

IOWA

Insurance Content Outlines

Content outlines for exams taken
BEFORE January 1, 2026

Content outlines for exams taken
ON/AFTER January 1, 2026

LIFE - GENERAL KNOWLEDGE CONTENT OUTLINE Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES 15

A. Traditional whole life products

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

B. Interest/market-sensitive/adjustable life products

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

C. Term life

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

D. Annuities

1. Single and flexible premium
2. Immediate and deferred
3. Fixed and variable
4. Indexed
5. Accumulation and Annuity Periods
6. Payout options

E. Combination plans and variations

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

II. POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS 15

A. Policy riders

1. Waiver of premium and waiver of monthly deduction
2. Guaranteed insurability
3. Payor benefit
4. Accidental death and/or accidental death and dismemberment
5. Term riders
6. Other insureds
7. Long term care
8. Return of premium
9. Disability
10. Cost of Living

B. Policy provisions and options

1. Entire contract
2. Insuring clause
3. Free look
4. Consideration
5. Owner's rights
6. Beneficiary designations

- a. Primary and contingent
- b. Revocable and irrevocable
- c. Common disaster
- d. Minor beneficiaries
- e. Designation by class

7. Premium Payment

- 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 (e.g., participating, non-participating)

12. Incontestability

13. Assignments

14. Suicide

15. Misstatement of age and gender

16. Settlement options

17. Accelerated death benefits

C. Policy exclusions

1. War
2. Aviation
3. Dangerous Occupation

III. COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICY 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
9. Gramm-Leach-Bliley Act (GLBA) Privacy

B. Underwriting

1. Insurable interest
2. Medical information and consumer reports
3. Fair Credit Reporting Act
4. Risk classification
5. Stranger/Investor-owned life insurance (STOLI/IOLI)

C. Delivering the policy

1. When coverage begins
2. Explaining the policy and its provisions, riders, exclusions, and ratings to the client

D. Contract law

1. Elements of a contract
 - a. Consideration
 - b. Offer and Acceptance
 - c. Competent parties
 - d. Legal purpose
2. Unique aspects of the insurance contract
 - a. Conditional
 - b. Unilateral

- c. Adhesion
- d. Aleatory

IV. RETIREMENT AND OTHER INSURANCE CONCEPTS.. 8

- A. Third-party ownership**
- B. Life Settlements**
- C. Group life insurance**
 - 1. Conversion privilege
 - 2. Contributory vs. noncontributory
- D. Retirement plans**
 - 1. Qualified plans
 - 2. Nonqualified plans
- E. Life insurance needs analysis/suitability**
 - 1. Personal insurance needs
 - 2. Business insurance needs
 - a. Key person
 - b. Buy sell
- F. Social Security benefits**
- G. Tax treatment of insurance premiums, proceeds, and dividends**
 - 1. Individual life
 - 2. Group life
 - 3. Modified Endowment Contracts (MECs)

**LIFE – IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(27 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES..... 15

- A. Insurance Commissioner/Division**
 - 1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
 - 2. Examination of records
Ref: 507.1, .2, .3
 - 3. Hearings
Ref: 507B.6
 - 4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
 - 5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14
- B. Licensing**
 - 1. Applications
Ref: 422B.5
 - 2. Change of address
Ref: 191-10.12
 - 3. Licensing examinations
Ref: 191-11.1 - 11.4
 - 4. Resident/nonresident
Ref: 191-10.4 & 10.5
 - 5. Temporary license
Ref: 191-10.11
 - 6. Exemptions
Ref: 522B.8
 - 7. Denial, renewal, termination of licenses
Ref: 522B.11
 - 8. Commissions and referral fees
Ref: 522B.12
 - 9. Company appointments
Ref: 522B.13
 - 10. Continuing education
Ref: 191-11.1 - 11.4
- C. Unfair and Deceptive Practices**
 - 1. Unfair discrimination
Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
 - 2. Misrepresentation
Ref: 507B.4(3)(a)(1)-(10)

- 3. Rebating
Ref: 507B.4(3)(i)
- 4. False information and advertising
Ref: 507B.4(3)(b)(1); Reg 191-15.3
- 5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
- 6. Defamation
Ref: 507B.4(3)(c)
- 7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8(5), 515.103

- 1. Prohibited Acts
- 2. Use of credit information**

F. Guaranty Association

Ref: 508C.2, .3, .5, .6, .8, .9, .12, .14, .18

G. Definitions

- 1. Domestic, foreign, alien
Ref: 521A, 521E.1, 515.70
- 2. Fraternal benefit society*
Ref: 512B(3)
- 3. Certificate of Authority
Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

** Applies to Life/Health only*

*** Applies to Property/Casualty associated exams only*

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO LIFE INSURANCE ONLY 12

A. Policy replacement

Ref: 191-16.21 through .29

B. Disclosure and solicitation requirements

Ref: 191-15.2 through .4, .8, .9; 191-14.1, .3 through .10

C. Group Life Insurance

- 1. Eligibility
Ref: 509.1
- 2. Required provisions
Ref: 509.2, 509.10
- 3. Assignability
Ref: 509.15
- 4. Conversion
Ref: 509.2
- 5. Interest on proceeds
Ref: 511.38

D. Individual life and annuities

- 1. Policy Loans
Ref: 511.36
- 2. Viatical and life settlements
Ref: 191-48.1; 508E
- 3. Credit Life
Ref: 191-28
- 4. Incontestability period
Ref: 508.28

E. Suitability

- 1. Life Insurance
Ref: 191-15.8(4)
- 2. Annuities
Ref: 191-15.72-.78

ACCIDENT & HEALTH – GENERAL KNOWLEDGE

CONTENT OUTLINE

Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES 16

A. Disability income

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

B. Accidental death and dismemberment

C. Medical expense insurance

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

D. Medicare supplement policies

E. Group insurance

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

F. Individual/Group Long Term Care (LTC)

1. Eligibility
2. Levels of care

G. Other policies

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

II. POLICY PROVISIONS, CLAUSES, AND RIDERS15

A. Mandatory and Optional provisions

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

B. Other provisions and clauses

1. Insuring clause

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
3. Future increase option

D. Rights of renewability

1. Noncancelable
2. Cancelable
3. Guaranteed renewable

III. SOCIAL INSURANCE6

A. Medicare (Parts A, B, C, D)

B. Medicaid

C. Social Security benefits

IV. OTHER INSURANCE CONCEPTS 5

A. Total, partial, recurrent and residual disability

B. Owner's rights

C. Dependent children benefits

D. Primary and contingent beneficiaries

E. Modes of premium payments

F. Nonduplication and coordination of benefits (e.g., primary vs. excess)

G. Occupational vs. non-occupational

H. Tax treatment of premiums and proceeds of insurance contracts (e.g., disability income and medical expenses, etc.)

I. Managed care

J. Workers Compensation

K. Subrogation

V. FIELD UNDERWRITING PROCEDURES 8

A. Completing the application

B. Explaining sources of insurability and HIPAA privacy information (e.g., MIB Report, Fair Credit Reporting Act, etc.)

C. Initial premium payment and receipt and consequences of the receipt (e.g., medical examination, etc.)

D. Submitting application (and initial premium if collected) to company for underwriting

E. Policy delivery

F. Explaining policy and its provisions, riders, exclusions, and ratings to clients

G. Replacement

H. Contract law

1. Elements of a contract
2. Insurable interest
3. Warranties and representations
4. Unique aspects of the insurance contract
 - a. Conditional
 - b. Unilateral

- c. Adhesion
- d. Aleatory

ACCIDENT AND HEALTH – IOWA SPECIFIC CONTENT OUTLINE

State Laws, Rules, Regulations and Coverages

(30 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES 15

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
2. Examination of records
Ref: 507.1, .2, .3
3. Hearings
Ref: 507B.6
4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
5. Cease and desist
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B. Licensing

1. Applications
Ref: 422B.5
2. Change of address
Ref: 191-10.12
3. Licensing examinations
Ref: 191-11.1 - 11.4
4. Resident/nonresident
Ref: 191-10.4 & 10.5
5. Temporary license
Ref: 191-10.11
6. Exemptions
Ref: 522B.8
7. Denial, renewal, termination of licenses
Ref: 522B.11
8. Commissions and referral fees
Ref: 522B.12
9. Company appointments
Ref: 522B.13
10. Continuing education
Ref: 191-11.1 - 11.4

C. Unfair and Deceptive Practices

1. Unfair discrimination
Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
2. Misrepresentation
Ref: 507B.4(3)(a)(1)-(10)
3. Rebating
Ref: 507B.4(3)(i)
4. False information and advertising
Ref: 507B.4(3)(b)(1); Reg 191-15.3
5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8(507B)

1. Prohibited Acts
2. Use of credit information**

F. Guaranty Association

Ref: 508C.2, .3, .5, .6, .8, .9, .12, .14, .18

G. Definitions

1. Domestic, foreign, alien
Ref: 521A, 508B, 515.70

2. Fraternal benefit society*

Ref: 512B(3)

3. Certificate of Authority

Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO ACCIDENT AND HEALTH INSURANCE ONLY 15

A. Individual Health insurance

1. Eligibility
Ref: 513C.3(7)(10)
2. Required provisions
Ref: 514A.3
3. Renewability
Ref: 191-36.10
4. Mandatory coverages
 1. Diabetes
Ref: 514C.18
 2. Mammography
Ref: 514C.14
 3. Coverage for newborns
Ref: 514C.1
 4. Adopted children
Ref: 514C.1, 514C.10
 5. Complications of pregnancy
Ref: 514C.12
5. Preexisting conditions
Ref: 514C
6. Claims
7. Credit disability
Ref: 191-28.1 – 28.17

B. Group Health insurance

1. Eligibility
Ref: 509.1; 513B.2(10)
2. Required provisions
Ref: 509.3
3. Claims
Ref: 509.19
4. Mandatory coverages
 1. Diabetes
Ref: 514C.18
 2. Mammography
Ref: 514C.4
 3. Coverage for newborns
Ref: 514C.1
 4. Adopted children
Ref: 514C.1; 514C.10
 5. Complications of pregnancy
Ref: 514C.12

C. Medicare supplement insurance

1. Purpose
Ref: 191-37.1
2. Required provisions
Ref: 191-37.5
3. Preexisting conditions
Ref: 191-37.21
4. Exclusions
5. Replacement
Ref: 191-37.27
6. Cancellation

Ref: 191-37.6

D. Long Term Care insurance

1. Marketing

Ref: 39.15

2. Policy provisions

Ref: 39.6

3. Types of care

Ref: 191.39.9

1. Home Health Care

Ref: 191.39.9

2. Nursing Home

Ref: 191-39.5

3. Assisted living

4. Iowa Long-Term Care partnership program

Ref: 191-39.75-85

E. Special Programs

1. Healthy and Well Kids in Iowa Program (HAWK-I)

Ref: 514I.1, .2, .3, .6, .8, .9

2. HIPIOWA

Ref: 514E

F. Affordable Care Act

1. Exchanges/Marketplace (ACA Section 1321)

2. Taxes, penalties, and subsidies (ACA Section 1401, 1402)

3. Essential health benefits (ACA Section 1302)

a. Mental health parity

b. Pediatric services

c. Preventive services

4. Employer notification responsibilities (ACA Section 1511-1515)

G. No Surprises Act

Ref: Title I of Division BB of the CAA, 2021, Title XXVII of PHS Act Part E

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

II. INSURANCE TERMS AND RELATED CONCEPTS..... 15

A. Insurance

1. Law of Large Numbers

B. Insurable interest

C. Risk

1. Pure vs. Speculative Risk

D. Hazard

1. Moral

2. Morale

3. Physical

E. Peril

F. Loss

1. Direct

2. Indirect

G. Loss Valuation

1. Actual cash value

2. Replacement cost

3. Market value

4. Stated/agreed value

5. Salvage value

H. Proximate cause

I. Deductible

J. Indemnity

K. Limits of liability

L. Coinsurance/Insurance to value

M. Occurrence

N. Cancellation

O. Nonrenewal

P. Vacancy and unoccupancy

Q. Liability

1. Absolute

2. Strict

3. Vicarious

R. Negligence

S. Binder

T. Endorsements

U. Blanket vs. Specific

III. POLICY PROVISIONS AND CONTRACT LAW..... 13

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions

E. Definition of the insured

F. Duties of the insured

G. Obligations of the insurance company

H. Mortgagee rights

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

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

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES 22

A. Homeowners

1. HO-2

2. HO-3

3. HO-4

4. HO-5

5. HO-6

6. HO-8

B. Dwelling policies

1. DP-1

2. DP-2

3. DP-3

C. Commercial lines

1. Commercial Package Policy (CPP)

2. Commercial property

1. Commercial building and business personal property form

2. Causes of loss forms

3. Business income

4. Extra expense

5. Equipment breakdown

3. Business Owners Policy (BOP)

4. Builders Risk

5. Cyber First-Party Coverage

D. Inland marine

1. Personal Articles floaters

2. Commercial Property floaters

E. National Flood Insurance Program

F. Others

- R. Privacy Protection (Gramm Leach Bliley)
- S. Policy Application
- T. Terrorism Risk Insurance Act (TRIA)
- U. Territory

**PROPERTY - IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(31 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES..... 25

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
2. Examination of records
Ref: 507.1, .2, .3
3. Hearings
Ref: 507B.6
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5. Cease and desist
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B. Licensing

1. Applications
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Ref: 191-10.12
3. Licensing examinations
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4. Resident/nonresident
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5. Temporary license
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6. Exemptions
Ref: 522B.8
7. Denial, renewal, termination of licenses
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5. Claims settlement
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6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8; 515.103

1. Prohibited Acts
2. Use of credit information**

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

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Ref: 521A, 521E.1, 515.70
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3. Certificate of Authority
Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

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** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO PROPERTY INSURANCE 6

A. Iowa FAIR Plan Association

Ref: 515F.31 through .36

B. Cancellation/Nonrenewal

Ref: 515.125-.131; 515D.4 through .7

C. Standard Fire Policy

Ref: 515.109

D. Private-passenger automobile insurance

Ref: 321A.2-.11; 516A.1 through .4; 191-15.45

1. Aftermarket parts regulation

E. Rate standards

Ref: 515F.4(1), 515F.5(1)(a)

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

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES, BONDS, AND RELATED TERMS..... 23

A. Commercial general liability

1. Exposures
 1. Premises and Operations
 2. Products and Completed Operations
2. Coverage
 - a. Coverage A: Bodily Injury and Property Damage Liability (Occurrence, Claims made including Retroactive Date)
 2. Coverage B: Personal Injury and Advertising Injury
 3. Coverage C: Medical Payments
 4. Supplemental Payments
 5. Who is an insured
 6. First named insured
 7. Limits (Per occurrence, Annual Aggregate)
 8. Damage to Property of Others

B. Automobile: personal auto and business auto

1. Liability
 1. Bodily Injury
 2. Property Damage
 3. Split Limits
 4. 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
 1. Owned

