

# Insurance Content Outlines

Content outlines for exams taken **BEFORE** January 1, 2026

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

### **lowa Insurance Outlines**

### **Examination Content Outlines**

Effective Date: January 1, 2025

a. Primary and contingent

LIFE - GENERAL KNOWLEDGE	b. Revocable and irrevocable
CONTENT OUTLINE	c. Common disaster
Product Knowledge, Terms, and Concepts	d. Minor beneficiaries
	e. Designation by class
(50 scoreable questions plus 5 pretest questions)	7. Premium Payment
I. TYPES OF POLICIES15	a. Modes
A. Traditional whole life products	b. Grace period
Ordinary whole life	c. Automatic premium loan
2. Limited-pay and single-premium life	d. Level or flexible
B. Interest/market-sensitive/adjustable life products	8. Reinstatement
1. Universal life	9. Policy loans, withdrawals, partial surrenders
2. Variable whole life	10. Non-forfeiture options
3. Variable universal life	11. Dividends and dividend options (e.g., participating, non-
4. Interest-sensitive whole life	participating)
5. Indexed life	12. Incontestability
C. Term life	13. Assignments
1. Types	14. Suicide
a. Level	15. Misstatement of age and gender
b. Decreasing	16. Settlement options
c. Return of premium	17. Accelerated death benefits
d. Annually renewable	C. Policy exclusions
•	1. War
2. Special features	2. Aviation
a. Renewable     b. Convertible	Dangerous Occupation
D. Annuities	o. Dangorodo Goodpalion
Single and flexible premium	III. COMPLETING THE APPLICATION, UNDERWRITING, AND
,	DELIVERING THE POLICY12
2. Immediate and deferred	A. Completing the application
3. Fixed and variable	Required signatures
4. Indexed	2. Changes in the application
5. Accumulation and Annuity Periods	<ol><li>Consequences of incomplete applications</li></ol>
6. Payout options	<ol><li>Warranties and representations</li></ol>
E. Combination plans and variations	<ol><li>Collecting the initial premium and issuing the receipt</li></ol>
1. Joint life (first to die)	6. Replacement
2. Survivorship life (second to die)	7. Disclosures at point of sale (e.g., HIPAA, HIV consent)
II. POLICY RIDERS, PROVISIONS, OPTIONS, AND	8. USA PATRIOT Act/anti-money laundering
EXCLUSIONS 15	<ol><li>Gramm-Leach-Bliley Act (GLBA) Privacy</li></ol>
A. Policy riders	B. Underwriting
Waiver of premium and waiver of monthly deduction	1. Insurable interest
Guaranteed insurability	<ol><li>Medical information and consumer reports</li></ol>
3. Payor benefit	3. Fair Credit Reporting Act
4. Accidental death and/or accidental death and	4. Risk classification
dismemberment	5. Stranger/Investor-owned life insurance (STOLI/IOLI)
5. Term riders	C. Delivering the policy
6. Other insureds	When coverage begins
7. Long term care	2. Explaining the policy and its provisions, riders,
8. Return of premium	exclusions, and ratings to the client
9. Disability	D. Contract law
10. Cost of Living	Elements of a contract
B. Policy provisions and options	a. Consideration
Folicy provisions and options     Retire contract	b. Offer and Acceptance
Insuring clause	c. Competent parties
3. Free look	d. Legal purpose
4. Consideration	Unique aspects of the insurance contract
5. Owner's rights	a. Conditional

b. Unilateral

6. Beneficiary designations

- 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)

#### 

#### 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

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: 5151.2(17)(18); 191-21.1 through .9

### I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

## 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

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)

Annuities

Ref: 191-15.72-.78

<sup>\*</sup> Applies to Life/Health only

<sup>\*\*</sup> Applies to Property/Casualty associated exams only

#### ACCIDENT & HEALTH – GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms, and Concepts	6. Waiver of premium
(50 scoreable questions plus 5 pretest questions)	7. Exclusions and limitations
L TYPES OF POLICIES	8. Preexisting conditions
I. TYPES OF POLICIES	9. Coinsurance
A. Disability income	10. Deductibles
Individual disability income policy	11. Eligible expenses
2. Business overhead expense policy	12. Copayments
Business disability buyout policy	13. Pre-authorizations and prior approval requirements
Group disability income policy	14. Usual, reasonable, and customary (URC) charges
5. Key employee policy	15. Lifetime, annual, or per cause maximum benefit limits
B. Accidental death and dismemberment	C. Riders
C. Medical expense insurance	1. Impairment/exclusions
<ol> <li>Basic hospital, medical, and surgical policies</li> </ol>	Guaranteed insurability
Major medical policies	Future increase option
3. Health Maintenance Organizations (HMOs)	D. Rights of renewability
4. Preferred Provider Organizations (PPOs)	1. Noncancelable
5. Point of Service (POS) plans	2. Cancelable
Flexible Spending Accounts (FSAs)	3. Guaranteed renewable
7. High Deductible Health Plans (HDHPs) and related	III. SOCIAL INSURANCE6
Health Savings Accounts (HSAs)	A. Medicare (Parts A, B, C, D)
8. Health Reimbursement Accounts (HRAs)	B. Medicaid
D. Medicare supplement policies	C. Social Security benefits
E. Group insurance	C. Social Security benefits
1. Differences between individual and group contracts	IV. OTHER INSURANCE CONCEPTS 5
2. General characteristics	A. Total, partial, recurrent and residual disability
3. COBRA	B. Owner's rights
F. Individual/Group Long Term Care (LTC)	C. Dependent children benefits
1. Eligibility	D. Primary and contingent beneficiaries
2. Levels of care	E. Modes of premium payments
G. Other policies	F. Nonduplication and coordination of benefits (e.g.,
1. Dental	primary vs. excess)
2. Vision	G. Occupational vs. non-occupational
3. Cancer	H. Tax treatment of premiums and proceeds of insurance
Critical illness or specified disease	contracts (e.g., disability income and medical
5. Worksite (employer-sponsored)	expenses, etc.)
6. Hospital indemnity	I. Managed care
7. Short-term medical	J. Workers Compensation
8. Accident	K. Subrogation
G. Addition	•
II. POLICY PROVISIONS, CLAUSES, AND RIDERS15	V. FIELD UNDERWRITING PROCEDURES 8
A. Mandatory and Optional provisions	A. Completing the application
Entire contract	B. Explaining sources of insurability and HIPAA privacy
<ol><li>Time limit on certain defenses (incontestable)</li></ol>	information (e.g., MIB Report, Fair Credit Reporting Act
3. Grace period	etc.)
4. Reinstatement	C. Initial premium payment and receipt and consequence
5. Notice of claim	of the receipt (e.g., medical examination, etc.)
6. Claim forms	D. Submitting application (and initial premium if collected
7. Proof of loss	to company for underwriting
8. Time of payment of claims	E. Policy delivery
9. Payment of claims	F. Explaining policy and its provisions, riders, exclusions
10. Physical examination and autopsy	and ratings to clients
11. Legal actions	G. Replacement
12. Change of beneficiary	H. Contract law
13. Misstatement of age or gender	1. Elements of a contract
14. Change of occupation	2. Insurable interest
15. Illegal occupation	3. Warranties and representations
16. Relation of earning to insurance	4. Unique aspects of the insurance contract
B. Other provisions and clauses	a. Conditional

