS

- A. Declarations/Schedule of Benefits**
- B. Insuring Agreement**
- C. Conditions**
- D. Exclusions**
- E. Definition of the insured**
- F. Duties of the insured after a loss**
- G. Proof of loss**
- H. Appraisal**

III. TEXAS STATUTES AND RULES PERTINENT TO LIMITED LINES

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

- A. Commissioner of Insurance**

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

1. General powers and duties
2. Examination of records
3. Investigation/Notice of hearing
4. Penalties

B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2

1. Certificate of authority
2. Transacting insurance
3. Foreign, domestic, alien
4. Stock, mutual

C. Licensing requirements

Ref.: Ins. 981.201-.222, 4001.003, 4001.006, 4001.051, 4001.102-.106, 4001.151-.156, 4001.252, 4001.254, 4003.001, 4003.004, 4003.006-.007, 4004.051-.054, 4005.101-.102, 4005.105, 4051.051-.055, 4051.101-.102, 4051.401-.404, 4051.151-.152, 4051.201-.206, 4052-001.101, 4054-301-.304, 4053.001-.152, 4054.001-.304, 4054-.101-.103, 4056.001-.004; TAC §§ 19.1001-.1030

1. Types
 - a. Agent/Agency
 - b. Nonresident agent
 - c. Temporary
 - d. Limited license
2. Exemptions/exceptions
3. Appointment/contract
4. Continuing education
5. License denial, renewal, expiration
6. License termination, revocation, suspension
7. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder

D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056-.057, 541.060-.061, 542.001-.014, 701.001-.154, 1806.001-.007, 4001.104, 4005.053(c), 4005.101; TAC §§21.4, 21.201-.205, 21.115

1. Unfair/Prohibited trade practices
 - a. Claims methods and practices
 - b. False advertising
 - c. Misrepresentation
 - d. Defamation
 - e. Controlled business
 - f. Rebating
 - g. Discrimination
 - h. Fraud
 - i. Boycott, coercion, intimidation

2. Ethics

Ref.: General insurance text

E. Agent duties/responsibilities

Ref.: Ins. 4001.157, 4005.053-.054

1. Fiduciary capacity
2. Commission sharing

PUBLIC INSURANCE ADJUSTER CONTENT OUTLINE

(100 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred (100) four-option, multiple choice questions. All references are to General insurance texts and forms, unless otherwise noted

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO PUBLIC INSURANCE ADJUSTERS

A. Standard fire policy

Ref.: *Standard Fire policy*

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions
3. Proof of loss
4. Loss requirements and inventories
5. Appraisal
6. Replacement costs

B. Auto liability

1. Personal
2. Coverage
3. PAP

C. Personal lines coverage

1. Dwelling and contents
2. Homeowners forms/coverages
 - a. Policy provisions
 - b. Replacement costs
 - c. Appraisal
 - d. Special limits of liability
 - e. Proof of loss
3. General property forms
 - a. ISO, HO-2, HO-3, HO-4, HO-5, HO-6

D. Commercial lines coverage

1. Commercial property forms
 - a. Commercial property and buildings
 - b. Causes of loss
2. Commercial Package Policy (CPP)
3. Boiler and Machinery (includes small Boiler and Machinery)
4. Businessowners policy
5. Commercial and Special Multi-peril
6. Cargo

E. Inland Marine

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

F. Ocean Marine

G. Additional coverages, exclusions, and extensions

1. Business Interruption

2. Time Element
3. Law and Ordinance exclusion
4. Law and Ordinance coverage
5. Valuable Papers and records
6. Garagekeepers liability
7. Aviation
8. Umbrella
9. Yacht
10. Coinsurance

H. Bonds

II. INSURANCE TERMS AND RELATED CONCEPTS

A. Peril

B. Waiver/non-waiver agreement

C. Insurance, insurance contracts, and insurable interest

D. Estoppel

E. Proof of loss

F. Depreciation

G. Deductible

H. Liability/Limits of liability

I. Valued policy

J. Appraisal

K. Actual cash value, fair market value

L. Robbery

M. Burglary and theft

N. Agreed value

O. Replacement cost

P. Indemnity

Q. Damages

R. Subrogation

S. Other insurance

T. Arbitration

U. Insuring agreement

V. Constructive total loss

W. Loss

X. Salvage

Y. Risk

Z. Hazard

AA. Liberalization

III. POLICY PROVISIONS

A. Declarations

B. Insuring Agreement

C. Conditions

D. Exclusions

E. Arbitration

IV. TEXAS STATUTES AND RULES PERTINENT TO PUBLIC INSURANCE ADJUSTING

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

A. Commissioner of Insurance

Ref.: Ins. 4101.052-.055, 4101.057, 4101.203-.204, 4102.001, 4102.110; TAC §19.601

1. General powers and duties
2. Examination of records
3. Investigation/hearing

4. Penalties

B. Licensing requirements

Ref.: Ins. 4001.252, 4102-.001, .002, 4102.051, 4102.064, 4102.101-.103, 4102.109, 4102.152, 4102.201, 4103.156; TAC §§19.1001-.016; TAC §19.701-713

1. Public Insurance Adjuster
2. Exemptions/exceptions
3. Continuing education
4. License denial, renewal, expiration
5. License termination, revocation, suspension, cease and desist
6. Notification to Department of certain information
 - a. Change of address
 - b. Felony convictions
 - c. Administrative action taken against a license holder

C. Marketing practices

Ref.: Ins. 541.051, 541.062, 542.001-.014; TAC §§21.201-.205, 21.4

1. Unfair/Prohibited trade practices
 - a. Claims methods and practices
 - b. Misrepresentation

D. Public Insurance Adjuster practices, responsibilities, and duties

Ref. Ins. 4102.005, .151, .163; TAC 19.708, 19.713; General insurance text

1. Unauthorized practice of law
2. Disclosures
3. Consumer rights
4. Ethics