2. Non-owned	
3. Hired	
4. Temporary Substitute	
5. Newly Acquired Autos	
6. Transportation Expense and Rental Reimbursement Expense	
8. Auto Dealers Coverage Form, including Garagekeepers Insurance	
9. Exclusions	
10. Individual Insured and Drive Other Car (DOC)	
11. Mobile equipment	
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	
1. Who is an employee/employer	
2. 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, funds transfer	
6. Liquor liability	
G. Umbrella/Excess Liability	
H. Businessowners Policy (BOP)	
II. INSURANCE TERMS AND RELATED CONCEPTS..... 15	
A. Risk	
B. Hazards	
1. Moral	
2. Morale	
3. Physical	
C. Indemnity	
D. Insurable interest	
E. Loss valuation	
1. Actual cash value	
2. Replacement cost	
3. Market value	
4. Stated/agreed value	
5. Salvage value	
F. Negligence	
G. Liability	
H. Occurrence	
I. Binders	
J. Warranties	
K. Representations	
L. Concealment	
M. Deposit Premium/Audit	
N. Certificate of Insurance	
O. Law of Large Numbers	

P. Pure vs. Speculative Risk	
Q. Endorsements	
R. Damages	
1. Compensatory	
1. General	
2. Special	
2. Punitive	
S. Compliance with provisions of Fair Credit Reporting Act	
III. POLICY PROVISIONS 12	
A. Declarations	
B. Insuring agreement	
C. Conditions	
D. Exclusions and Limitations	
E. Definition of the insured	
F. Duties of the insured after a loss	
G. Cancellation and nonrenewal provisions	
H. Supplementary payments	
I. Proof of loss	
J. Notice of claim	
K. Other insurance	
L. Subrogation	
M. Loss settlement provisions including consent to settle a loss	
N. Terrorism Risk Insurance Act (TRIA)	

<p style="text-align: center;">CASUALTY - IOWA SPECIFIC CONTENT OUTLINE</p> <p style="text-align: center;">State Laws, Rules, Regulations and Coverages</p>

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10. Continuing education	

C. Unfair and Deceptive Practices

1. Unfair discrimination
Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
2. Misrepresentation
Ref: 507B.4(3)(a)(1)-(10)
3. Rebating
Ref: 507B.4(3)(i)
4. False information and advertising
Ref: 507B.4(3)(b)(1); Reg 191-15.3
5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: Reg 191-15.8; 515.103

1. Prohibited Acts
2. Use of credit information**

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

1. Domestic, foreign, alien
Ref: 521A, 521E.1, 515.70
2. Fraternal benefit society*
Ref: 512B(3)
3. Certificate of Authority
Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CASUALTY INSURANCE 8**A. Iowa Automobile Insurance Plan (Assigned Risk)**

Ref: 515D.11

B. Private-passenger automobile insurance

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2. Proof of financial responsibility
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3. Cancellation and nonrenewal
Ref: 515D.4-7

C. Transportation Network Companies (ride-sharing services)

Ref: 321N.1(5), 321N.4(2)(a)

D. Workers' Compensation

1. Definitions
Ref: 85.61
2. Covered employment
Ref: 85.1
3. Benefits provided
Ref: 85.27-29, 31-34
4. Covered injuries
Ref: 85.3, .32, .60, .61, .71
5. Occupational disease
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E. Rate standards
**COMMERCIAL LINES EXAM GENERAL
KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions plus 5 pretest questions)

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 2. Causes of loss forms
 3. Business income
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 5. Equipment breakdown
2. Commercial Package Policy (CPP)
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C. National Flood Insurance Program**D. Others**

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 2. Coverage B: Personal Injury and Advertising Injury
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 4. Supplementary Payments
 5. Who is an insured
 6. Limits (Per occurrence, Annual Aggregate)
 7. Damage to Property of Others

B. Business (Commercial) Auto

1. Liability
 1. Bodily Injury
 2. Property Damage
 3. Split Limits
 4. Combined Single Limit
2. Physical damage (collision and other than collision/ specified perils)
3. Uninsured motorists
4. Underinsured motorists
5. Who is an insured
6. Types of Auto
 1. Owned
 2. Non-owned
 3. Hired
 4. Temporary Substitute
 5. Newly Acquired Autos
 6. Transportation Expense and Rental Reimbursement Expense
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1. Absolute	
2. Strict	
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**COMMERCIAL LINES - IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(32 scoreable questions plus 5 pretest questions)

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10. Continuing education
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C. Unfair and Deceptive Practices

1. Unfair discrimination
Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
2. Misrepresentation
Ref: 507B.4(3)(a)(1)-(10)
3. Rebating
Ref: 507B.4(3)(i)
4. False information and advertising
Ref: 507B.4(3)(b)(1); Reg 191-15.3
5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8

1. Prohibited Acts

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

1. Domestic, foreign, alien
Ref: 521A, 521E.1, 515.70
2. Fraternal benefit society*
Ref: 512B(3)
3. Certificate of Authority
Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES AND REGULATIONS PERTINENT TO PROPERTY INSURANCE 2

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Ref: 515.80, .81 through .81C, .83, .84

B. Rate standards

Ref: 515F.4(1), 515F.5(1)(a)

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A. Workers' Compensation

1. Definitions

Ref: 85.61

2. Covered employment

Ref: 85.1

3. Benefits provided

Ref: 85.27-29, 31-34

4. Covered injuries

Ref: 85.3, .32, .60, .61, .71

5. Occupational disease

Ref: 85.20

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

(75 questions plus 5 pretest questions)

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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
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T. Cancellation and nonrenewal provisions	
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W. Territory	

**PERSONAL LINES IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(37 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES.....	25
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1. Broad powers and duties	
<i>Ref: 505.2; 505.8; 507B.3; 507C</i>	
2. Examination of records	
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3. Hearings	
<i>Ref: 507B.6</i>	
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5. Cease and desist	
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C. Unfair and Deceptive Practices	
1. Unfair discrimination	
<i>Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11</i>	
2. Misrepresentation	
<i>Ref: 507B.4(3)(a)(1)-(10)</i>	
3. Rebating	
<i>Ref: 507B.4(3)(i)</i>	
4. False information and advertising	
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5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8; 515.103

1. Prohibited Acts
2. Use of credit information**

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

1. Domestic, foreign, alien

Ref: 521A, 521E.1, 515.70

2. Fraternal benefit society*

Ref: 512B(3)

3. Certificate of Authority

Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY 6

A. Iowa FAIR Plan Association

Ref: 515F.31 through .38

B. Cancellation/Nonrenewal

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C. Standard Fire Policy

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D. Private-passenger automobile insurance

Ref: 321A.2-.11; 516A.1 through .4; 191-15.45

1. Aftermarket parts regulation

E. Rate standards

Ref: 515F.4(1), 515F.5(1)(a)

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Ref: 515D.11

B. Private-passenger automobile insurance

1. Uninsured/Underinsured motorists coverage

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2. Proof of financial responsibility

Ref: 321A.12

3. Cancellation and nonrenewal

Ref: 515D.4-7

C. Transportation Network Companies (ride-sharing services)

Ref: 321N.1(5), 321N.4(2)(a)

I. GENERAL INSURANCE TERMS AND CONCEPTS 5

A. Insurance

B. Insurable interest

C. Hazard

D. Indemnity

E. Indebtedness

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1. Credit property

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3. Mortgage guarantee (PMI)

4. Group mortgage life/ disability

B. Consumer Credit Insurance Definitions

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2. Not excessive

3. Non-discriminatory

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D. Free look period

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E. Policy requirements

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G. Prohibited transactions

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H. Preexisting conditions

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1. Broad powers and duties

CREDIT INSURANCE CONTENT OUTLINE Product Knowledge, Terms and Concepts

(50 scoreable questions)

Ref: 505.2; 505.8; 507B.3

2. Examination of records

Ref: 507.1, .2, .3

3. Hearings

Ref: 507B.6

4. Penalties

Ref: 505.7A; 507B.7; Reg 191-10.20

5. Cease and desist

Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing Requirements

Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13;

Reg 191-11.1 through .4

1. Applications
2. Change of address
3. Licensing examinations
4. Resident/nonresident
5. Denial, renewal, termination of licenses

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7

1. Discrimination
2. Misrepresentation
3. Rebating
4. Advertising
5. Claims settlement
6. Defamation
7. Boycott, coercion and intimidation
8. Iowa Insurance Fraud Act

CROP INSURANCE CONTENT OUTLINE Product Knowledge, Terms and Concepts

(50 scoreable questions)

I. GENERAL INSURANCE TERMS AND CONCEPTS 8

A. Insurable interest

B. Risk

C. Hazard

D. Peril

E. Loss

1. Direct
2. Indirect

F. Indemnity

G. Actual cash value

H. Limits of liability

I. Coinsurance

J. Occurrence

K. Negligence

L. Insuring agreement

M. Subrogation

N. Pro-rata liability

II. CROP HAIL INSURANCE 10

A. Policy rates

B. Coverages available

C. Policy provisions

1. NCIS general provisions
2. NCIS Special provisions

D. Liability

E. Claim settlement practices

1. Claim site assessment
2. Notice of loss
3. Insured's duty
4. Percentage plan
5. Arbitration and appraisal
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7. Actuarial Documents
8. Insured Eligibility
9. Units
10. Coverage Levels
11. Administrative Fees
12. Life of the Policy
13. Yield/Revenue Guarantees

B. Plans of Insurance

1. Common Crop Insurance Policy
 1. Yield Protection
 - (1) Catastrophic Risk Protection (CAT) Endorsement
 2. Revenue Protection
 3. Revenue Protection with Harvest Price Exclusion
2. Area Risk Protection Insurance Policy (ARPI)
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 2. Area Revenue Protection with Harvest Price Exclusion (ARPWHE)
 3. Area Yield Protection (AYP)
3. Livestock Risk Protection (LRP)
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C. Policy Provisions

1. Common/Basic Provisions
2. Coarse Grains Provisions
 1. Replant
 2. Prevented Planting
 3. Late Planting
3. Catastrophic Risk Protection (CAT) Endorsement

D. Claims

1. Covered Perils
2. Loss Reporting Requirements
3. Duties After a Loss

IV. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CROP INSURANCE 10

A. Insurance Commissioner/Division

1. Broad powers and duties

Ref: 505.2; 505.8; 507B.3

2. Examination of records

Ref: 507.1, .2, .3

3. Hearings

Ref: 507B.6

4. Penalties

Ref: 505.7A; 507B.7; Reg 191-10.20

5. Cease and desist

Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing Requirements

Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4

1. Applications
2. Change of address
3. Licensing examinations
4. Resident/nonresident
5. Temporary license
6. Exemptions
7. Denial, renewal, termination of licenses
8. Continuing education

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7

1. Discrimination
2. Misrepresentation
3. Rebating
4. Advertising
5. Claims settlement
6. Defamation
7. Boycott, coercion and intimidation
8. Iowa Insurance Fraud Act

D. Iowa Crop Hail Insurance Law

Ref: 515.100; 191-20.8; 518A.25

1. Rate filings
2. Notice of claim

**EXCESS AND SURPLUS LINES INSURANCE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions)

- I. GENERAL INSURANCE DEFINITIONS 8**
 - A. Insurable interest
 - B. Loss (direct vs. indirect)
 - C. Negligence
 - D. Physical hazard
 - E. Proximate cause
 - F. Reinsurance
 - G. Replacement cost
 - H. Risk
- II. SURPLUS LINES MARKETS 8**
 - A. United States nonadmitted market
 1. Definitions
 1. Eligible surplus lines carriers in Iowa
 - B. London market
 1. Lloyd's brokers
 - C. Coverages
 1. Property
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 3. Professional liability
 - D. Insurance exchanges
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 - A. Commercial General Liability
 - B. Building and Personal Property
 - C. Claims Made
 - D. Extended coverage
 - E. Employee Dishonesty
 - F. Liability
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- IV. SURPLUS LINES LICENSING 12**
 - A. Powers and duties of the Insurance Commissioner
Ref: 505.2; 505.8; 507B.3
 - B. License requirements, issuance
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 - C. Unfair and Deceptive Practices
Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7
- V. IOWA SURPLUS LINES LAW 12**
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 - A. Purpose
 - B. Reports, records
 - C. Coverage and Eligibility

- D. Premiums, evidence of insurance
- E. Premium tax
- F. Multi-State risks
- G. Qualifications for Surplus Lines Insurers
 1. Alien vs. Foreign
 2. Removal
- H. Disclosure
- I. Premium Rates
- J. Exempt commercial purchasers

**SURETY
CONTENT OUTLINE
Product Knowledge, Terms and Concepts**

(45 scoreable questions)

- I. INSURANCE TERMS AND RELATED CONCEPTS 5**
 - A. Insurance
 - B. Insurable interest
 - C. Risk
 - D. Hazard
 - E. Loss
 - F. Proximate cause
 - G. Indemnity
 - H. Actual cash value
 - I. Limits of liability
 - J. Accident
 - K. Occurrence
 - L. Cancellation
 - M. Nonrenewal
 - N. Liability
 - O. Negligence
- II. POLICY PROVISIONS AND CONTRACT LAW 5**
 - A. Insuring agreement
 - B. Conditions
 - C. Exclusions
 - D. Definition of the insured
 - E. Duties of the insured
 - F. Obligations of the insurance company
 - G. Proof of loss
 - H. Notice of claim
 - I. Assignment
 - J. Subrogation
 - K. Arbitration
 - L. Elements of a contract
 - M. Warranties, representations, and concealment
 - N. Binders
- III. FIDELITY AND SURETY CONTRACTS 10**
 - A. Definition of fidelity and surety
 - B. Parties of a contract
 - C. Obligation of the surety
 - D. Underwriting considerations
 - E. Premiums and terms of obligations
 - F. Claims
 - G. Power of attorney
 - H. Indemnification agreements

IV. PURPOSE AND TYPE OF SURETY BONDS 5

- A. Court
- B. Contract
- C. Miscellaneous
- D. Appeal Bonds

V. PURPOSE AND TYPE OF FIDELITY BONDS 3

- A. Individual
- B. Schedule
- C. Public official
- D. Blanket
- E. Financial institutions
- F. ERISA bonds

VI. BAIL BONDS 5

- A. Surety bail bond
- B. Surety bond fee
- C. Types of bail
- D. Bail piece
- E. Acceptable collateral
- F. Appointing company's underwriting standard

**VII. IOWA STATUTES, RULES, AND REGULATIONS
PERTINENT TO SURETY LICENSING..... 12**

A. Insurance Commissioner/Division

- 1. Broad powers and duties

Ref: 505.2; 505.8; 507B.3

- 2. Examination of records

Ref: 507.1, .2, .3

- 3. Hearings

Ref: 507B.6

- 4. Penalties

Ref: 505.7A; 507B.7; Reg 191-10.20

- 5. Cease and desist

Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing Requirements

*Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13;
Reg 191-11.1 through .4*

- 1. Applications
- 2. Change of address
- 3. Licensing examinations
- 4. Resident/nonresident
- 5. Temporary license
- 6. Exceptions to licensing
- 7. Denial, renewal, termination of licenses

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7

- 1. Discrimination
- 2. Misrepresentation
- 3. Rebating
- 4. Advertising
- 5. Claims settlement
- 6. Defamation
- 7. Boycott, coercion and intimidation
- 8. Iowa Insurance Fraud Act