2. Free look

3. Consideration clause

4. Probationary period

5. Elimination period

b. Unilateral

1. Insuring clause

- c. Adhesion
- d. Aleatory

## ACCIDENT AND HEALTH – IOWA SPECIFIC CONTENT OUTLINE

State Laws, Rules, Regulations and Coverages

(30 scoreable questions plus 5 pretest questions)

#### 

#### 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

- 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: 5151.2(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

#### 

#### 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

- 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
- Cancellation

		Ref: 191-37.6			1. Earthquake
	D.	Long Term Care insurance			2. Mobile Homes
		1. Marketing			<ul><li>3. Watercraft</li><li>4. Farm Owners</li></ul>
		Ref: 39.15			5. Windstorm
		2. Policy provisions Ref: 39.6			
		3. Types of care	II.	INS	SURANCE TERMS AND RELATED CONCEPTS15
		Ref: 191.39.9		Α.	Insurance
		Home Health Care			Law of Large Numbers
		Ref: 191.39.9		В.	Insurable interest
		•		C.	Risk
		2. Nursing Home			Pure vs. Speculative Risk
		Ref: 191-39.5		D.	Hazard
		3. Assisted living			<ol> <li>Moral</li> <li>Morale</li> </ol>
		4. Iowa Long-Term Care partnership program			3. Physical
	_	Ref: 191-39.75-85		F	Peril
	E.	Special Programs  1. Healthy and Well Kids in Iowa Program (HAWK-I)			Loss
		Ref: 5141.1, .2, .3, .6, .8, .9		г.	1. Direct
		2. HIPIOWA			2. Indirect
		Ref: 514E		G.	Loss Valuation
	F.	Affordable Care Act			Actual cash value
		<ol> <li>Exchanges/Marketplace (ACA Section 1321)</li> <li>Taxes, penalties, and subsidies (ACA Section 1401,</li> </ol>			Replacement cost
		1402)			3. Market value
		3. Essential health benefits (ACA Section 1302)			<ol> <li>Stated/agreed value</li> <li>Salvage value</li> </ol>
		a. Mental health parity		ш	Proximate cause
		b. Pediatric services		_	
		c. Preventive services 4. Employer notification responsibilities (ACA Section		I.	Deductible
		1511-1515)			Indemnity
	G.	No Surprises Act		K.	Limits of liability
		Ref: Title I of Division BB of the CAA, 2021, Title XXVII of		L.	Coinsurance/Insurance to value
		PHS Act Part E		М.	Occurrence
				N.	Cancellation
		PROPERTY – GENERAL KNOWLEDGE		Ο.	Nonrenewal
		CONTENT OUTLINE		P.	Vacancy and unoccupancy
		Product Knowledge, Terms, and Concepts		Q.	Liability
	(5	0 scoreable questions plus 5 pretest questions)			1. Absolute
	-` `/-	250 OF BOURIES			2. Strict
I.		PES OF POLICIES 22			3. Vicarious
	Α.	Homeowners 1. HO-2		R.	Negligence
		2. HO-3			Binder
		3. HO-4		т.	Endorsements
		4. HO-5		U.	Blanket vs. Specific
		5. HO-6	III.	РΟ	LICY PROVISIONS AND CONTRACT LAW13
	_	6. HO-8		Δ	Declarations
	В.	Dwelling policies  1. DP-1			Insuring agreement
		2. DP-2			Conditions
		3. DP-3			
	C.	Commercial lines			Exclusions
		Commercial Package Policy (CPP)		E.	
		2. Commercial property		F.	Duties of the insured
		Commercial building and business personal		G.	Obligations of the insurance company
		property form 2. Causes of loss forms		Н.	Mortgagee rights
		3. Business income		I.	Proof of loss
		4. Extra expense		J.	Notice of claim
		5. Equipment breakdown		K.	Appraisal
		3. Business Owners Policy (BOP)		L.	Other Insurance Provision
		4. Builders Risk			Subrogation
	_	5. Cyber First-Party Coverage			Elements of a contract
		Inland marine			
	D.	1 Personal Articles floators		0	Warranties representations and concealment
	D.	Personal Articles floaters     Commercial Property floaters			Warranties, representations, and concealment Sources of underwriting information

Q. Fair Credit Reporting Act

F. Others

E. National Flood Insurance Program

- 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)

#### 

#### 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\*\*

#### 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

#### 

#### 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

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

- Liability
  - 1. Bodily Injury
  - 2. Property Damage
  - Split Limits
  - 4. Combined Single Limit
- 2. Medical Payments
- Physical Damage (collision; other than collision; specified perils)
- 4. Uninsured motorists
- 5. Underinsured motorists
- 6. Who is an insured7. Types of Auto
  - 1. Owned

**S6** 

- 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.)

- 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)
  - Cyber liability and data breach, funds transfer
  - Liquor liability
- G. Umbrella/Excess Liability
- H. Businessowners Policy (BOP)
- II. INSURANCE TERMS AND RELATED CONCEPTS............. 15
  - A. Risk
  - B. Hazards
    - 1. Moral
    - Morale
    - 3. Physical
  - C. Indemnity
  - D. Insurable interest
  - E. Loss valuation
    - 1. Actual cash value
    - 2. Replacement cost
    - 3. Market value
    - Stated/agreed value
    - 5. Salvage value
  - F. Negligence
  - G. Liability
  - H. Occurrence
  - **Binders**
  - J. Warranties
  - K. Representations
  - 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
- 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)

- 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	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\*\*

#### 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: 5151.2(17)(18); 191-21.1 through .9

### I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

#### 

### A. lowa 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

## 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
- 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
  - Split Limits
  - 4. Combined Single Limit
- Physical damage (collision and other than collision/ specified perils)
- Uninsured motorists
- 4. Underinsured motorists
- 5. Who is an insured
- 6. Types of Auto
  - 1. Owned
  - Non-owned
     Hired
  - Temporary Substitute
     Newly Acquired Autos
  - Transportation Expense and Rental Reimbursement Expense
- 7. Auto Dealers Coverage Form, including Garagekeepers insurance
- 8. Exclusions
- 9. Individual Insured and Drive Other Car (DOC)

<sup>\*</sup> Applies to Life/Health only

<sup>\*\*</sup> Applies to Property/Casualty associated exams only

#### 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
- G. Umbrella/Excess liability
- H. Business Owners Policy (BOP)

## III. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS......17

- A. Insurance
  - 1. Law of Large Numbers
- B. Insurable interest
- C. Risk
  - 1. Pure vs. Speculative Risk
- D. Hazard
  - Moral
  - 2. Morale
  - Physical
- E. Peril
- F. Loss
  - Direct
  - 2. Indirect
- G. Loss Valuation
  - 1. Actual cash valuation
  - 2. Replacement cost
  - Market valuation
     Stated value
  - 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
  - Compensatory
    - 1. General
    - Special
  - 2. Punitive
- Y. Compliance with provisions of Fair Credit Reporting

## IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW..... 13

- 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. 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)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO

#### 

- 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 <i>Ref</i> : 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 <i>Ref:</i> 522B.11	-
		8. Commissions and referral fees	
		<ul><li><i>Ref: 522B.12</i></li><li>9. Company appointments</li></ul>	
		Ref: 522B.13	
		10. Continuing education	L
	_	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 <i>Ref.</i> 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) lowa Insurance Fraud Act	
		507E.1 through .7	
	<i>Кеј</i> .		
		: 191—15.8	
	- 5	1. Prohibited Acts	
	F. Ref	Guaranty Association 3: 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	
		Surplus**	
	Ref.	: 5151.2(17)(18); 191-21.1 through .9 Insurance Notices and Documents - Electronic	
		livery	
	Ref.	: 505B.1	
		es to Life/Health only ies to Property/Casualty associated exams only	
II.		NA LAWS, RULES AND REGULATIONS PERTINENT PROPERTY INSURANCE2	
		Cancellation/Nonrenewal 5: 515.80, .81 through .81C, .83, .84	
	В.	Rate standards	
	Ref.	: 515F.4(1), 515F.5(1)(a)	
III.	IO\ TO	NA LAWS, RULES, AND REGULATIONS PERTINENT CASUALTY INSURANCE5	
	Α.	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)

(75 questions plus 5 pretest questions)
I. TYPES OF PROPERTY POLICIES10
A. Homeowners
1. HO-2
2. HO-3
3. HO-4
4. HO-5
5. HO-6
6. HO-8
B. Dwelling policies
1. DP-1
2. DP-2
3. DP-3
C. Inland marine
Personal Articles floaters
D. National Flood Insurance Program
E. Others
1. Earthquake
2. Mobile Homes
3. Watercraft
4. Windstorm
II. TYPES OF CASUALTY POLICIES13
A. Automobile: personal auto
1. Liability
a. Bodily Injury
b. Property Damage
c. Split Limits
d. Combined Single Limit
2. Medical Payments
3. Physical Damage (collision; other than collision;
specified perils)
4. Uninsured motorists
5. Underinsured motorists
6. Who is an insured
7. Types of Auto a. Owned
b. Non-owned c. Hired
d. Temporary Substitute e. Newly Acquired Autos
f. Transportation Expense and Rental Reimbursement
Expense
8. Exclusions
O. EXCIDENTE