**VIATICAL SETTLEMENT BROKER
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions)

I. TYPES OF POLICIES 10

A. Traditional whole life products

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

- 4. Adjustable life

B. Interest-sensitive life products

- 1. Universal life
- 2. Interest-sensitive whole life

C. Indexed Life Products

- 1. Indexed universal life

D. Variable Life Products

- 1. Variable whole life
- 2. Variable universal life

E. Term life

- 1. Level, decreasing, and increasing term
- 2. Special features
 - 1. Renewable
 - 2. Convertible

F. Annuities

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

G. Endowment

H. Combination plans and variations

- 1. Family policy
- 2. Family income policy
- 3. Joint life
- 4. Survivorship life

**II. POLICY RIDERS, PROVISIONS, OPTIONS, AND
EXCLUSIONS 5**

A. Policy riders

- 1. Waiver of premium
- 2. Guaranteed insurability
- 3. Payor benefit
- 4. Accidental death and/or accidental death and dismemberment
- 5. Term riders
- 6. Other insureds (e.g., spouse, children, nonfamily)

B. Policy provisions and options

- 1. Entire contract
- 2. Insuring clause
- 3. Owner's rights
- 4. Beneficiary designations
- 5. Premium Payment
- 6. Reinstatement
- 7. Policy loans, withdrawals, partial surrenders
- 8. Nonforfeiture options
- 9. Dividends and dividend options
- 10. Incontestability
- 11. Assignments
- 12. Settlement options

C. Policy exclusions

**III. TAXES, RETIREMENT, AND OTHER INSURANCE
CONCEPTS 3**

A. Third-party ownership

B. Group life insurance

- 1. Conversion privilege
- 2. Contributory vs. noncontributory

C. Business insurance (e.g., key employee, buy and sell agreement, split-dollar, etc.)

D. Tax treatment of insurance premiums, proceeds, dividends

- 1. Individual life
- 2. Group life
- 3. Modified Endowment Contracts (MECs)

E. Accelerated Death Benefits—Living Benefits

**IV. IOWA LAWS, RULES, AND REGULATIONS COMMON TO
ALL LINES 5**

A. Insurance Commissioner/Division

- 1. Broad powers and duties
- Ref: 505.2; 505.8; 507B.3; 507C*

2. Examination of records
Ref: 191-48.8
3. Cease and desist, hearings and penalties
Ref: 191-48.12; 505.7A , 507B.6, .7; 507B.6A; 522B.17; Reg 1 91-10.20; Reg 191-15.14

B. Licensing Requirements

Ref: 191-48.3; 191-11.1 through .4; Reg 191-11.1 through .4

1. Viatical settlement broker
2. Viatical settlement provider
3. Change of address
4. Licensing examinations
5. Renewal, termination of licenses
6. Continuing education

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7; Reg 191-48.11

D. Life and Health Guaranty Association

Ref: 508C

V. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO LIFE INSURANCE ONLY 2

A. Policy replacement

Ref: 191-16.21 through .29

VI. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO VIATICAL SETTLEMENTS 25

A. Definitions

Ref: 191-48.2

B. Advertising

Ref: 191-48.2, .10

C. Contract approval

Ref: 191-48.4

D. Disclosures

Ref: 191-48.5

E. Requirements and Prohibition

Ref: 191-48.9; 508E

F. Confidentiality

Ref: 191-48.7

G. Prohibited activities

Ref: 191-48.9

PUBLIC ADJUSTER CONTENT OUTLINE Product Knowledge, Laws, and Regulations

(50 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO PUBLIC ADJUSTERS

Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 1. Commercial building and personal property form
 2. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. Valuable Papers and Records

G. Crime

1. Employee Theft
2. Inside the Premises-Theft of Money and Securities
3. Inside the Premises-Robbery or Safe Burglary of Other Property

H. Surety Bonding

1. Definitions
 1. Obligee
 2. Principal
 3. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

K. Obligations of the insurance company

L. Endorsements

M. Replacement cost

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. PUBLIC ADJUSTER

A. Loss Report

1. Essential Elements
 1. Occurrence Date
 2. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

- A. Amount of loss
- B. Catastrophic disaster
- C. Claimant
- D. First party claim
- E. Independent adjuster
- F. Public adjuster
- G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE AND THE LICENSING OF PUBLIC ADJUSTERS

A. Definitions

Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4; 191-55

1. Persons required to be licensed and their responsibilities
 1. Public Adjuster
2. License requirements
 1. Fees and application
 2. Prerequisites
 3. Exceptions to licensing
3. Notice of address change
4. Contracts and Solicitation of Contracts

B. Marketing Practices

Ref: 505.7A, 507B.7, 507B.4

1. Duties of licensed personnel
2. Record keeping
3. License denial, suspension, revocation, and penalties
4. Ethics
5. Unfair practices
 - a. Misrepresentation

C. Insurance Commissioner

Ref: 505.2; 505.7A; 505.8; 507B.3; 507B.6; 507B.7; Reg. 191-10.20; 507B.6A; 522B.17; Reg. 191-15.14

1. Broad powers and duties
2. Hearings
3. Cease and desist orders and penalties
4. General penalties

D. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
2. No contact first 72 hours after catastrophic event
3. No solicitation hours
4. License required to conduct insurance business
5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

E. Adjuster records

Ref: 522C.12 (1-2)

NAVIGATOR CONTENT OUTLINE Product Knowledge, Terms and Concepts

(50 scoreable 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. Special Populations

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

G. 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, 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)

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. Preventative Health Services
3. Children's Coverage
4. Dental and Vision Benefits

IV. NAVIGATORS

A. Types

1. Navigators
2. Certified Application Counselors

B. Roles and Responsibilities

1. Definition and eligible entities
2. Training and certification of Navigators
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
13. Performance metrics

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 due to compensation
2. Producer licensing, certification and training
3. Compensation
4. Performance metrics

VI. OUTREACH AND EDUCATION

A. Identify goals (role of Producers and Navigators)

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 (101+ employees)
2. Self-insured plans and MEWAs
3. Fully insured plans and METs
4. Small Group Employers
5. Self-employed Business Owners

VII. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
2. Examination of records
Ref: 507.1, .2, .3
3. Hearings
Ref: 507B.6
4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing
Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.1 through .15; Reg 191-11.1 through .4

1. Applications
2. Change of address
3. Licensing examinations
4. Resident/nonresident
5. Temporary license
6. Exemptions
7. Denial, renewal, termination of licenses
8. Commissions and referral fees
9. Company appointments
10. Continuing education

C. Unfair and deceptive practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.1 through .7

1. Discrimination
2. Misrepresentation
3. Rebating
4. Advertising
5. Claims settlement
6. Defamation
7. Boycott, coercion and intimidation
8. Iowa Insurance Fraud Act

D. Guaranty Association

Ref: 508C.2, .3, .5, .6, .8, .9, .12, .14, .18

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Actual cash value

H. Replacement cost

I. Extensions of coverage

J. Negligence

K. Theft

L. Burglary

M. Robbery

N. Binders

O. Apportionment clause

P. Waiver/Non-waiver agreement

Q. Estoppel

II. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. Conflict of interest

E. First party claim

F. Umpire

G. Appraiser

H. Good cause

III. IOWA STATUTES AND REGULATIONS PERTINENT TO UMPIRES

A. Payment(s)

Ref: 522F.11 (1-5)

B. Objections

Ref: 522F.12

1. Process of submitting objections

C. Standards of Conduct

Ref: 522F.13

1. Conflict of interest disclosure
2. Submission of differences
3. Umpire duties
4. Prohibited acts

D. Appraisal process

Ref: 522F.14 (1-6)

E. Appraisal award

Ref: 522F.16

F. Record keeping

Ref: 522F.18

IV. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF UMPIRES

A. Licensing

1. Eligibility for Umpire license

Ref: 522F.8

2. License issuance, renewal, and fees

Ref: 522F.9

3. License denial, nonrenewal, or revocation

Ref: 522F.20(1)a-q, 522F.23

- a. Untrue information on the application
- b. Violation of insurance laws
- c. Withheld or misappropriated funds
- d. Conviction of a felony
- e. Use of fraudulent or coercive acts
- f. License revocation in this state or other states
- g. Failure to pay child support or state debt

4. Reinstatement unrelated to disciplinary action

Ref: 522F.10

5. Reinstatement or reissuance after disciplinary action

Ref: 522F.22 (1)(2)(7)(8)

- a. Definitions

**IOWA UMPIRE
CONTENT OUTLINE
Product Knowledge, Terms and Concepts**

(50 scoreable questions)

I. GENERAL INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

- b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
- B. Hearings**
Ref: 522F.19 (1-5)
 - 1. Statement of charges and notice of hearing
 - 2. Opportunity to be heard
 - 3. Hearing procedures
 - 4. Commissioner's powers
 - 5. Service of process
- C. Civil and criminal penalties**
Ref: 522F.21 (1-7)
 - 1. Cease and desist order
 - 2. Criminal penalties
 - 3. Referral to attorney general
- D. Reporting of criminal and administrative actions**
Ref: 522F.17 (1-3)
 - 1. 30-day window
 - 2. Penalty for failure to comply
- E. Fingerprinting/Criminal history check**
Ref: 522F.8, 522B.5A

IOWA APPRAISER CONTENT OUTLINE Product Knowledge, Terms and Concepts

(50 scoreable questions)

- I. GENERAL INSURANCE TERMS AND RELATED CONCEPTS**
 - A. Insurable interest**
 - B. Risk**
 - C. Hazard**
 - 1. Moral
 - D. Loss**
 - 1. Direct
 - 2. Indirect
 - E. Deductible**
 - F. Indemnity**
 - G. Actual cash value**
 - H. Replacement cost**
 - I. Extensions of coverage**
 - J. Negligence**
 - K. Theft**
 - L. Burglary**
 - M. Robbery**
 - N. Binders**
 - O. Apportionment clause**
 - P. Waiver/Non-waiver agreement**
 - Q. Estoppel**
- II. INSURANCE TERMS PERTINENT TO IOWA**
Ref: 522F.1, 522C.2
 - A. Amount of loss**
 - B. Catastrophic disaster**
 - C. Claimant**
 - D. Conflict of interest**
 - E. First party claim**
 - F. Umpire**
 - G. Appraiser**
 - H. Good cause**
- III. IOWA STATUTES AND REGULATIONS PERTINENT TO APPRAISERS**
 - A. Payment(s)**
Ref: 522F.6
 - B. Objections**
Ref: 522F.12
 - 1. Process of submitting objections
 - C. Standards of Conduct**
Ref: 522F.7
 - 1. Conflict of interest disclosure
 - 2. Appraiser duties

- 3. Prohibited acts
- D. Appraisal process**
Ref: 522F.14 (1-6)
- E. Appraisal clause**
Ref: 522F.15
- F. Appraisal award**
Ref: 522F.16
- G. Record keeping**
Ref: 522F.18
- IV. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF APPRAISERS**
 - A. Licensing**
 - 1. Eligibility for Appraisers license
Ref: 522F.3
 - 2. License issuance, renewal, and fees
Ref: 522F.4
 - 3. License denial, nonrenewal, or revocation
Ref: 522F.20(1)a-q, 522F.23; 522F.5; 522F.22 (1)(2)(7)(8)
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
 - 4. Reinstatement unrelated to disciplinary action
 - 5. Reinstatement or reissuance after disciplinary action
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
 - B. Hearings**
Ref: 522F.19 (1-5)
 - 1. Statement of charges and notice of hearing
 - 2. Opportunity to be heard
 - 3. Hearing procedures
 - 4. Commissioner's powers
 - 5. Service of process
 - C. Civil and criminal penalties**
Ref: 522F.21 (1-7)
 - 1. Cease and desist order
 - 2. Criminal penalties
 - 3. Referral to attorney general
 - D. Reporting of criminal and administrative actions**
Ref: 522F.17 (1-3)
 - 1. 30-day window
 - 2. Penalty for failure to comply
 - E. Fingerprinting/Criminal history check**
Ref: 522F.3, 522B.5A

STAFF ADJUSTER CONTENT OUTLINE Product Knowledge, Laws, and Regulations

(50 scoreable questions)

- I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO STAFF ADJUSTERS**
Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.
 - A. Standard Fire Policy**
Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Business income

2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. Valuable Papers and Records

G. Crime

1. Employee Theft
2. Inside the Premises-Theft of Money and Securities
3. Inside the Premises-Robbery or Safe Burglary of Other Property

H. Surety Bonding

1. Definitions
 - a. Obligor
 - b. Principal
 - c. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. STAFF ADJUSTER

A. Loss Report

1. Essential Elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO STAFF ADJUSTERS

A. Authority of the commissioner

Ref: 522C.3

B. Licensing

1. License required
Ref: 522C.4
2. Application for license
Ref: 522C.5, 522C.6, 522C.7, 522C.8, 522C.9
 - a. Individual applicants
 - b. Nonresident
 - c. Business entities
 - d. Business entity license resident/nonresident
 - e. Fees
 - f. Financial responsibility
 - g. Examination
 - h. Exemptions
3. License denial, nonrenewal, or revocation
Ref: 522C.13, 522C.16
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
Ref: 522F.10
5. Reinstatement or reissuance after disciplinary action
Ref: 522C.15 1-8
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
6. Criminal and civil penalties
Ref: 522C.14 (1-3)
 - a. Hearing proceedings and findings
 - b. Adjuster acting without proper licensure
 - c. Contract used by unlicensed persons will be void

C. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
2. No contact first 72 hours after catastrophic event
3. No solicitation hours
4. License required to conduct insurance business
5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

D. Adjuster records

Ref: 522C.12 (1-2)

INDEPENDENT ADJUSTER CONTENT OUTLINE Product Knowledge, Laws, and Regulations

(50 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO INDEPENDENT ADJUSTERS

Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. Valuable Papers and Records

G. Crime

1. Employee Theft
2. Inside the Premises-Theft of Money and Securities
3. Inside the Premises-Robbery or Safe Burglary of Other Property

H. Surety Bonding

1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. INDEPENDENT ADJUSTER

A. Loss Report

1. Essential Elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO INDEPENDENT ADJUSTERS

A. Authority of the commissioner

Ref: 522C.3

B. Licensing

1. License required
Ref: 522C.4
2. Application for license
Ref: 522C.5, 522C.6, 522C.7, 522C.8, 522C.9
 - a. Individual applicants
 - b. Nonresident
 - c. Business entities
 - d. Business entity license resident/nonresident
 - e. Fees
 - f. Financial responsibility
 - g. Examination
 - h. Exemptions
3. License denial, nonrenewal, or revocation
Ref: 522C.13, 522C.16
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
Ref: 522F.10
5. Reinstatement or reissuance after disciplinary action
Ref: 522C.15 1-8

- a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
6. Criminal and civil penalties
Ref: 522C.14 (1-3)
- a. Hearing proceedings and findings
 - b. Adjuster acting without proper licensure
 - c. Contract used by unlicensed persons will be void

C. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

- 1. Act in loyalty to interest of insured
- 2. No contact first 72 hours after catastrophic event
- 3. No solicitation hours
- 4. License required to conduct insurance business
- 5. Adjusters shall not have financial interest
- 6. Adjusters shall not act as public adjuster and independent adjuster on same claim
- 7. Adjusters shall not have a conflict of interest
- 8. Have no direct or indirect financial interest