B. Umbrella/Excess liability

Effective: January 1, 2025

III. PROPERTY AND CASUALTY INSURANCE TERMS AND	I. Proof of loss
RELATED CONCEPTS28	J. Notice of claim
A. Insurance 1. Law of Large Numbers	K. Appraisal
B. Insurable interest	L. Other Insurance Provision
C. Risk	M. Subrogation
Pure vs. Speculative Risk	N. Elements of a contract
D. Hazard	O. Sources of underwriting information
1. Moral	P. Fair Credit Reporting Act
2. Morale	Q. Privacy Protection (Gramm Leach Bliley)
3. Physical	R. Policy Application
E. Peril	S. Terrorism Risk Insurance Act (TRIA)
F. Loss	T. Cancellation and nonrenewal provisions
1. Direct	U. Supplementary payments
2. Indirect	V. Loss settlement provisions including consent to settle
G. Loss Valuation	a loss
1. Actual cash value	W. Territory
Replacement cost	
Narket value	
4. Stated value	PERSONAL LINES IOWA SPECIFIC
5. Salvage value	CONTENT OUTLINE
H. Proximate cause	State Laws, Rules, Regulations and Coverages
I. Deductible	(37 scoreable questions plus 5 pretest questions)
J. Indemnity	
K. Limits of liability	I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO
L. Coinsurance/Insurance to value	ALL LINES 25
M. Occurrence	A. Insurance Commissioner/Division
N. Cancellation	1. Broad powers and duties <i>Ref</i> : 505.2; 505.8; 507B.3; 507C
O. Nonrenewal	2. Examination of records
	Ref: 507.1, .2, .3
P. Vacancy and unoccupancy	3. Hearings
Q. Liability	Ref: 507B.6
Absolute     Strict	4. Penalties
	Ref: 505.7A; 507B.7; Reg 191-10.20 5. Cease and desist
3. Vicarious	Ref: 507B.6A; 522B.17; Reg 191-15.14
R. Negligence	B. Licensing
S. Binder	Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.
T. Endorsements	through . 23; Reg 191-11.1 through .4
U. Blanket vs. Specific	1. Applications
V. Burglary, Robbery, Theft, and Mysterious	Ref: 422B.5
Disappearance W. Warranties	2. Change of address  *Ref: 191-10.12
	3. Licensing examinations
X. Representations	Ref: 191-11.1 - 11.4
Y. Concealment	<ol><li>Resident/nonresident</li></ol>
Z. Deposit Premium/Audit	Ref: 191-10.4 & 10.5
AA. Certificate of Insurance	5. Temporary license Ref: 191-10.11
BB. Damages	6. Exemptions
1. Compensatory	Ref: 522B.8
a. General	7. Denial, renewal, termination of licenses
b. Special	Ref: 522B.11
2. Punitive	8. Commissions and referral fees Ref: 522B.12
CC. Compliance with Provisions of Fair Credit Reporting	9. Company appointments
Act	Ref: 522B.13
IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND	10. Continuing education
CONTRACT LAW24	Ref: 191-11.1 - 11.4
A. Declarations	C. Unfair and Deceptive Practices
B. Insuring agreement	1. Unfair discrimination
C. Conditions	Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
D. Exclusions	<ol> <li>Misrepresentation</li> <li>Ref. 507B.4(3)(a)(1)-(10)</li> </ol>
E. Definition of the insured	3. Rebating
F. Duties of the insured after a loss	Ref. $507B.4(3)(i)$
G. Obligations of the insurance company	<ol><li>False information and advertising</li></ol>
H. Mortgagee rights	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\*\*

#### 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

#### 

#### A. Iowa FAIR Plan Association

Ref: 515F.31 through .38

#### 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

Aftermarket parts regulation

#### E. Rate standards

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

#### 

#### 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)

## CREDIT INSURANCE CONTENT OUTLINE

#### **Product Knowledge, Terms and Concepts**

(50 scoreable questions)

#### I. GENERAL INSURANCE TERMS AND CONCEPTS .............. 5

- A. Insurance
- B. Insurable interest
- C. Hazard
- D. Indemnity
- E. Indebtedness

#### II. CREDIT INSURANCE ......20

#### A. Types of Credit Insurance

- 1. Consumer credit insurance
  - 1. Credit life
  - 2. Credit disability
- 2. Involuntary unemployment
- 3. Other forms of credit insurance
  - 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
- Benefits
- 7. Amounts of insurance
- 8. Procedures for termination
- 9. Refunds
- 10. Premiums

## III. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CREDIT INSURANCE......20

#### A. Definitions

Ref: 191-28.2, 191-28.7(1)

- 1. Creditor
- 2. Debtor
- 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
- 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

Ref: 191-28.8(2)C

**L. Termination** *Ref:* 191-28.3(5)*B* 

## IV. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CREDIT LICENSING ......5

#### A. Insurance Commissioner/Division

Broad powers and duties

<sup>\*</sup> Applies to Life/Health only

<sup>\*\*</sup> Applies to Property/Casualty associated exams only

	Ref.	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  Licensing Requirements  507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8,  191-11.1 through .4 1. Applications 2. Change of address 3. Licensing examinations 4. Resident/nonresident 5. Denial, renewal, termination of licenses  Unfair and Deceptive Practices  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. lowa Insurance Fraud Act		III.	MULTIPLE PERIL INSURANCE
		CROP INSURANCE CONTENT OUTLINE Product Knowledge, Terms and Concepts			<ol> <li>Area Revenue Protection with Harvest Price Exclusion (ARPwHPE)</li> <li>Area Yield Protection (AYP)</li> <li>Livestock Risk Protection (LRP)</li> </ol>
		(50 scoreable questions)	<u></u>		Livestock Gross Margin (LGM)     C. Policy Provisions
l.	GE	NERAL INSURANCE TERMS AND CONCEPTS	8		Common/Basic Provisions     Coarse Grains Provisions
		Insurable interest			Replant
		Risk			2. Prevented Planting
	_	Hazard			3. Late Planting
		Peril Loss			Catastrophic Risk Protection (CAT) Endorsement  Claims
	⊏.	1. Direct			D. Claims 1. Covered Perils
		2. Indirect			2. Loss Reporting Requirements
	F.	Indemnity			3. Duties After a Loss
	_	Actual cash value		IV.	IOWA LAWS, RULES, AND REGULATIONS PERTINENT
	Н.	Limits of liability			TO CROP INSURANCE
	I.	Coinsurance			A. Insurance Commissioner/Division     Broad powers and duties
	J.	Occurrence			Ref: 505.2; 505.8; 507B.3
	K.	Negligence			2. Examination of records  Ref: 507.1, .2, .3
	L. M.	Insuring agreement Subrogation			3. Hearings
		Pro-rata liability			<i>Ref:</i> 507B.6 4. Penalties
		•	_		4. Penalies Ref: 505.7A; 507B.7; Reg 191-10.20
II.		OP HAIL INSURANCE1	U		5. Cease and desist
		Policy rates			Ref: 507B.6A; 522B.17; Reg 191-15.14
		Coverages available Policy provisions			B. Licensing Requirements  Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13,
	О.	NCIS general provisions			Reg 191-11.1 through .4
		2. NCIS Special provisions			Applications     Change of address
		Liability			Licensing examinations
	E.	Claim settlement practices  1. Claim site assessment			4. Resident/nonresident
		Notice of loss			<ul><li>5. Temporary license</li><li>6. Exemptions</li></ul>
		3. Insured's duty			7. Denial, renewal, termination of licenses
		<ul><li>4. Percentage plan</li><li>5. Arbitration and appraisal</li></ul>			8. Continuing education
		6. Loss payment			C. Unfair and Deceptive Practices Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7
					. 10, 20/D.т, 10g 1/1 13.2,, 30/L.2 иноиди ./
			S13		

F. Cancellation and nonrenewal

Ref: 505.2; 505.8; 507B.3

- 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.	A. B. C.	NERAL INSURANCE DEFINITIONS
	Н.	Risk
II.	SU	RPLUS LINES MARKETS8
	Α.	United States nonadmitted market  1. Definitions  1. Eligible surplus lines carriers in Iowa
	В.	London market  1. Lloyd's brokers
	C.	Coverages 1. Property 2. General liability 3. Professional liability
	D.	Insurance exchanges
III.	РО	LICIES, COVERAGES, FORMS10
	A.	Commercial General Liability
	В.	<b>Building and Personal Property</b>
	C.	Claims Made
	D.	Extended coverage
	E.	Employee Dishonesty
	F.	<ol> <li>Contingent</li> <li>Umbrella</li> <li>Contractual</li> </ol>
IV.	SU	RPLUS LINES LICENSING12
		Powers and duties of the Insurance Commissioner 505.2; 505.8; 507B.3
	Ref.	<b>License requirements, issuance</b> : 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.2, .4, .6 13; Reg 191-11.1 through .4
		Unfair and Deceptive Practices: 507B.4; Reg 191-15.2, .3; 507E.2 through .7
٧.	_	NA SURPLUS LINES LAW
	A.	Purpose
	R	Panorts records

n	Premiums.	avidanca	۸f	incurance
υ.	Premiums.	evidence	OΤ	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.	INS	SURANCE TERMS AND RELATED CONCEPTS5
	A.	Insurance
	В.	Insurable interest
	C.	Risk
	D.	Hazard
	E.	Loss
	F.	Proximate cause
	G.	Indemnity
	Н.	Actual cash value
	I.	Limits of liability
		Accident
		Occurrence
		Cancellation
		Nonrenewal
		Liability
	Ο.	Negligence
II.	PO	LICY PROVISIONS AND CONTRACT LAW5
	A.	Insuring agreement
	В.	Conditions
	C.	Exclusions
	D.	Definition of the insured
		Duties of the insured
		Obligations of the insurance company
	G.	Proof of loss
	Н.	Notice of claim
		Assignment
		Subrogation
		Arbitration
	L.	
		Warranties, representations, and concealment
	N.	Binders
III.	FIC	DELITY AND SURETY CONTRACTS10
	A.	Definition of fidelity and surety
		Parties of a contract
		Obligation of the surety
		Underwriting considerations
		Premiums and terms of obligations
		Claims
		Power of attorney
	Н.	Indemnification agreements

C. Coverage and Eligibility

IV.	PURPOSE AND TIPE OF SURETT BONDS			4. Adjustable life
	A. Court B. Contract		В.	Interest-sensitive life products  1. Universal life 2. Interest-sensitive whole life
	C. Miscellaneous D. Appeal Bonds		C.	Indexed Life Products  1. Indexed universal life
v	DUDDOCE AND TYPE OF FIRELITY BONDS		_	
v.	PURPOSE AND TYPE OF FIDELITY BONDS3  A. Individual		υ.	Variable Life Products  1. Variable whole life  2. Variable universal life
	B. Schedule		F	Term life
	C. Public official			Level, decreasing, and increasing term
	D. Blanket			2. Special features
	E. Financial institutions			1. Renewable
	F. ERISA bonds			2. Convertible
VI.	BAIL BONDS5		F.	Annuities 1. Single, level, and flexible premium
	A. Surety bail bond			Immediate and deferred
	B. Surety bond fee			3. Fixed and variable
	C. Types of bail		G.	Endowment
	D. Bail piece		Н.	Combination plans and variations
	E. Acceptable collateral			1. Family policy
				2. Family income policy
	F. Appointing company's underwriting standard			3. Joint life
VII.	. IOWA STATUTES, RULES, AND REGULATIONS PERTINENT TO SURETY LICENSING12	II.	РО	Survivorship life     ILICY RIDERS, PROVISIONS, OPTIONS, AND
	A. Insurance Commissioner/Division			CLUSIONS5
	Broad powers and duties		A.	Policy riders
	Ref: 505.2; 505.8; 507B.3			Waiver of premium
	2. Examination of records			2. Guaranteed insurability
	Ref: 507.1, .2, .3 3. Hearings			<ol> <li>Payor benefit</li> <li>Accidental death and/or accidental death and</li> </ol>
	Ref: 507B.6			dismemberment
	4. Penalties			5. Term riders
	Ref: 505.7A; 507B.7; Reg 191-10.20			6. Other insureds (e.g., spouse, children, nonfamily)
	5. Cease and desist Ref: 507B.6A; 522B.17; Reg 191-15.14		В.	Policy provisions and options
	· · · · · · · · · · · · · · · · · · ·			1. Entire contract
	B. Licensing Requirements Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13;			<ol> <li>Insuring clause</li> <li>Owner's rights</li> </ol>
	Reg 191-11.1 through .4			Beneficiary designations
	1. Applications			5. Premium Payment
	2. Change of address			6. Reinstatement
	<ol> <li>Licensing examinations</li> <li>Resident/nonresident</li> </ol>			<ul><li>7. Policy loans, withdrawals, partial surrenders</li><li>8. Nonforfeiture options</li></ul>
	5. Temporary license			Dividends and dividend options
	Exceptions to licensing			10. Incontestability
	<ol><li>Denial, renewal, termination of licenses</li></ol>			11. Assignments
	C. Unfair and Deceptive Practices			12. Settlement options
	Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7		C.	Policy exclusions
	Discrimination     Misrepresentation	III.	ΤA	XES, RETIREMENT, AND OTHER INSURANCE
	3. Rebating			NCEPTS3
	4. Advertising		A.	Third-party ownership
	5. Claims settlement		В.	Group life insurance
	6. Defamation			Conversion privilege
	Boycott, coercion and intimidation     lowa Insurance Fraud Act			2. Contributory vs. noncontributory
	G. Toma modificación futura y co		C.	Business insurance (e.g., key employee, buy and sell agreement, split-dollar, etc.)
			D.	Tax treatment of insurance premiums, proceeds,
	VIATICAL SETTLEMENT BROKER			dividends
	CONTENT OUTLINE			1. Individual life
	Product Knowledge, Terms, and Concepts			Group life     Modified Endowment Contracts (MECs)
	(50 scoreable questions)		F	Accelerated Death Benefits—Living Benefits
I.	TYPES OF POLICIES10	IV.		NA LAWS, RULES, AND REGULATIONS COMMON TO
	A. Traditional whole life products			L LINES5
	Ordinary (straight) life     Limited-pay and single-premium life		Α.	Insurance Commissioner/Division
	Modified and graded premium whole life			1. Broad powers and duties Ref: 505.2; 505.8; 507B.3; 507C
	<del>-</del> •			