D. Adjuster records

Ref: 522C.12 (1-2)

PUBLIC ADJUSTER & APPRAISER CONTENT OUTLINE Product Knowledge, Laws, and Regulations

(100 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO PUBLIC ADJUSTERS

Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

- 1. Basic coverages, provisions, and clauses
- 2. Limitations and restrictions

B. Personal lines

- 1. Dwelling and contents (DP forms)
- 2. Homeowners (HO forms)

C. Commercial lines

- 1. Commercial property
 - 1. Commercial building and personal property form
 - 2. Business income
- 2. Law and Ordinance Coverage

D. Inland marine

- 1. Personal floaters
- 2. Commercial floaters

E. Others

- 1. National Flood Insurance Program

F. Additional Coverages and Exclusions

- 1. Time Element
- 2. Valuable Papers and Records

G. Crime

- 1. Employee Theft
- 2. Inside the Premises-Theft of Money and Securities
- 3. Inside the Premises-Robbery or Safe Burglary of Other Property

H. Surety Bonding

- 1. Definitions
 - 1. Obligor
 - 2. Principal
 - 3. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

K. Obligations of the insurance company

L. Endorsements

M. Replacement cost

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

- 1. Moral

D. Loss

- 1. Direct
- 2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. PUBLIC ADJUSTER

A. Loss Report

- 1. Essential Elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

- 1. Damages
- 2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE AND THE LICENSING OF PUBLIC ADJUSTERS

A. Definitions

Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4; 191-55

1. Persons required to be licensed and their responsibilities
 - a. Public Adjuster
2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Exceptions to licensing
3. Notice of address change
4. Contracts and Solicitation of Contracts

B. Marketing Practices

Ref: 505.7A, 507B.7, 507B.4

1. Duties of licensed personnel
2. Record keeping
3. License denial, suspension, revocation, and penalties
4. Ethics
5. Unfair practices
 - a. Misrepresentation

C. Insurance Commissioner

Ref: 505.2; 505.7A; 505.8; 507B.3; 507B.6; 507B.7; Reg. 191-10.20; 507B.6A; 522B.17; Reg. 191-15.14

1. Broad powers and duties
2. Hearings
3. Cease and desist orders and penalties
4. General penalties

D. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
2. No contact first 72 hours after catastrophic event
3. No solicitation hours
4. License required to conduct insurance business
5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

E. Adjuster records

Ref: 522C.12 (1-2)

VII. GENERAL INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Actual cash value

H. Replacement cost

I. Extensions of coverage

J. Negligence

K. Theft

L. Burglary

M. Robbery

N. Binders

O. Apportionment clause

P. Waiver/Non-waiver agreement

Q. Estoppel

VIII. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. Conflict of interest

E. First party claim

F. Umpire

G. Appraiser

H. Good cause

IX. IOWA STATUTES AND REGULATIONS PERTINENT TO APPRAISERS

A. Payment(s)

Ref: 522F.6

B. Objections

Ref: 522F.12

4. Process of submitting objections

C. Standards of Conduct

Ref: 522F.7

1. Conflict of interest disclosure
2. Appraiser duties
3. Prohibited acts

D. Appraisal process

Ref: 522F.14 (1-6)

E. Appraisal clause

Ref: 522F.15

F. Appraisal award

Ref: 522F.16

G. Record keeping

Ref: 522F.18

X. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF APPRAISERS

A. Licensing

1. Eligibility for Appraisers license
Ref: 522F.3
2. License issuance, renewal, and fees
Ref: 522F.4
3. License denial, nonrenewal, or revocation
Ref: 522F.20(1)a-q, 522F.23; 522F.5; 522F.22 (1)(2)(7)(8)
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
5. Reinstatement or reissuance after disciplinary action
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action

B. Hearings

Ref: 522F.19 (1-5)

1. Statement of charges and notice of hearing
2. Opportunity to be heard
3. Hearing procedures
4. Commissioner's powers
5. Service of process

C. Civil and criminal penalties

Ref: 522F.21 (1-7)

1. Cease and desist order
2. Criminal penalties
3. Referral to attorney general

D. Reporting of criminal and administrative actions

Ref: 522F.17 (1-3)

1. 30-day window
2. Penalty for failure to comply

E. Fingerprinting/Criminal history check

Ref: 522F.3, 522B.5A

**STAFF ADJUSTER AND APPRAISER
CONTENT OUTLINE
Product Knowledge, Laws, and Regulations**

(100 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO STAFF ADJUSTERS

Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. Valuable Papers and Records

G. Crime

1. Employee Theft
2. Inside the Premises-Theft of Money and Securities
3. Inside the Premises-Robbery or Safe Burglary of Other Property

H. Surety Bonding

1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. STAFF ADJUSTER

A. Loss Report

1. Essential elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO STAFF ADJUSTERS

A. Authority of the commissioner

Ref: 522C.3

B. Licensing

1. License required
Ref: 522C.4
2. Application for license
Ref: 522C.5, 522C.6, 522C.7, 522C.8, 522C.9
 - a. Individual applicants
 - b. Nonresident
 - c. Business entities
 - d. Business entity license resident/nonresident
 - e. Fees
 - f. Financial responsibility
 - g. Examination
 - h. Exemptions

3. License denial, nonrenewal, or revocation
Ref: 522C.13, 522C.16

- a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt

4. Reinstatement unrelated to disciplinary action
Ref: 522F.10

5. Reinstatement or reissuance after disciplinary action
Ref: 522C.15 1-8
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action

6. Criminal and civil penalties

Ref: 522C.14 (1-3)

- a. Hearing proceedings and findings
 - b. Adjuster acting without proper licensure
 - c. Contract used by unlicensed persons will be void

C. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
2. No contact first 72 hours after catastrophic event
3. No solicitation hours
4. License required to conduct insurance business
5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

D. Adjuster records

Ref: 522C.12 (1-2)

VII. GENERAL INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Actual cash value

H. Replacement cost

I. Extensions of coverage

J. Negligence

K. Theft

L. Burglary

M. Robbery

N. Binders

O. Apportionment clause

P. Waiver/Non-waiver agreement

Q. Estoppel

VIII. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

I. Amount of loss

J. Catastrophic disaster

K. Claimant

L. Conflict of interest

M. First party claim

N. Umpire

O. Appraiser

P. Good cause

IX. IOWA STATUTES AND REGULATIONS PERTINENT TO APPRAISERS

A. Payment(s)

Ref: 522F.6

B. Objections

Ref: 522F.12

1. Process of submitting objections

C. Standards of Conduct

Ref: 522F.7

1. Conflict of interest disclosure
2. Appraiser duties
3. Prohibited acts

D. Appraisal process

Ref: 522F.14 (1-6)

E. Appraisal clause

Ref: 522F.15

F. Appraisal award

Ref: 522F.16

G. Record keeping

Ref: 522F.18

X. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF APPRAISERS

A. Licensing

1. Eligibility for Appraisers license

Ref: 522F.3

2. License issuance, renewal, and fees

Ref: 522F.4

3. License denial, nonrenewal, or revocation

Ref: 522F.20(1)a-q, 522F.23; 522F.5; 522F.22 (1)(2)(7)(8)

- a. Untrue information on the application
- b. Violation of insurance laws
- c. Withheld or misappropriated funds
- d. Conviction of a felony
- e. Use of fraudulent or coercive acts
- f. License revocation in this state or other states
- g. Failure to pay child support or state debt

4. Reinstatement unrelated to disciplinary action

5. Reinstatement or reissuance after disciplinary action

- a. Definitions
- b. Application process
- c. Voluntary forfeiture
- d. Additional action

B. Hearings

Ref: 522F.19 (1-5)

1. Statement of charges and notice of hearing
2. Opportunity to be heard
3. Hearing procedures
4. Commissioner's powers
5. Service of process

C. Civil and criminal penalties

Ref: 522F.21 (1-7)

1. Cease and desist order
2. Criminal penalties
3. Referral to attorney general

D. Reporting of criminal and administrative actions

Ref: 522F.17 (1-3)

1. 30-day window
2. Penalty for failure to comply

E. Fingerprinting/Criminal history check

Ref: 522F.3, 522B.5A

**INDEPENDENT ADJUSTER AND APPRAISER
CONTENT OUTLINE
Product Knowledge, Laws, and Regulations**

(100 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO INDEPENDENT ADJUSTERS

Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.

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 - a. Commercial building and personal property form
 - b. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element

2. Valuable Papers and Records

G. Crime

1. Employee Theft
2. Inside the Premises-Theft of Money and Securities
3. Inside the Premises-Robbery or Safe Burglary of Other Property

H. Surety Bonding

1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. INDEPENDENT ADJUSTER

A. Loss Report

1. Essential Elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO INDEPENDENT ADJUSTERS

A. Authority of the commissioner

Ref: 522C.3

B. Licensing

1. License required
Ref: 522C.4
2. Application for license
Ref: 522C.5, 522C.6, 522C.7, 522C.8, 522C.9
 - a. Individual applicants
 - b. Nonresident
 - c. Business entities
 - d. Business entity license resident/nonresident
 - e. Fees
 - f. Financial responsibility
 - g. Examination
 - h. Exemptions
3. License denial, nonrenewal, or revocation
Ref: 522C.13, 522C.16
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
Ref: 522F.10
5. Reinstatement or reissuance after disciplinary action
Ref: 522C.15 1-8
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
6. Criminal and civil penalties
Ref: 522C.14 (1-3)
 - a. Hearing proceedings and findings
 - b. Adjuster acting without proper licensure
 - c. Contract used by unlicensed persons will be void

C. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
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5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

D. Adjuster records

Ref: 522C.12 (1-2)

VII. GENERAL INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Actual cash value

H. Replacement cost

I. Extensions of coverage

J. Negligence

K. Theft

L. Burglary

M. Robbery

N. Binders

- O. Apportionment clause
- P. Waiver/Non-waiver agreement
- Q. Estoppel

VIII. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

- A. Amount of loss
- B. Catastrophic disaster
- C. Claimant
- D. Conflict of interest
- E. First party claim
- F. Umpire
- G. Appraiser
- H. Good cause

IX. IOWA STATUTES AND REGULATIONS PERTINENT TO APPRAISERS

A. Payment(s)

Ref: 522F.6

B. Objections

Ref: 522F.12

1. Process of submitting objections

C. Standards of Conduct

Ref: 522F.7

1. Conflict of interest disclosure
2. Appraiser duties
3. Prohibited acts

D. Appraisal process

Ref: 522F.14 (1-6)

E. Appraisal clause

Ref: 522F.15

F. Appraisal award

Ref: 522F.16

G. Record keeping

Ref: 522F.18

X. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF APPRAISERS

A. Licensing

1. Eligibility for Appraisers license

Ref: 522F.3

2. License issuance, renewal, and fees

Ref: 522F.4

3. License denial, nonrenewal, or revocation

Ref: 522F.20(1)a-q, 522F.23; 522F.5; 522F.22

(1)(2)(7)(8)

- a. Untrue information on the application
- b. Violation of insurance laws
- c. Withheld or misappropriated funds
- d. Conviction of a felony
- e. Use of fraudulent or coercive acts
- f. License revocation in this state or other states
- g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
5. Reinstatement or reissuance after disciplinary action
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action

B. Hearings

Ref: 522F.19 (1-5)

1. Statement of charges and notice of hearing
2. Opportunity to be heard
3. Hearing procedures
4. Commissioner's powers
5. Service of process

C. Civil and criminal penalties

Ref: 522F.21 (1-7)

1. Cease and desist order
2. Criminal penalties
3. Referral to attorney general

D. Reporting of criminal and administrative actions

Ref: 522F.17 (1-3)

1. 30-day window
2. Penalty for failure to comply

E. Fingerprinting/Criminal history check

Ref: 522F.3, 522B.5A

Iowa Insurance Outlines

Examination Content Outlines

Effective Date: January 1, 2026

LIFE - GENERAL KNOWLEDGE CONTENT OUTLINE Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES 15

A. Traditional whole life products

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

B. Interest/market-sensitive/adjustable life products

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

C. Term life

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

D. Annuities

1. Single and flexible premium
2. Immediate and deferred
3. Fixed and variable
4. Indexed
5. Accumulation and Annuity Periods
6. Payout options

E. Combination plans and variations

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

II. POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS 15

A. Policy riders

1. Waiver of premium and waiver of monthly deduction
2. Guaranteed insurability
3. Payor benefit
4. Accidental death and/or accidental death and dismemberment
5. Term riders
6. Other insureds
7. Long term care
8. Return of premium
9. Disability
10. Cost of Living

B. Policy provisions and options

1. Entire contract
2. Insuring clause
3. Free look
4. Consideration
5. Owner's rights
6. Beneficiary designations

- a. Primary and contingent
- b. Revocable and irrevocable
- c. Common disaster
- d. Minor beneficiaries
- e. Designation by class

7. Premium Payment

- 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 (e.g., participating, non-participating)

12. Incontestability

13. Assignments

14. Suicide

15. Misstatement of age and gender

16. Settlement options

17. Accelerated death benefits

C. Policy exclusions

1. War
2. Aviation
3. Dangerous Occupation

III. COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICY 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
9. Gramm-Leach-Bliley Act (GLBA) Privacy

B. Underwriting

1. Insurable interest
2. Medical information and consumer reports
3. Fair Credit Reporting Act
4. Risk classification
5. Stranger/Investor-owned life insurance (STOLI/IOLI)

C. Delivering the policy

1. When coverage begins
2. Explaining the policy and its provisions, riders, exclusions, and ratings to the client

D. Contract law

1. Elements of a contract
 - a. Consideration
 - b. Offer and Acceptance
 - c. Competent parties
 - d. Legal purpose
2. Unique aspects of the insurance contract
 - a. Conditional
 - b. Unilateral

- c. Adhesion
- d. Aleatory

IV. RETIREMENT AND OTHER INSURANCE CONCEPTS.. 8

- A. Third-party ownership**
- B. Life Settlements**
- C. Group life insurance**
 - 1. Conversion privilege
 - 2. Contributory vs. noncontributory
- D. Retirement plans**
 - 1. Qualified plans
 - 2. Nonqualified plans
- E. Life insurance needs analysis/suitability**
 - 1. Personal insurance needs
 - 2. Business insurance needs
 - a. Key person
 - b. Buy sell
- F. Social Security benefits**
- G. Tax treatment of insurance premiums, proceeds, and dividends**
 - 1. Individual life
 - 2. Group life
 - 3. Modified Endowment Contracts (MECs)

**LIFE – IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(27 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES 15

- A. Insurance Commissioner/Division**
 - 1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
 - 2. Examination of records
Ref: 507.1, .2, .3
 - 3. Hearings
Ref: 507B.6
 - 4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
 - 5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14
- B. Licensing**
 - 1. Applications
Ref: 422B.5
 - 2. Change of address
Ref: 191-10.12
 - 3. Licensing examinations
Ref: 191-11.1 - 11.4
 - 4. Resident/nonresident
Ref: 191-10.4 & 10.5
 - 5. Temporary license
Ref: 191-10.11
 - 6. Exemptions
Ref: 522B.8
 - 7. Denial, renewal, termination of licenses
Ref: 522B.11
 - 8. Commissions and referral fees
Ref: 522B.12
 - 9. Company appointments
Ref: 522B.13
 - 10. Continuing education
Ref: 191-11.1 - 11.4
- C. Unfair and Deceptive Practices**
 - 1. Unfair discrimination
Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
 - 2. Misrepresentation
Ref: 507B.4(3)(a)(1)-(10)