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
- 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

- Employee Theft
- 2. Inside the Premises-Theft of Money and Securities
- 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
- . 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
  - 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
- 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
- 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
- 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
- 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)

#### 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

#### 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
- 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

- Navigators
   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)
- 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
- 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
- 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
- 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

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

#### 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 fundsd. Conviction of a felony
- e. Use of fraudulent of coercive acts
- License revocation in this state or other states
- g. Failure to pay child support or state
- 4. Reinstatement unrelated to disciplinary action *Ref:* 522F.10
- 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
- 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

- 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 of 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
    - 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
- 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
- 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
  - 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
- 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
  - Use of fraudulent of 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
- License required to conduct insurance business
- 5. Adjusters shall not have financial interest
- 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

## 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
  - 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

- 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. CoinsuranceJ. Fraud

### III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurable interest
- B. Risk
- C. Hazard

- Moral
- D. Loss
  - 1. Direct
- 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 Flements
  - 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

- 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 felonye. Use of fraudulent of 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
- 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

- Time Element
- 2. Valuable Papers and Records

#### G. Crime

- 1. Employee Theft
- 2. Inside the Premises-Theft of Money and Securities
- 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
  - 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

- 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
  - 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.124. Process of submitting objections

#### C. Standards of Conduct

Ref: 522F.7

- 1. Conflict of interest disclosure
- 2. Appraiser duties
- 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 of 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
- Reinstatement or reissuance after disciplinary action
  - a. Definitions
  - b. Application process
  - c. Voluntary forfeiture
  - d. Additional action

#### B. Hearings

Ref: 522F.19 (1-5)

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

#### C. Civil and criminal penalties

Ref: 522F.21 (1-7)

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

#### D. Reporting of criminal and administrative actions

Ref: 522F.17 (1-3)

- 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
  - 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
- Inside the Premises-Robbery or Safe Burglary of Other Property

#### H. Surety Bonding

- 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
- 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

- 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 of 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
- 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
  - 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

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 of 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

  Reinstatement or reissuance after disciplinary
- 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)

#### 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

- 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
- Inside the Premises-Robbery or Safe Burglary of Other Property

#### H. Surety Bonding

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

#### II. POPERTY 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
- 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 of 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
- 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
- No solicitation hours
- 4. License required to conduct insurance business
- 5. Adjusters shall not have financial interest
- 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
  - Direct
     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 of 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
- 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)

E.

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

#### Fingerprinting/Criminal history check

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

### **lowa Insurance Outlines**

**LIFE - GENERAL KNOWLEDGE** 

#### **Examination Content Outlines**

Effective Date: January 1, 2026

CONTENT OUTLINE Product Knowledge, Terms, and Concepts				
(50 scoreable questions plus 5 pretest questions)				
I. TYPES OF POLICIES15				
A. Traditional whole life products				
Ordinary whole life				
<ol><li>Limited-pay and single-premium life</li></ol>				
B. Interest/market-sensitive/adjustable life products				
Universal life				
Variable whole life				
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				
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				
EXCLUSIONS15				
A. Policy riders				
Waiver of premium and waiver of monthly deduction				
2. Guaranteed insurability				
3. Payor benefit				
Accidental death and/or accidental death and				
dismemberment				
5. Term riders				
6. Other insureds				
7. Long term care				
8. Return of premium				
Disability     Oct of Living				
B. Policy provisions and options				
Entire contract				
2. Insuring clause				
3. Free look				
4. Consideration				
5. Owner's rights				

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
<ol><li>Dividends and dividend options (e.g., participating, nor</li></ol>
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
Dangerous Occupation
III. COMPLETING THE APPLICATION, UNDERWRITING, ANI
DELIVERING THE POLICY12
A. Completing the application
Required signatures
2. Changes in the application
<ol><li>Consequences of incomplete applications</li></ol>
Warranties and representations
<ol><li>Collecting the initial premium and issuing the receipt</li></ol>
6. Replacement
<ol><li>Disclosures at point of sale (e.g., HIPAA, HIV consent)</li></ol>
<ol><li>USA PATRIOT Act/anti-money laundering</li></ol>
9. Gramm-Leach-Bliley Act (GLBA) Privacy
B. Underwriting
Insurable interest
O Madical information and compressions and

#### B. U

- 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

6. Beneficiary designations

- 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)