- 3. Rebating
Ref: 507B.4(3)(i)
- 4. False information and advertising
Ref: 507B.4(3)(b)(1); Reg 191-15.3
- 5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
- 6. Defamation
Ref: 507B.4(3)(c)
- 7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8(5), 515.103

- 1. Prohibited Acts
- 2. Use of credit information**

F. Guaranty Association

Ref: 508C.2, .3, .5, .6, .8, .9, .12, .14, .18

G. Definitions

- 1. Domestic, foreign, alien
Ref: 521A, 521E.1, 515.70
- 2. Fraternal benefit society*
Ref: 512B(3)
- 3. Certificate of Authority
Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO LIFE INSURANCE ONLY 12

A. Policy replacement

Ref: 191-16.21 through .29

B. Disclosure and solicitation requirements

Ref: 191-15.2 through .4, .8, .9; 191-14.1, .3 through .10

C. Group Life Insurance

- 1. Eligibility
Ref: 509.1
- 2. Required provisions
Ref: 509.2, 509.10
- 3. Assignability
Ref: 509.15
- 4. Conversion
Ref: 509.2
- 5. Interest on proceeds
Ref: 511.38

D. Individual life and annuities

- 1. Policy Loans
Ref: 511.36
- 2. Viatical and life settlements
Ref: 191-48.1; 508E
- 3. Credit Life
Ref: 191-28
- 4. Incontestability period
Ref: 508.28

E. Suitability

- 1. Life Insurance
Ref: 191-15.8(4)
- 2. Annuities
Ref: 191-15.72-.78

ACCIDENT & HEALTH – GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES..... 16

A. Disability income

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

B. Accidental death and dismemberment

C. Medical expense insurance

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

D. Medicare supplement policies

E. Group insurance

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

F. Individual/Group Long Term Care (LTC)

1. Eligibility
2. Levels of care

G. Other policies

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

II. POLICY PROVISIONS, CLAUSES, AND RIDERS..... 15

A. Mandatory and Optional provisions

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

B. Other provisions and clauses

1. Insuring clause

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
3. Future increase option

D. Rights of renewability

1. Noncancelable
2. Cancelable
3. Guaranteed renewable

III. SOCIAL INSURANCE..... 6

A. Medicare (Parts A, B, C, D)

B. Medicaid

C. Social Security benefits

IV. OTHER INSURANCE CONCEPTS 5

A. Total, partial, recurrent and residual disability

B. Owner's rights

C. Dependent children benefits

D. Primary and contingent beneficiaries

E. Modes of premium payments

F. Nonduplication and coordination of benefits (e.g., primary vs. excess)

G. Occupational vs. non-occupational

H. Tax treatment of premiums and proceeds of insurance contracts (e.g., disability income and medical expenses, etc.)

I. Managed care

J. Workers Compensation

K. Subrogation

V. FIELD UNDERWRITING PROCEDURES..... 8

A. Completing the application

B. Explaining sources of insurability and HIPAA privacy information (e.g., MIB Report, Fair Credit Reporting Act, etc.)

C. Initial premium payment and receipt and consequences of the receipt (e.g., medical examination, etc.)

D. Submitting application (and initial premium if collected) to company for underwriting

E. Policy delivery

F. Explaining policy and its provisions, riders, exclusions, and ratings to clients

G. Replacement

H. Contract law

1. Elements of a contract
2. Insurable interest
3. Warranties and representations
4. Unique aspects of the insurance contract
 - a. Conditional
 - b. Unilateral

- c. Adhesion
- d. Aleatory

ACCIDENT AND HEALTH – IOWA SPECIFIC CONTENT OUTLINE

State Laws, Rules, Regulations and Coverages

(30 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES 15

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
2. Examination of records
Ref: 507.1, .2, .3
3. Hearings
Ref: 507B.6
4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing

1. Applications
Ref: 422B.5
2. Change of address
Ref: 191-10.12
3. Licensing examinations
Ref: 191-11.1 - 11.4
4. Resident/nonresident
Ref: 191-10.4 & 10.5
5. Temporary license
Ref: 191-10.11
6. Exemptions
Ref: 522B.8
7. Denial, renewal, termination of licenses
Ref: 522B.11
8. Commissions and referral fees
Ref: 522B.12
9. Company appointments
Ref: 522B.13
10. Continuing education
Ref: 191-11.1 - 11.4

C. Unfair and Deceptive Practices

1. Unfair discrimination
Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
2. Misrepresentation
Ref: 507B.4(3)(a)(1)-(10)
3. Rebating
Ref: 507B.4(3)(i)
4. False information and advertising
Ref: 507B.4(3)(b)(1); Reg 191-15.3
5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8(507B)

1. Prohibited Acts
2. Use of credit information**

F. Guaranty Association

Ref: 508C.2, .3, .5, .6, .8, .9, .12, .14, .18

G. Definitions

1. Domestic, foreign, alien
Ref: 521A, 508B, 515.70

2. Fraternal benefit society*

Ref: 512B(3)

3. Certificate of Authority

Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO ACCIDENT AND HEALTH INSURANCE ONLY..... 15

A. Individual Health insurance

1. Eligibility
Ref: 513C.3(7)(10)
2. Required provisions
Ref: 514A.3
3. Renewability
Ref: 191-36.10
4. Mandatory coverages
 1. Diabetes
Ref: 514C.18
 2. Mammography
Ref: 514C.14
 3. Coverage for newborns
Ref: 514C.1
 4. Adopted children
Ref: 514C.1, 514C.10
 5. Complications of pregnancy
Ref: 514C.12
5. Preexisting conditions
Ref: 514C
6. Claims
7. Credit disability
Ref: 191-28.1 – 28.17

B. Group Health insurance

1. Eligibility
Ref: 509.1; 513B.2(10)
2. Required provisions
Ref: 509.3
3. Claims
Ref: 509.19
4. Mandatory coverages
 1. Diabetes
Ref: 514C.18
 2. Mammography
Ref: 514C.4
 3. Coverage for newborns
Ref: 514C.1
 4. Adopted children
Ref: 514C.1; 514C.10
 5. Complications of pregnancy
Ref: 514C.12

C. Medicare supplement insurance

1. Purpose
Ref: 191-37.1
2. Required provisions
Ref: 191-37.5
3. Preexisting conditions
Ref: 191-37.21
4. Exclusions
5. Replacement
Ref: 191-37.27
6. Cancellation

Ref: 191-37.6

D. Long Term Care insurance

1. Marketing and training

Ref: 39.15

2. Policy provisions

Ref: 39.6

3. Types of care

Ref: 191.39.9

1. Home Health Care

Ref: 191.39.9

2. Nursing Home

Ref: 191-39.5

3. Assisted living

4. Iowa Long-Term Care partnership program

Ref: 191-39.75-85

E. Special Programs

1. Healthy and Well Kids in Iowa Program (HAWK-I)

Ref: 514I.1, .2, .3, .6, .8, .9

2. HIPIOWA

Ref: 514E

F. Affordable Care Act

1. Exchanges/Marketplace (ACA Section 1321)

2. Taxes, penalties, and subsidies (ACA Section 1401, 1402)

3. Essential health benefits (ACA Section 1302)

- a. Mental health parity

- b. Pediatric services

- c. Preventive services

4. Employer notification responsibilities (ACA Section 1511-1515)

G. No Surprises Act

Ref: Title I of Division BB of the CAA, 2021, Title XXVII of PHS Act Part E

3. Watercraft

4. Farm Owners

5. Windstorm

II. INSURANCE TERMS AND RELATED CONCEPTS 15

A. Insurance

1. Law of Large Numbers

B. Insurable interest

C. Risk

1. Pure vs. Speculative Risk

D. Hazard

1. Moral

2. Morale

3. Physical

E. Peril

F. Loss

1. Direct

2. Indirect

G. Loss Valuation

1. Actual cash value

2. Replacement cost

3. Market value

4. Stated/agreed value

5. Salvage value

H. Proximate cause

I. Deductible

J. Indemnity

K. Limits of liability

L. Coinsurance/Insurance to value

M. Occurrence

N. Cancellation

O. Nonrenewal

P. Vacancy and unoccupancy

Q. Liability

1. Absolute

2. Strict

3. Vicarious

R. Negligence

S. Binder

T. Endorsements

U. Blanket vs. Specific

III. POLICY PROVISIONS AND CONTRACT LAW 13

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions

E. Definition of the insured

F. Duties of the insured

G. Obligations of the insurance company

H. Mortgagee rights

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

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES 22

A. Homeowners

1. HO-2

2. HO-3

3. HO-4

4. HO-5

5. HO-6

6. HO-8

B. Dwelling policies

1. DP-1

2. DP-2

3. DP-3

C. Commercial lines

1. Commercial Package Policy (CPP)

2. Commercial property

1. Commercial building and business personal property form

2. Causes of loss forms

3. Business income

4. Extra expense

5. Equipment breakdown

3. Business Owners Policy (BOP)

4. Builders Risk

5. Cyber First-Party Coverage

D. Inland marine

1. Personal Articles floaters

2. Commercial Property floaters

E. National Flood Insurance Program

F. Others

1. Earthquake

2. Mobile Homes

U. Territory

PROPERTY - IOWA SPECIFIC CONTENT OUTLINE State Laws, Rules, Regulations and Coverages

(31 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES 25

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
2. Examination of records
Ref: 507.1, .2, .3
3. Hearings
Ref: 507B.6
4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing

1. Applications
Ref: 422B.5
2. Change of address
Ref: 191-10.12
3. Licensing examinations
Ref: 191-11.1 - 11.4
4. Resident/nonresident
Ref: 191-10.4 & 10.5
5. Temporary license
Ref: 191-10.11
6. Exemptions
Ref: 522B.8
7. Denial, renewal, termination of licenses
Ref: 522B.11
8. Commissions and referral fees
Ref: 522B.12
9. Company appointments
Ref: 522B.13
10. Continuing education
Ref: 191-11.1 - 11.4

C. Unfair and Deceptive Practices

1. Unfair discrimination
Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
2. Misrepresentation
Ref: 507B.4(3)(a)(1)-(10)
3. Rebating
Ref: 507B.4(3)(i)
4. False information and advertising
Ref: 507B.4(3)(b)(1); Reg 191-15.3
5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8; 515.103

1. Prohibited Acts
2. Use of credit information**
 - a. Notification
 - b. Adverse action

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

1. Domestic, foreign, alien

Ref: 521A, 521E.1, 515.70

2. Fraternal benefit society*

Ref: 512B(3)

3. Certificate of Authority

Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO PROPERTY INSURANCE 6

A. Iowa FAIR Plan Association

Ref: 515F.31 through .36

B. Cancellation/Nonrenewal

Ref: 515.125-.131; 515D.4 through .7

C. Standard Fire Policy

Ref: 515.109

D. Private-passenger automobile insurance

Ref: 321A.2-.11; 516A.1 through .4; 191-15.45

1. Aftermarket parts regulation

E. Rate standards

Ref: 515F.4(1), 515F.5(1)(a)

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

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES, BONDS, AND RELATED TERMS 23

A. Commercial general liability

1. Exposures
 1. Premises and Operations
 2. Products and Completed Operations
2. Coverage
 - a. Coverage A: Bodily Injury and Property Damage Liability (Occurrence, Claims made including Retroactive Date)
 2. Coverage B: Personal Injury and Advertising Injury
 3. Coverage C: Medical Payments
 4. Supplemental Payments
 5. Who is an insured
 6. First named insured
 7. Limits (Per occurrence, Annual Aggregate)
 8. Damage to Property of Others

B. Automobile: personal auto and business auto

1. Liability
 1. Bodily Injury
 2. Property Damage
 3. Split Limits
 4. 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
 1. Owned
 2. Non-owned

3. Hired
4. Temporary Substitute
5. Newly Acquired Autos
6. Transportation Expense and Rental Reimbursement Expense
8. Auto Dealers Coverage Form, including Garagekeepers Insurance
9. Exclusions
10. Individual Insured and Drive Other Car (DOC)
11. Mobile equipment

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
 1. Who is an employee/employer
 2. 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, funds transfer
6. Liquor liability

G. Umbrella/Excess Liability

H. Businessowners Policy (BOP)

II. INSURANCE TERMS AND RELATED CONCEPTS 15

A. Risk

B. Hazards

1. Moral
2. Morale
3. Physical

C. Indemnity

D. Insurable interest

E. Loss valuation

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

F. Negligence

G. Liability

H. Occurrence

I. Binders

J. Warranties

K. Representations

L. Concealment

M. Deposit Premium/Audit

N. Certificate of Insurance

O. Law of Large Numbers

P. Pure vs. Speculative Risk

Q. Endorsements

R. Damages

1. Compensatory
 1. General
 2. Special
2. Punitive

S. Compliance with provisions of Fair Credit Reporting Act

III. POLICY PROVISIONS 12

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions and Limitations

E. Definition of the insured

F. Duties of the insured after a loss

G. Cancellation and nonrenewal provisions

H. Supplementary payments

I. Proof of loss

J. Notice of claim

K. Other insurance

L. Subrogation

M. Loss settlement provisions including consent to settle a loss

N. Terrorism Risk Insurance Act (TRIA)

**CASUALTY - IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(33 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES 25

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
2. Examination of records
Ref: 507.1, .2, .3
3. Hearings
Ref: 507B.6
4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing

1. Applications
Ref: 422B.5
2. Change of address
Ref: 191-10.12
3. Licensing examinations
Ref: 191-11.1 - 11.4
4. Resident/nonresident
Ref: 191-10.4 & 10.5
5. Temporary license
Ref: 191-10.11
6. Exemptions
Ref: 522B.8
7. Denial, renewal, termination of licenses
Ref: 522B.11
8. Commissions and referral fees
Ref: 522B.12
9. Company appointments
Ref: 522B.13
10. Continuing education
Ref: 191-11.1 - 11.4

C. Unfair and Deceptive Practices

1. Unfair discrimination

Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11

2. Misrepresentation

Ref: 507B.4(3)(a)(1)-(10)

3. Rebating

Ref: 507B.4(3)(i)

4. False information and advertising

Ref: 507B.4(3)(b)(1); Reg 191-15.3

5. Claims settlement

Ref: 507B.4(3)(j)(1)-(15)

6. Defamation

Ref: 507B.4(3)(c)

7. Boycott, coercion and intimidation

Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: Reg 191-15.8; 515.103

1. Prohibited Acts

2. Use of credit information**

a. Notification

b. Adverse action

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

1. Domestic, foreign, alien

Ref: 521A, 521E.1, 515.70

2. Fraternal benefit society*

Ref: 512B(3)

3. Certificate of Authority

Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CASUALTY INSURANCE 8

A. Iowa Automobile Insurance Plan (Assigned Risk)

Ref: 515D.11

B. Private-passenger automobile insurance

1. Uninsured/Underinsured motorists coverage

Ref: 516A

1. Rejection by the insured

Ref: 516A.1-2

2. Proof of financial responsibility

Ref: 321A.12

3. Cancellation and nonrenewal

Ref: 515D.4-7

C. Transportation Network Companies (ride-sharing services)

Ref: 321N.1(5), 321N.4(2)(a)

D. Workers' Compensation

1. Definitions

Ref: 85.61

2. Covered employment

Ref: 85.1

3. Benefits provided

Ref: 85.27-29, 31-34

4. Covered injuries

Ref: 85.3, .32, .60, .61, .71

5. Occupational disease

Ref: 85.20

E. Rate standards

Ref: 515F.4(1), 515F.5(1)(a)

COMMERCIAL LINES EXAM GENERAL KNOWLEDGE CONTENT OUTLINE Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF PROPERTY POLICIES 8

A. Commercial lines

1. Commercial property

1. Commercial building and business personal property form

2. Causes of loss forms

3. Business income

4. Extra expense

5. Equipment breakdown

2. Commercial Package Policy (CPP)

3. Businessowners Policy (BOP)

4. Builders Risk

5. Cyber First-Party Coverage

B. Inland marine

1. Commercial Property floaters

C. National Flood Insurance Program

D. Others

1. Earthquake

II. TYPES OF CASUALTY POLICIES, BONDS, AND RELATED TERMS..... 12

A. Commercial general liability

1. Exposures

1. Premises and Operations

2. Products and Completed Operations

2. Coverage

a. Coverage A: Bodily Injury and Property Damage Liability (Occurrence, Claims made including Retroactive Date)

2. Coverage B: Personal Injury and Advertising Injury

3. Coverage C: Medical Payments

4. Supplementary Payments

5. Who is an insured

6. Limits (Per occurrence, Annual Aggregate)

7. Damage to Property of Others

B. Business (Commercial) Auto

1. Liability

1. Bodily Injury

2. Property Damage

3. Split Limits

4. Combined Single Limit

2. Physical damage (collision and other than collision/ specified perils)

3. Uninsured motorists

4. Underinsured motorists

5. Who is an insured

6. Types of Auto

1. Owned

2. Non-owned

3. Hired

4. Temporary Substitute

5. Newly Acquired Autos

6. Transportation Expense and Rental Reimbursement Expense

7. Auto Dealers Coverage Form, including Garagekeepers insurance

8. Exclusions

9. Individual Insured and Drive Other Car (DOC)

10. Mobile equipment

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
 1. Who is an employee/employer
 2. 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, funds transfer
6. Liquor liability

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H. Business Owners Policy (BOP)

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B. Insurable interest

C. Risk

1. Pure vs. Speculative Risk

D. Hazard

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2. Morale
3. Physical

E. Peril

F. Loss

1. Direct
2. Indirect

G. Loss Valuation

1. Actual cash valuation
2. Replacement cost
3. Market valuation
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. Endorsement

U. Medical Payments

V. Blanket vs. Specific

W. Burglary, Robbery, Theft, Mysterious Disappearance

X. Damages

1. Compensatory
 1. General
 2. Special
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Y. Compliance with provisions of Fair Credit Reporting Act

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B. Insuring agreement

C. Conditions

D. Exclusions and limitations

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. Warranties, representations, and concealment

P. Sources of Underwriting information

Q. Cancellation and nonrenewal provisions

R. Supplementary payments

S. Loss settlement provisions including consent to settle a loss

T. Privacy Protection (Gramm Leach Bliley)

U. Policy Application

V. Terrorism Risk Insurance Act (TRIA)

W. Territory

**COMMERCIAL LINES - IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(32 scoreable questions plus 5 pretest questions)

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1. Broad powers and duties
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2. Examination of records
Ref: 507.1, .2, .3
3. Hearings
Ref: 507B.6
4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing

1. Applications
Ref: 422B.5

2. Change of address
Ref: 191-10.12
3. Licensing examinations
Ref: 191-11.1 - 11.4
4. Resident/nonresident
Ref: 191-10.4 & 10.5
5. Temporary license
Ref: 191-10.11
6. Exemptions
Ref: 522B.8
7. Denial, renewal, termination of licenses
Ref: 522B.11
8. Commissions and referral fees
Ref: 522B.12
9. Company appointments
Ref: 522B.13
10. Continuing education
Ref: 191-11.1 - 11.4

C. Unfair and Deceptive Practices

1. Unfair discrimination
Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
2. Misrepresentation
Ref: 507B.4(3)(a)(1)-(10)
3. Rebating
Ref: 507B.4(3)(i)
4. False information and advertising
Ref: 507B.4(3)(b)(1); Reg 191-15.3
5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8

1. Prohibited Acts

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

1. Domestic, foreign, alien
Ref: 521A, 521E.1, 515.70
2. Fraternal benefit society*
Ref: 512B(3)
3. Certificate of Authority
Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES AND REGULATIONS PERTINENT TO PROPERTY INSURANCE2

A. Cancellation/Nonrenewal

Ref: 515.80, .81 through .81C, .83, .84

B. Rate standards

Ref: 515F.4(1), 515F.5(1)(a)

III. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CASUALTY INSURANCE5

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1. Definitions
Ref: 85.61
2. Covered employment

Ref: 85.1

3. Benefits provided

Ref: 85.27-29, 31-34

4. Covered injuries

Ref: 85.3, .32, .60, .61, .71

5. Occupational disease

Ref: 85.20

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

(75 questions plus 5 pretest questions)

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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
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 - 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

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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	
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O. Nonrenewal	
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Q. Liability	
1. Absolute	
2. Strict	
3. Vicarious	
R. Negligence	
S. Binder	
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U. Blanket vs. Specific	
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1. Compensatory	
a. General	
b. Special	
2. Punitive	
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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. Loss settlement provisions including consent to settle a loss	
W. Territory	

<p align="center">PERSONAL LINES IOWA SPECIFIC CONTENT OUTLINE</p> <p align="center">State Laws, Rules, Regulations and Coverages</p>

(37 scoreable questions plus 5 pretest questions)

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<i>Ref: 507B.6</i>	
4. Penalties	
<i>Ref: 505.7A; 507B.7; Reg 191-10.20</i>	
5. Cease and desist	
<i>Ref: 507B.6A; 522B.17; Reg 191-15.14</i>	
B. Licensing	
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1. Applications	
<i>Ref: 422B.5</i>	
2. Change of address	
<i>Ref: 191-10.12</i>	
3. Licensing examinations	
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5. Temporary license	
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9. Company appointments	
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1. Unfair discrimination	
<i>Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11</i>	
2. Misrepresentation	
<i>Ref: 507B.4(3)(a)(1)-(10)</i>	
3. Rebating	
<i>Ref: 507B.4(3)(i)</i>	
4. False information and advertising	
<i>Ref: 507B.4(3)(b)(1); Reg 191-15.3</i>	
5. Claims settlement	
<i>Ref: 507B.4(3)(j)(1)-(15)</i>	
6. Defamation	
<i>Ref: 507B.4(3)(c)</i>	
7. Boycott, coercion and intimidation	

Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8; 515.103

1. Prohibited Acts
2. Use of credit information**
 - a. Notification
 - b. Adverse action

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

1. Domestic, foreign, alien

Ref: 521A, 521E.1, 515.70

2. Fraternal benefit society*

Ref: 512B(3)

3. Certificate of Authority

Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515L.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY 6

A. Iowa FAIR Plan Association

Ref: 515F.31 through .38

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C. Standard Fire Policy

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D. Private-passenger automobile insurance

Ref: 321A.2-.11; 516A.1 through .4; 191-15.45

1. Aftermarket parts regulation

E. Rate standards

Ref: 515F.4(1), 515F.5(1)(a)

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B. Private-passenger automobile insurance

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1. Rejection by the insured

Ref: 516A.1-2

2. Proof of financial responsibility

Ref: 321A.12

3. Cancellation and nonrenewal

Ref: 515D.4-7

C. Transportation Network Companies (ride-sharing services)

Ref: 321N.1(5), 321N.4(2)(a)

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C. Hazard

D. Indemnity

E. Indebtedness

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 2. Credit disability
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 1. Credit property
 2. Guaranteed automobile protection (GAP)
 3. Mortgage guarantee (PMI)
 4. Group mortgage life/ disability

B. Consumer Credit Insurance Definitions

1. Rates
2. Requirements
3. Term of coverage
4. Standard coverages
5. Limitations of coverage
6. Benefits
7. Amounts of insurance
8. Procedures for termination
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Ref: 191-28.2, 191-28.7(1)

1. Creditor
2. Debtor
3. Credit transaction

B. Policy rates and forms

Ref: 191-28.4, .5, .7, .8, 191-28.11(5), 509.17(3) as modified by Bulletin 00-04, 12/4/2000

1. Adequate
2. Not excessive
3. Non-discriminatory

C. Disclosure

Ref: 191-28.14

D. Free look period

Ref: 191-28.17

E. Policy requirements

Ref: 191-28.3, 191-28.7(2)A

F. Refunds

Ref: 191-28.9

G. Prohibited transactions

Ref: 191-28.13

H. Preexisting conditions

Ref: 191-28.7(2), 191-28.8(2)

I. Renewal or refinancing of a debt

Ref: 191-28.3(7)

J. Denial

Ref: 191-28.8(2)D

K. Exclusions

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L. Termination

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IV. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CREDIT LICENSING5

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3
2. Examination of records
Ref: 507.1, .2, .3

**CREDIT INSURANCE
CONTENT OUTLINE
Product Knowledge, Terms and Concepts**

(50 scoreable questions)

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4. Penalties
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5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing Requirements

Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4

1. Applications
2. Change of address
3. Licensing examinations
4. Resident/nonresident
5. Denial, renewal, termination of licenses

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7

1. Discrimination
2. Misrepresentation
3. Rebating
4. Advertising
5. Claims settlement
6. Defamation
7. Boycott, coercion and intimidation
8. Iowa Insurance Fraud Act

CROP INSURANCE CONTENT OUTLINE Product Knowledge, Terms and Concepts

(50 scoreable questions)

I. GENERAL INSURANCE TERMS AND CONCEPTS8

A. Insurable interest

B. Risk

C. Hazard

D. Peril

E. Loss

1. Direct
2. Indirect

F. Indemnity

G. Actual cash value

H. Limits of liability

I. Coinsurance

J. Occurrence

K. Negligence

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M. Subrogation

N. Pro-rata liability

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2. Production Reporting
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5. Written Agreements
6. High Risk Land
7. Actuarial Documents
8. Insured Eligibility
9. Units
10. Coverage Levels
11. Administrative Fees
12. Life of the Policy
13. Yield/Revenue Guarantees

B. Plans of Insurance

1. Common Crop Insurance Policy
 1. Yield Protection
 - (1) Catastrophic Risk Protection (CAT) Endorsement
 2. Revenue Protection
 3. Revenue Protection with Harvest Price Exclusion
2. Area Risk Protection Insurance Policy (ARPI)
 1. Area Revenue Protection (ARP)
 2. Area Revenue Protection with Harvest Price Exclusion (ARPWPE)
 3. Area Yield Protection (AYP)
3. Livestock Risk Protection (LRP)
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C. Policy Provisions

1. Common/Basic Provisions
2. Coarse Grains Provisions
 1. Replant
 2. Prevented Planting
 3. Late Planting
3. Catastrophic Risk Protection (CAT) Endorsement

D. Claims

1. Covered Perils
2. Loss Reporting Requirements
3. Duties After a Loss

IV. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CROP INSURANCE 10

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3
2. Examination of records
Ref: 507.1, .2, .3
3. Hearings
Ref: 507B.6
4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing Requirements

Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4

1. Applications
2. Change of address
3. Licensing examinations
4. Resident/nonresident
5. Temporary license
6. Exemptions
7. Denial, renewal, termination of licenses
8. Continuing education

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7

1. Discrimination
2. Misrepresentation
3. Rebating

4. Advertising
5. Claims settlement
6. Defamation
7. Boycott, coercion and intimidation
8. Iowa Insurance Fraud Act

D. Iowa Crop Hail Insurance Law

Ref: 515.100; 191-20.8; 518A.25

1. Rate filings
2. Notice of claim

- F. Multi-State risks
- G. Qualifications for Surplus Lines Insurers
 1. Alien vs. Foreign
 2. Removal
- H. Disclosure
- I. Premium Rates
- J. Exempt commercial purchasers

**EXCESS AND SURPLUS LINES INSURANCE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions)

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 - A. Insurable interest
 - B. Loss (direct vs. indirect)
 - C. Negligence
 - D. Physical hazard
 - E. Proximate cause
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 - H. Risk
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 - B. London market
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- III. POLICIES, COVERAGES, FORMS10
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 - A. Powers and duties of the Insurance Commissioner

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 - B. License requirements, issuance

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 - C. Unfair and Deceptive Practices

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- V. IOWA SURPLUS LINES LAW12

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 - A. Purpose
 - B. Reports, records
 - C. Coverage and Eligibility
 - D. Premiums, evidence of insurance
 - E. Premium tax

**SURETY
CONTENT OUTLINE
Product Knowledge, Terms and Concepts**

(45 scoreable questions)

- I. INSURANCE TERMS AND RELATED CONCEPTS 5
 - A. Insurance
 - B. Insurable interest
 - C. Risk
 - D. Hazard
 - E. Loss
 - F. Proximate cause
 - G. Indemnity
 - H. Actual cash value
 - I. Limits of liability
 - J. Accident
 - K. Occurrence
 - L. Cancellation
 - M. Nonrenewal
 - N. Liability
 - O. Negligence
- II. POLICY PROVISIONS AND CONTRACT LAW 5
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 - B. Conditions
 - C. Exclusions
 - D. Definition of the insured
 - E. Duties of the insured
 - F. Obligations of the insurance company
 - G. Proof of loss
 - H. Notice of claim
 - I. Assignment
 - J. Subrogation
 - K. Arbitration
 - L. Elements of a contract
 - M. Warranties, representations, and concealment
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- III. FIDELITY AND SURETY CONTRACTS 10
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 - B. Parties of a contract
 - C. Obligation of the surety
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 - E. Premiums and terms of obligations
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3. Hearings	
<i>Ref: 507B.6</i>	
4. Penalties	
<i>Ref: 505.7A; 507B.7; Reg 191-10.20</i>	
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B. Licensing Requirements	
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1. Applications	
2. Change of address	
3. Licensing examinations	
4. Resident/nonresident	
5. Temporary license	
6. Exceptions to licensing	
7. Denial, renewal, termination of licenses	
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2. Misrepresentation	
3. Rebating	
4. Advertising	
5. Claims settlement	
6. Defamation	
7. Boycott, coercion and intimidation	
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CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