#### 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: 5151.2(17)(18); 191-21.1 through .9

#### Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

#### 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

<sup>\*</sup> Applies to Life/Health only

<sup>\*\*</sup> Applies to Property/Casualty associated exams only

#### **ACCIDENT & HEALTH – GENERAL KNOWLEDGE CONTENT OUTLINE**

#### Product Knowledge, Terms, and Concepts

Product Knowledge, Terms, and Concepts	6. Waiver of premium
(50 scoreable questions plus 5 pretest questions)	Exclusions and limitations     Preexisting conditions
I. TYPES OF POLICIES16	9. Coinsurance
A. Disability income	10. Deductibles
Individual disability income policy	11. Eligible expenses
Business overhead expense policy	12. Copayments
Business disability buyout policy	13. Pre-authorizations and prior approval requirements
Group disability income policy     Key ampleyes policy	14. Usual, reasonable, and customary (URC) charges
Key employee policy     Accidental death and dismemberment	15. Lifetime, annual, or per cause maximum benefit limits
	C. Riders
C. Medical expense insurance	Impairment/exclusions     Consents and incompletities.
Basic hospital, medical, and surgical policies     Major medical policies	2. Guaranteed insurability
2. Major medical policies	3. Future increase option
Health Maintenance Organizations (HMOs)  A Breformed Regulator Organizations (RROs)      (RROs)	D. Rights of renewability
4. Preferred Provider Organizations (PPOs)	1. Noncancelable
5. Point of Service (POS) plans	2. Cancelable
6. Flexible Spending Accounts (FSAs)	Guaranteed renewable
7. High Deductible Health Plans (HDHPs) and related	III. SOCIAL INSURANCE6
Health Savings Accounts (HSAs)	A. Medicare (Parts A, B, C, D)
8. Health Reimbursement Accounts (HRAs)	B. Medicaid
D. Medicare supplement policies E. Group insurance	C. Social Security benefits
Differences between individual and group contracts	IV. OTHER INSURANCE CONCEPTS 5
2. General characteristics	A. Total, partial, recurrent and residual disability
3. COBRA	B. Owner's rights
F. Individual/Group Long Term Care (LTC)	C. Dependent children benefits
1. Eligibility	D. Primary and contingent beneficiaries
2. Levels of care	E. Modes of premium payments
G. Other policies	F. Nonduplication and coordination of benefits (e.g.,
1. Dental	primary vs. excess)
2. Vision	G. Occupational vs. non-occupational
3. Cancer	H. Tax treatment of premiums and proceeds of insurance
Critical illness or specified disease	contracts (e.g., disability income and medical
5. Worksite (employer-sponsored)	expenses, etc.)
6. Hospital indemnity	I. Managed care
7. Short-term medical	J. Workers Compensation
8. Accident	K. Subrogation
II. POLICY PROVISIONS, CLAUSES, AND RIDERS15	V. FIELD UNDERWRITING PROCEDURES 8
A. Mandatory and Optional provisions	A. Completing the application
Entire contract	B. Explaining sources of insurability and HIPAA privacy
Time limit on certain defenses (incontestable)	information (e.g., MIB Report, Fair Credit Reporting Act,
3. Grace period	etc.)
4. Reinstatement	C. Initial premium payment and receipt and consequences
5. Notice of claim	of the receipt (e.g., medical examination, etc.)
6. Claim forms	D. Submitting application (and initial premium if collected)
7. Proof of loss	to company for underwriting
8. Time of payment of claims	E. Policy delivery
9. Payment of claims	F. Explaining policy and its provisions, riders, exclusions,
10. Physical examination and autopsy	and ratings to clients
11. Legal actions	G. Replacement
12. Change of beneficiary	H. Contract law
·	Elements of a contract
13. Misstatement of age or gender	2. Insurable interest
14. Change of occupation	Warranties and representations
15. Illegal occupation	Warranties and representations     Unique aspects of the insurance contract
Relation of earning to insurance     B. Other provisions and clauses	Conditional
D. Julei provisions and clauses	a. Conditional

2. Free look

3. Consideration clause

4. Probationary period

5. Elimination period

b. Unilateral

B. Other provisions and clauses

1. Insuring clause

- c. Adhesion
- d. Aleatory

## ACCIDENT AND HEALTH – IOWA SPECIFIC CONTENT OUTLINE

State Laws, Rules, Regulations and Coverages

(30 scoreable questions plus 5 pretest questions)

#### 

#### 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

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

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: 5151.2(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

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* 

Kej: 191-3/.2/

6. Cancellation

Ref: 191-37.6	Watercraft     Farm Owners
D. Long Term Care insurance	Farm Owners     Windstorm
1. Marketing and training Ref: 39.15	
2. Policy provisions	II. INSURANCE TERMS AND RELATED CONCEPTS 15
Ref: 39.6	A. Insurance     1. Law of Large Numbers
3. Types of care	B. Insurable interest
Ref: 191.39.9	C. Risk
1. Home Health Care Ref: 191.39.9	Pure vs. Speculative Risk
2. Nursing Home	D. Hazard 1. Moral
Ref: 191-39.5	2. Morale
3. Assisted living	3. Physical
4. lowa Long-Term Care partnership program	E. Peril
Ref: 191-39.75-85	F. Loss
<ul><li>E. Special Programs</li><li>1. Healthy and Well Kids in Iowa Program (HAWK-I)</li></ul>	Direct     Indirect
Ref: 5141.1, .2, .3, .6, .8, .9	G. Loss Valuation
2. HIPIOWA	Loss valuation     Actual cash value
Ref: 514E	Replacement cost
<ul><li>F. Affordable Care Act</li><li>1. Exchanges/Marketplace (ACA Section 1321)</li></ul>	3. Market value
2. Taxes, penalties, and subsidies (ACA Section 1401,	Stated/agreed value     Salvaga value
1402)	5. Salvage value
3. Essential health benefits (ACA Section 1302)	H. Proximate cause
a. Mental health parity	I. Deductible
<ul><li>b. Pediatric services</li><li>c. Preventive services</li></ul>	J. Indemnity
Employer notification responsibilities (ACA Section	K. Limits of liability
1511-1515)	L. Coinsurance/Insurance to value
G. No Surprises Act	M. Occurrence
Ref: Title I of Division BB of the CAA, 2021, Title XXVII of PHS Act Part E	N. Cancellation
THO HOLL WILL	O. Nonrenewal
PROPERTY – GENERAL KNOWLEDGE	P. Vacancy and unoccupancy
CONTENT OUTLINE	Q. Liability
Product Knowledge, Terms, and Concepts	1. Absolute
	2. Strict
(50 scoreable questions plus 5 pretest questions)	3. Vicarious
I. TYPES OF POLICIES	R. Negligence
A. Homeowners	S. Binder
1. HO-2	T. Endorsements
2. HO-3	U. Blanket vs. Specific
3. HO-4 4. HO-5	III. POLICY PROVISIONS AND CONTRACT LAW13
5. HO-6	A. Declarations
6. HO-8	B. Insuring agreement
B. Dwelling policies	C. Conditions
1. DP-1	D. Exclusions
2. DP-2 3. DP-3	E. Definition of the insured
	F. Duties of the insured
C. Commercial lines 1. Commercial Package Policy (CPP)	
2. Commercial property	G. Obligations of the insurance company
Commercial building and business personal	H. Mortgagee rights
property form	I. Proof of loss
2. Causes of loss forms	J. Notice of claim
Business income     Extra expense	K. Appraisal
5. Equipment breakdown	L. Other Insurance Provision
Business Owners Policy (BOP)	M. Subrogation
4. Builders Risk	N. Elements of a contract
5. Cyber First-Party Coverage	O. Warranties, representations, and concealment
D. Inland marine	P. Sources of underwriting information
<ol> <li>Personal Articles floaters</li> <li>Commercial Property floaters</li> </ol>	Q. Fair Credit Reporting Act