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2. Special features	
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5. Premium Payment	
6. Reinstatement	
7. Policy loans, withdrawals, partial surrenders	
8. Nonforfeiture options	
9. Dividends and dividend options	
10. Incontestability	
11. Assignments	
12. Settlement options	
C. Policy exclusions	
III. TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS	3
A. Third-party ownership	
B. Group life insurance	
1. Conversion privilege	
2. Contributory vs. noncontributory	
C. Business insurance (e.g., key employee, buy and sell agreement, split-dollar, etc.)	
D. Tax treatment of insurance premiums, proceeds, dividends	
1. Individual life	
2. Group life	
3. Modified Endowment Contracts (MECs)	
E. Accelerated Death Benefits—Living Benefits	
IV. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES	5
A. Insurance Commissioner/Division	
1. Broad powers and duties	
<i>Ref: 505.2; 505.8; 507B.3; 507C</i>	
2. Examination of records	
<i>Ref: 191-48.8</i>	

3. Cease and desist, hearings and penalties
Ref: 191-48.12; 505.7A, 507B.6, .7; 507B.6A; 522B.17; Reg 191-10.20; Reg 191-15.14

B. Licensing Requirements

Ref: 191-48.3; 191-11.1 through .4; Reg 191-11.1 through .4

1. Viatical settlement broker
2. Viatical settlement provider
3. Change of address
4. Licensing examinations
5. Renewal, termination of licenses
6. Continuing education

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7; Reg 191-48.11

D. Life and Health Guaranty Association

Ref: 508C

V. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO LIFE INSURANCE ONLY2

A. Policy replacement

Ref: 191-16.21 through .29

VI. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO VIATICAL SETTLEMENTS.....25

A. Definitions

Ref: 191-48.2

B. Advertising

Ref: 191-48.2, .10

C. Contract approval

Ref: 191-48.4

D. Disclosures

Ref: 191-48.5

E. Requirements and Prohibition

Ref: 191-48.9; 508E

F. Confidentiality

Ref: 191-48.7

G. Prohibited activities

Ref: 191-48.9

PUBLIC ADJUSTER CONTENT OUTLINE

Product Knowledge, Laws, and Regulations

(50 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO PUBLIC ADJUSTERS

Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 1. Commercial building and personal property form
 2. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. Valuable Papers and Records

G. Crime

1. Employee Theft
2. Inside the Premises-Theft of Money and Securities
3. Inside the Premises-Robbery or Safe Burglary of Other Property

H. Surety Bonding

1. Definitions
 1. Obligor
 2. Principal
 3. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

K. Obligations of the insurance company

L. Endorsements

M. Replacement cost

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. PUBLIC ADJUSTER

A. Loss Report

1. Essential Elements
 1. Occurrence Date
 2. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

- B. Catastrophic disaster
- C. Claimant
- D. First party claim
- E. Independent adjuster
- F. Public adjuster
- G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE AND THE LICENSING OF PUBLIC ADJUSTERS

A. Definitions

Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4; 191-55

1. Persons required to be licensed and their responsibilities
 1. Public Adjuster
2. License requirements
 1. Fees and application
 2. Prerequisites
 3. Exceptions to licensing
3. Notice of address change
4. Contracts and Solicitation of Contracts

B. Marketing Practices

Ref: 505.7A, 507B.7, 507B.4

1. Duties of licensed personnel
2. Record keeping
3. License denial, suspension, revocation, and penalties
4. Ethics
5. Unfair practices
 - a. Misrepresentation

C. Insurance Commissioner

Ref: 505.2; 505.7A; 505.8; 507B.3; 507B.6; 507B.7; Reg. 191-10.20; 507B.6A; 522B.17; Reg. 191-15.14

1. Broad powers and duties
2. Hearings
3. Cease and desist orders and penalties
4. General penalties

D. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
2. No contact first 72 hours after catastrophic event
3. No solicitation hours
4. License required to conduct insurance business
5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

E. Adjuster records

Ref: 522C.12 (1-2)

NAVIGATOR CONTENT OUTLINE Product Knowledge, Terms and Concepts

(50 scoreable 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. Special Populations

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

G. 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, 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)

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. Preventative Health Services
3. Children's Coverage
4. Dental and Vision Benefits

IV. NAVIGATORS

A. Types

1. Navigators
2. Certified Application Counselors

B. Roles and Responsibilities

1. Definition and eligible entities
2. Training and certification of Navigators
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
13. Performance metrics

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 due to compensation

2. Producer licensing, certification and training
3. Compensation
4. Performance metrics

VI. OUTREACH AND EDUCATION

- A. Identify goals (role of Producers and Navigators)**
- 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 (101+ employees)
 2. Self-insured plans and MEWAs
 3. Fully insured plans and METs
 4. Small Group Employers
 5. Self-employed Business Owners

VII. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES

- A. Insurance Commissioner/Division**
 1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
 2. Examination of records
Ref: 507.1, .2, .3
 3. Hearings
Ref: 507B.6
 4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
 5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14
- B. Licensing**
Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.1 through .15; Reg 191-11.1 through .4
 1. Applications
 2. Change of address
 3. Licensing examinations
 4. Resident/nonresident
 5. Temporary license
 6. Exemptions
 7. Denial, renewal, termination of licenses
 8. Commissions and referral fees
 9. Company appointments
 10. Continuing education
- C. Unfair and deceptive practices**
Ref: 507B.4; Reg 191-15.2, .3; 507E.1 through .7
 1. Discrimination
 2. Misrepresentation
 3. Rebating
 4. Advertising
 5. Claims settlement
 6. Defamation
 7. Boycott, coercion and intimidation
 8. Iowa Insurance Fraud Act
- D. Guaranty Association**
Ref: 508C.2, .3, .5, .6, .8, .9, .12, .14, .18

IOWA UMPIRE CONTENT OUTLINE Product Knowledge, Terms and Concepts

(50 scoreable questions)

I. GENERAL INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurable interest**
- B. Risk**
- C. Hazard**
 1. Moral
- D. Loss**

1. Direct
2. Indirect

- E. Deductible**
- F. Indemnity**
- G. Actual cash value**
- H. Replacement cost**
- I. Extensions of coverage**
- J. Negligence**
- K. Theft**
- L. Burglary**
- M. Robbery**
- N. Binders**
- O. Apportionment clause**
- P. Waiver/Non-waiver agreement**
- Q. Estoppel**

II. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

- A. Amount of loss**
- B. Catastrophic disaster**
- C. Claimant**
- D. Conflict of interest**
- E. First party claim**
- F. Umpire**
- G. Appraiser**
- H. Good cause**

III. IOWA STATUTES AND REGULATIONS PERTINENT TO UMPIRES

- A. Payment(s)**
Ref: 522F.11 (1-5)
- B. Objections**
Ref: 522F.12
 1. Process of submitting objections
- C. Standards of Conduct**
Ref: 522F.13
 1. Conflict of interest disclosure
 2. Submission of differences
 3. Umpire duties
 4. Prohibited acts
- D. Appraisal process**
Ref: 522F.14 (1-6)
- E. Appraisal award**
Ref: 522F.16
- F. Record keeping**
Ref: 522F.18

IV. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF UMPIRES

- A. Licensing**
 1. Eligibility for Umpire license
Ref: 522F.8
 2. License issuance, renewal, and fees
Ref: 522F.9
 3. License denial, nonrenewal, or revocation
Ref: 522F.20(1)a-q, 522F.23
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
 4. Reinstatement unrelated to disciplinary action
Ref: 522F.10
 5. Reinstatement or reissuance after disciplinary action
Ref: 522F.22 (1)(2)(7)(8)
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture

- d. Additional action
- B. Hearings**
Ref: 522F.19 (1-5)
 - 1. Statement of charges and notice of hearing
 - 2. Opportunity to be heard
 - 3. Hearing procedures
 - 4. Commissioner's powers
 - 5. Service of process
- C. Civil and criminal penalties**
Ref: 522F.21 (1-7)
 - 1. Cease and desist order
 - 2. Criminal penalties
 - 3. Referral to attorney general
- D. Reporting of criminal and administrative actions**
Ref: 522F.17 (1-3)
 - 1. 30-day window
 - 2. Penalty for failure to comply
- E. Fingerprinting/Criminal history check**
Ref: 522F.8, 522B.5A

**IOWA APPRAISER
CONTENT OUTLINE**
Product Knowledge, Terms and Concepts

(50 scoreable questions)

- I. GENERAL INSURANCE TERMS AND RELATED CONCEPTS**
 - A. Insurable interest**
 - B. Risk**
 - C. Hazard**
 - 1. Moral
 - D. Loss**
 - 1. Direct
 - 2. Indirect
 - E. Deductible**
 - F. Indemnity**
 - G. Actual cash value**
 - H. Replacement cost**
 - I. Extensions of coverage**
 - J. Negligence**
 - K. Theft**
 - L. Burglary**
 - M. Robbery**
 - N. Binders**
 - O. Apportionment clause**
 - P. Waiver/Non-waiver agreement**
 - Q. Estoppel**
- II. INSURANCE TERMS PERTINENT TO IOWA**
Ref: 522F.1, 522C.2
 - A. Amount of loss**
 - B. Catastrophic disaster**
 - C. Claimant**
 - D. Conflict of interest**
 - E. First party claim**
 - F. Umpire**
 - G. Appraiser**
 - H. Good cause**
- III. IOWA STATUTES AND REGULATIONS PERTINENT TO APPRAISERS**
 - A. Payment(s)**
Ref: 522F.6
 - B. Objections**
Ref: 522F.12
 - 1. Process of submitting objections
 - C. Standards of Conduct**
Ref: 522F.7
 - 1. Conflict of interest disclosure
 - 2. Appraiser duties
 - 3. Prohibited acts
 - D. Appraisal process**

- Ref: 522F.14 (1-6)*
- E. Appraisal clause**
Ref: 522F.15
- F. Appraisal award**
Ref: 522F.16
- G. Record keeping**
Ref: 522F.18
- IV. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF APPRAISERS**
 - A. Licensing**
 - 1. Eligibility for Appraisers license
Ref: 522F.3
 - 2. License issuance, renewal, and fees
Ref: 522F.4
 - 3. License denial, nonrenewal, or revocation
Ref: 522F.20(1)a-q, 522F.23; 522F.5; 522F.22 (1)(2)(7)(8)
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
 - 4. Reinstatement unrelated to disciplinary action
 - 5. Reinstatement or reissuance after disciplinary action
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
 - B. Hearings**
Ref: 522F.19 (1-5)
 - 1. Statement of charges and notice of hearing
 - 2. Opportunity to be heard
 - 3. Hearing procedures
 - 4. Commissioner's powers
 - 5. Service of process
 - C. Civil and criminal penalties**
Ref: 522F.21 (1-7)
 - 1. Cease and desist order
 - 2. Criminal penalties
 - 3. Referral to attorney general
 - D. Reporting of criminal and administrative actions**
Ref: 522F.17 (1-3)
 - 1. 30-day window
 - 2. Penalty for failure to comply
 - E. Fingerprinting/Criminal history check**
Ref: 522F.3, 522B.5A

**STAFF ADJUSTER
CONTENT OUTLINE**
Product Knowledge, Laws, and Regulations

(50 scoreable questions)

- I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO STAFF ADJUSTERS**
Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.
 - A. Standard Fire Policy**
Ref: New York Standard Fire Policy
 - 1. Basic coverages, provisions, and clauses
 - 2. Limitations and restrictions

- B. Personal lines**
 - 1. Dwelling and contents (DP forms)
 - 2. Homeowners (HO forms)
- C. Commercial lines**
 - 1. Commercial property
 - a. Commercial building and personal property form
 - b. Business income
 - 2. Law and Ordinance Coverage
- D. Inland marine**
 - 1. Personal floaters
 - 2. Commercial floaters
- E. Others**
 - 1. National Flood Insurance Program
- F. Additional Coverages and Exclusions**
 - 1. Time Element
 - 2. Valuable Papers and Records
- G. Crime**
 - 1. Employee Theft
 - 2. Inside the Premises-Theft of Money and Securities
 - 3. Inside the Premises-Robbery or Safe Burglary of Other Property
- H. Surety Bonding**
 - 1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

- A. Declarations**
- B. Exclusions**
- C. Definition of the insured**
- D. Proof of loss**
- E. Notice of claim**
- F. Appraisal**
- G. Subrogation**
- H. Limitations**
- I. Coinsurance**
- J. Fraud**

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurable interest**
- B. Risk**
- C. Hazard**
 - 1. Moral
- D. Loss**
 - 1. Direct
 - 2. Indirect
- E. Deductible**
- F. Indemnity**
- G. Replacement cost**
- H. Extensions of coverage**
- I. Negligence**
- J. Theft**
- K. Burglary**
- L. Robbery**
- M. Binders**
- N. Apportionment clause**
- O. Waiver/Non-Waiver Agreement**
- P. Estoppel**

IV. STAFF ADJUSTER

- A. Loss Report**
 - 1. Essential Elements

- a. Occurrence Date
- b. Coverages

B. Loss/Damage Valuation

- 1. Damages
- 2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

- A. Amount of loss**
- B. Catastrophic disaster**
- C. Claimant**
- D. First party claim**
- E. Independent adjuster**
- F. Public adjuster**
- G. Staff adjuster**

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO STAFF ADJUSTERS

A. Authority of the commissioner

Ref: 522C.3

B. Licensing

- 1. License required
Ref: 522C.4
- 2. Application for license
Ref: 522C.5, 522C.6, 522C.7, 522C.8, 522C.9
 - a. Individual applicants
 - b. Nonresident
 - c. Business entities
 - d. Business entity license resident/nonresident
 - e. Fees
 - f. Financial responsibility
 - g. Examination
 - h. Exemptions
- 3. License denial, nonrenewal, or revocation
Ref: 522C.13, 522C.16
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
- 4. Reinstatement unrelated to disciplinary action
Ref: 522F.10
- 5. Reinstatement or reissuance after disciplinary action
Ref: 522C.15 1-8
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
- 6. Criminal and civil penalties
Ref: 522C.14 (1-3)
 - a. Hearing proceedings and findings
 - b. Adjuster acting without proper licensure
 - c. Contract used by unlicensed persons will be void

C. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

- 1. Act in loyalty to interest of insured
- 2. No contact first 72 hours after catastrophic event
- 3. No solicitation hours
- 4. License required to conduct insurance business
- 5. Adjusters shall not have financial interest
- 6. Adjusters shall not act as public adjuster and independent adjuster on same claim
- 7. Adjusters shall not have a conflict of interest
- 8. Have no direct or indirect financial interest

D. Adjuster records

Ref: 522C.12 (1-2)

INDEPENDENT ADJUSTER CONTENT OUTLINE Product Knowledge, Laws, and Regulations

(50 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO INDEPENDENT ADJUSTERS

Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. Valuable Papers and Records

G. Crime

1. Employee Theft
2. Inside the Premises-Theft of Money and Securities
3. Inside the Premises-Robbery or Safe Burglary of Other Property

H. Surety Bonding

1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. INDEPENDENT ADJUSTER

A. Loss Report

1. Essential Elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO INDEPENDENT ADJUSTERS

A. Authority of the commissioner

Ref: 522C.3

B. Licensing

1. License required
Ref: 522C.4
2. Application for license
Ref: 522C.5, 522C.6, 522C.7, 522C.8, 522C.9
 - a. Individual applicants
 - b. Nonresident
 - c. Business entities
 - d. Business entity license resident/nonresident
 - e. Fees
 - f. Financial responsibility
 - g. Examination
 - h. Exemptions
3. License denial, nonrenewal, or revocation
Ref: 522C.13, 522C.16
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
Ref: 522F.10
5. Reinstatement or reissuance after disciplinary action
Ref: 522C.15 1-8
 - a. Definitions
 - b. Application process

- c. Voluntary forfeiture
- d. Additional action
- 6. Criminal and civil penalties
Ref: 522C.14 (1-3)
 - a. Hearing proceedings and findings
 - b. Adjuster acting without proper licensure
 - c. Contract used by unlicensed persons will be void

C. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

- 1. Act in loyalty to interest of insured
- 2. No contact first 72 hours after catastrophic event
- 3. No solicitation hours
- 4. License required to conduct insurance business
- 5. Adjusters shall not have financial interest
- 6. Adjusters shall not act as public adjuster and independent adjuster on same claim
- 7. Adjusters shall not have a conflict of interest
- 8. Have no direct or indirect financial interest

D. Adjuster records

Ref: 522C.12 (1-2)

**PUBLIC ADJUSTER & APPRAISER
CONTENT OUTLINE**
Product Knowledge, Laws, and Regulations

(100 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO PUBLIC ADJUSTERS

Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.

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Ref: New York Standard Fire Policy

- 1. Basic coverages, provisions, and clauses
- 2. Limitations and restrictions

B. Personal lines

- 1. Dwelling and contents (DP forms)
- 2. Homeowners (HO forms)

C. Commercial lines

- 1. Commercial property
 - 1. Commercial building and personal property form
 - 2. Business income
- 2. Law and Ordinance Coverage

D. Inland marine

- 1. Personal floaters
- 2. Commercial floaters

E. Others

- 1. National Flood Insurance Program

F. Additional Coverages and Exclusions

- 1. Time Element
- 2. Valuable Papers and Records

G. Crime

- 1. Employee Theft
- 2. Inside the Premises-Theft of Money and Securities
- 3. Inside the Premises-Robbery or Safe Burglary of Other Property

H. Surety Bonding

- 1. Definitions
 - 1. Obligor
 - 2. Principal
 - 3. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

K. Obligations of the insurance company

L. Endorsements

M. Replacement cost

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

- 1. Moral

D. Loss

- 1. Direct
- 2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. PUBLIC ADJUSTER

A. Loss Report

- 1. Essential Elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

- 1. Damages
- 2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE AND THE LICENSING OF PUBLIC ADJUSTERS

A. Definitions

Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4; 191-55

- 1. Persons required to be licensed and their responsibilities

- a. Public Adjuster
- 2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Exceptions to licensing
- 3. Notice of address change
- 4. Contracts and Solicitation of Contracts

B. Marketing Practices

Ref: 505.7A, 507B.7, 507B.4

- 1. Duties of licensed personnel
- 2. Record keeping
- 3. License denial, suspension, revocation, and penalties
- 4. Ethics
- 5. Unfair practices
 - a. Misrepresentation

C. Insurance Commissioner

Ref: 505.2; 505.7A; 505.8; 507B.3; 507B.6; 507B.7; Reg. 191-10.20; 507B.6A; 522B.17; Reg. 191-15.14

- 1. Broad powers and duties
- 2. Hearings
- 3. Cease and desist orders and penalties
- 4. General penalties

D. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

- 1. Act in loyalty to interest of insured
- 2. No contact first 72 hours after catastrophic event
- 3. No solicitation hours
- 4. License required to conduct insurance business
- 5. Adjusters shall not have financial interest
- 6. Adjusters shall not act as public adjuster and independent adjuster on same claim
- 7. Adjusters shall not have a conflict of interest
- 8. Have no direct or indirect financial interest

E. Adjuster records

Ref: 522C.12 (1-2)

VII. GENERAL INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

- 1. Moral

D. Loss

- 1. Direct
- 2. Indirect

E. Deductible

F. Indemnity

G. Actual cash value

H. Replacement cost

I. Extensions of coverage

J. Negligence

K. Theft

L. Burglary

M. Robbery

N. Binders

O. Apportionment clause

P. Waiver/Non-waiver agreement

Q. Estoppel

VIII. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. Conflict of interest

E. First party claim

F. Umpire

G. Appraiser

H. Good cause

IX. IOWA STATUTES AND REGULATIONS PERTINENT TO APPRAISERS

A. Payment(s)

Ref: 522F.6

B. Objections

Ref: 522F.12

- 4. Process of submitting objections

C. Standards of Conduct

Ref: 522F.7

- 1. Conflict of interest disclosure
- 2. Appraiser duties
- 3. Prohibited acts

D. Appraisal process

Ref: 522F.14 (1-6)

E. Appraisal clause

Ref: 522F.15

F. Appraisal award

Ref: 522F.16

G. Record keeping

Ref: 522F.18

X. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF APPRAISERS

A. Licensing

- 1. Eligibility for Appraisers license

Ref: 522F.3

- 2. License issuance, renewal, and fees

Ref: 522F.4

- 3. License denial, nonrenewal, or revocation

Ref: 522F.20(1)a-q, 522F.23; 522F.5; 522F.22 (1)(2)(7)(8)

- a. Untrue information on the application
- b. Violation of insurance laws
- c. Withheld or misappropriated funds
- d. Conviction of a felony
- e. Use of fraudulent or coercive acts
- f. License revocation in this state or other states
- g. Failure to pay child support or state debt

- 4. Reinstatement unrelated to disciplinary action

- 5. Reinstatement or reissuance after disciplinary action

- a. Definitions
- b. Application process
- c. Voluntary forfeiture
- d. Additional action

B. Hearings

Ref: 522F.19 (1-5)

- 1. Statement of charges and notice of hearing
- 2. Opportunity to be heard
- 3. Hearing procedures
- 4. Commissioner's powers
- 5. Service of process

C. Civil and criminal penalties

Ref: 522F.21 (1-7)

- 1. Cease and desist order
- 2. Criminal penalties
- 3. Referral to attorney general

D. Reporting of criminal and administrative actions

Ref: 522F.17 (1-3)

- 1. 30-day window
- 2. Penalty for failure to comply

E. Fingerprinting/Criminal history check

Ref: 522F.3, 522B.5A

**STAFF ADJUSTER AND APPRAISER
CONTENT OUTLINE
Product Knowledge, Laws, and Regulations**

(100 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO STAFF ADJUSTERS

Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. Valuable Papers and Records

G. Crime

1. Employee Theft
2. Inside the Premises-Theft of Money and Securities
3. Inside the Premises-Robbery or Safe Burglary of Other Property

H. Surety Bonding

1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. STAFF ADJUSTER

A. Loss Report

1. Essential elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO STAFF ADJUSTERS

A. Authority of the commissioner

Ref: 522C.3

B. Licensing

1. License required
Ref: 522C.4
2. Application for license
Ref: 522C.5, 522C.6, 522C.7, 522C.8, 522C.9
 - a. Individual applicants
 - b. Nonresident
 - c. Business entities
 - d. Business entity license resident/nonresident
 - e. Fees
 - f. Financial responsibility
 - g. Examination
 - h. Exemptions
3. License denial, nonrenewal, or revocation
Ref: 522C.13, 522C.16
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
Ref: 522F.10
5. Reinstatement or reissuance after disciplinary action
Ref: 522C.15 1-8
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
6. Criminal and civil penalties
Ref: 522C.14 (1-3)
 - a. Hearing proceedings and findings
 - b. Adjuster acting without proper licensure
 - c. Contract used by unlicensed persons will be void

C. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
2. No contact first 72 hours after catastrophic event
3. No solicitation hours

4. License required to conduct insurance business
5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

D. Adjuster records

Ref: 522C.12 (1-2)

VII. GENERAL INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Actual cash value

H. Replacement cost

I. Extensions of coverage

J. Negligence

K. Theft

L. Burglary

M. Robbery

N. Binders

O. Apportionment clause

P. Waiver/Non-waiver agreement

Q. Estoppel

VIII. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

I. Amount of loss

J. Catastrophic disaster

K. Claimant

L. Conflict of interest

M. First party claim

N. Umpire

O. Appraiser

P. Good cause

IX. IOWA STATUTES AND REGULATIONS PERTINENT TO APPRAISERS

A. Payment(s)

Ref: 522F.6

B. Objections

Ref: 522F.12

1. Process of submitting objections

C. Standards of Conduct

Ref: 522F.7

1. Conflict of interest disclosure
2. Appraiser duties
3. Prohibited acts

D. Appraisal process

Ref: 522F.14 (1-6)

E. Appraisal clause

Ref: 522F.15

F. Appraisal award

Ref: 522F.16

G. Record keeping

Ref: 522F.18

X. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF APPRAISERS

A. Licensing

1. Eligibility for Appraisers license

Ref: 522F.3

2. License issuance, renewal, and fees

Ref: 522F.4

3. License denial, nonrenewal, or revocation

Ref: 522F.20(1)a-q, 522F.23; 522F.5; 522F.22 (1)(2)(7)(8)

- a. Untrue information on the application

- b. Violation of insurance laws
- c. Withheld or misappropriated funds
- d. Conviction of a felony
- e. Use of fraudulent or coercive acts
- f. License revocation in this state or other states
- g. Failure to pay child support or state debt

4. Reinstatement unrelated to disciplinary action
5. Reinstatement or reissuance after disciplinary action

- a. Definitions
- b. Application process
- c. Voluntary forfeiture
- d. Additional action

B. Hearings

Ref: 522F.19 (1-5)

1. Statement of charges and notice of hearing
2. Opportunity to be heard
3. Hearing procedures
4. Commissioner's powers
5. Service of process

C. Civil and criminal penalties

Ref: 522F.21 (1-7)

1. Cease and desist order
2. Criminal penalties
3. Referral to attorney general

D. Reporting of criminal and administrative actions

Ref: 522F.17 (1-3)

1. 30-day window
2. Penalty for failure to comply

E. Fingerprinting/Criminal history check

Ref: 522F.3, 522B.5A

**INDEPENDENT ADJUSTER AND APPRAISER
CONTENT OUTLINE
Product Knowledge, Laws, and Regulations**

(100 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO INDEPENDENT ADJUSTERS

Note: To the extent that the specific contracts, forms, and endorsements dealt with in this outline are available in standardized versions, outline references are to items developed by (1) Insurance Services Office; (2) National Council on Compensation Insurance; (3) Surety Association of America.

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Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. Valuable Papers and Records

G. Crime

1. Employee Theft
2. Inside the Premises-Theft of Money and Securities
3. Inside the Premises-Robbery or Safe Burglary of Other Property

H. Surety Bonding

1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

- A. Declarations**
- B. Exclusions**
- C. Definition of the insured**
- D. Proof of loss**
- E. Notice of claim**
- F. Appraisal**
- G. Subrogation**
- H. Limitations**
- I. Coinsurance**
- J. Fraud**

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurable interest**
- B. Risk**
- C. Hazard**
 1. Moral
- D. Loss**
 1. Direct
 2. Indirect
- E. Deductible**
- F. Indemnity**
- G. Replacement cost**
- H. Extensions of coverage**
- I. Negligence**
- J. Theft**
- K. Burglary**
- L. Robbery**
- M. Binders**
- N. Apportionment clause**
- O. Waiver/Non-Waiver Agreement**
- P. Estoppel**

IV. INDEPENDENT ADJUSTER

- A. Loss Report**
 1. Essential Elements
 - a. Occurrence Date
 - b. Coverages
- B. Loss/Damage Valuation**
 1. Damages
 2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

- A. Amount of loss**
- B. Catastrophic disaster**
- C. Claimant**
- D. First party claim**
- E. Independent adjuster**
- F. Public adjuster**
- G. Staff adjuster**

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO INDEPENDENT ADJUSTERS

A. Authority of the commissioner

Ref: 522C.3

B. Licensing

1. License required
Ref: 522C.4
2. Application for license
Ref: 522C.5, 522C.6, 522C.7, 522C.8, 522C.9
 - a. Individual applicants
 - b. Nonresident
 - c. Business entities
 - d. Business entity license resident/nonresident
 - e. Fees
 - f. Financial responsibility
 - g. Examination
 - h. Exemptions
3. License denial, nonrenewal, or revocation
Ref: 522C.13, 522C.16
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
Ref: 522F.10
5. Reinstatement or reissuance after disciplinary action
Ref: 522C.15 1-8
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
6. Criminal and civil penalties
Ref: 522C.14 (1-3)
 - a. Hearing proceedings and findings
 - b. Adjuster acting without proper licensure
 - c. Contract used by unlicensed persons will be void

C. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
2. No contact first 72 hours after catastrophic event
3. No solicitation hours
4. License required to conduct insurance business
5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

D. Adjuster records

Ref: 522C.12 (1-2)

VII. GENERAL INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurable interest**
- B. Risk**
- C. Hazard**
 1. Moral
- D. Loss**
 1. Direct
 2. Indirect
- E. Deductible**
- F. Indemnity**
- G. Actual cash value**
- H. Replacement cost**
- I. Extensions of coverage**
- J. Negligence**
- K. Theft**
- L. Burglary**
- M. Robbery**
- N. Binders**

- O. Apportionment clause
- P. Waiver/Non-waiver agreement
- Q. Estoppel

VIII. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

- A. Amount of loss
- B. Catastrophic disaster
- C. Claimant
- D. Conflict of interest
- E. First party claim
- F. Umpire
- G. Appraiser
- H. Good cause

IX. IOWA STATUTES AND REGULATIONS PERTINENT TO APPRAISERS

A. Payment(s)

Ref: 522F.6

B. Objections

Ref: 522F.12

1. Process of submitting objections

C. Standards of Conduct

Ref: 522F.7

1. Conflict of interest disclosure
2. Appraiser duties
3. Prohibited acts

D. Appraisal process

Ref: 522F.14 (1-6)

E. Appraisal clause

Ref: 522F.15

F. Appraisal award

Ref: 522F.16

G. Record keeping

Ref: 522F.18

X. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF APPRAISERS

A. Licensing

1. Eligibility for Appraisers license

Ref: 522F.3

2. License issuance, renewal, and fees

Ref: 522F.4

3. License denial, nonrenewal, or revocation

Ref: 522F.20(1)a-q, 522F.23; 522F.5; 522F.22

(1)(2)(7)(8)

- a. Untrue information on the application
- b. Violation of insurance laws
- c. Withheld or misappropriated funds
- d. Conviction of a felony
- e. Use of fraudulent or coercive acts
- f. License revocation in this state or other states
- g. Failure to pay child support or state debt

4. Reinstatement unrelated to disciplinary action

5. Reinstatement or reissuance after disciplinary action

a. Definitions

b. Application process

c. Voluntary forfeiture

d. Additional action

B. Hearings

Ref: 522F.19 (1-5)

1. Statement of charges and notice of hearing
2. Opportunity to be heard
3. Hearing procedures
4. Commissioner's powers
5. Service of process

C. Civil and criminal penalties

Ref: 522F.21 (1-7)

1. Cease and desist order
2. Criminal penalties
3. Referral to attorney general

D. Reporting of criminal and administrative actions

Ref: 522F.17 (1-3)

1. 30-day window
2. Penalty for failure to comply

E. Fingerprinting/Criminal history check

Ref: 522F.3, 522B.5A