S5

Earthquake
 Mobile Homes

F. Others

E. National Flood Insurance Program

<u>Iowa Insurance Supplement - Examination Content Outline</u>

R. Privacy Protection (Gramm Leach Bliley)

T. Terrorism Risk Insurance Act (TRIA)

S. Policy Application

#### **U.** Territory

## PROPERTY - IOWA SPECIFIC CONTENT OUTLINE

State Laws, Rules, Regulations and Coverages

(31 scoreable questions plus 5 pretest questions)

#### 

#### 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

- 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: 5151.2(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

#### 

#### 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
  - Bodily Injury
  - 2. Property Damage
  - 3. Split Limits
  - 4. Combined Single Limit
- 2. Medical Payments
- Physical Damage (collision; other than collision; specified perils)
- 4. Uninsured motorists
- 5. Underinsured motorists
- 6. Who is an insured7. 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
  - 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
  - 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)

#### 

#### 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 **COMMERCIAL LINES EXAM GENERAL** 2. Misrepresentation KNOWLEDGE Ref. 507B.4(3)(a)(1)-(10) 3. Rebating **CONTENT OUTLINE** Ref. 507B.4(3)(i) Product Knowledge, Terms, and Concepts 4. False information and advertising (50 scoreable questions plus 5 pretest questions) Ref. 507B.4(3)(b)(1); Reg 191-15.3 5. Claims settlement I. TYPES OF PROPERTY POLICIES ......8 Ref. 507B.4(3)(j)(1)-(15) 6. Defamation A. Commercial lines Ref. 507B.4(3)(c) 1. Commercial property 7. Boycott, coercion and intimidation 1. Commercial building and business personal Ref. 507B.4(3)(d) property form D. Iowa Insurance Fraud Act 2. Causes of loss forms Ref: 507E.1 through .7 3. Business income E. Producer Responsibilities 4. Extra expense Ref: Reg 191-15.8; 515.103 5. Equipment breakdown 1. Prohibited Acts 2. Commercial Package Policy (CPP) 2. Use of credit information\*\* 3. Businessowners Policy (BOP) a. Notification 4 Builders Risk b. Adverse action 5. Cyber First-Party Coverage F. Guaranty Association B. Inland marine Ref: 515B.2, .3, .5, .7 through .11, .18 1. Commercial Property floaters G. Definitions C. National Flood Insurance Program 1. Domestic, foreign, alien Others Ref: 521A, 521E.1, 515.70 Earthquake 2. Fraternal benefit society\* II. TYPES OF CASUALTY POLICIES, BONDS, AND Ref: 512B(3) RELATED TERMS...... 12 3. Certificate of Authority A. Commercial general liability Ref: 507A.7(1)(b); 515.41 Exposures H. Surplus\*\* 1. Premises and Operations Ref: 515I.2(17)(18); 191-21.1 through .9 2. Products and Completed Operations Insurance Notices and Documents - Electronic 2. Coverage Delivery Ref: 505B.1 a. Coverage A: Bodily Injury and Property Damage Liability (Occurrence, Claims made including \* Applies to Life/Health only Retroactive Date) \*\* Applies to Property/Casualty associated exams only 2. Coverage B: Personal Injury and Advertising Injury 3. Coverage C: Medical Payments II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT 4. Supplementary Payments TO CASUALTY INSURANCE ...... 8 5. Who is an insured A. Iowa Automobile Insurance Plan (Assigned Risk) 6. Limits (Per occurrence, Annual Aggregate) Ref: 515D.11 7. Damage to Property of Others B. Private-passenger automobile insurance B. Business (Commercial) Auto 1. Uninsured/Underinsured motorists coverage 1. Liability Ref: 516A 1. Bodily Injury 1. Rejection by the insured 2. Property Damage Ref: 516A.1-2 3. Split Limits 2. Proof of financial responsibility 4. Combined Single Limit Ref: 321A.12 2. Physical damage (collision and other than collision/ 3. Cancellation and nonrenewal specified perils) Ref: 515D.4-7 3. Uninsured motorists C. Transportation Network Companies (ride-sharing 4. Underinsured motorists services) Who is an insured Ref: 321N.1(5), 321N.4(2)(a) 6. Types of Auto D. Workers' Compensation 1. Owned 1. Definitions 2. Non-owned 3. Hired

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)

4. Temporary Substitute

5. Newly Acquired Autos

6. Transportation Expense and Rental

7. Auto Dealers Coverage Form, including

Individual Insured and Drive Other Car (DOC)

Reimbursement Expense

Garagekeepers insurance

8. Exclusions

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
  - Compensation
- 2. Work-related vs. non-work-related
- Other states' insurance
- 4. Employers liability
- 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
- Directors and Officers (D&O)
- **Employment Practices Liability (EPLI)**
- 5. Cyber liability and data breach, funds transfer
- 6. Liquor liability
- G. Umbrella/Excess liability
- H. Business Owners Policy (BOP)

#### III. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS.....17

- 1. Law of Large Numbers
- B. Insurable interest
- C. Risk
  - 1. Pure vs. Speculative Risk

## D. Hazard

- 1. Moral
- 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
  - 2. Punitive
- Y. Compliance with provisions of Fair Credit Reporting

#### IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW..... 13

- 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. Obligations of the insurance company
- H. Mortgagee rights
- 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
- 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)

#### 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

	<ol><li>Change of address</li></ol>		Ref: 85.1
	Ref: 191-10.12		Benefits provided
	3. Licensing examination	ns	Ref: 85.27-29, 31-34
	Ref: 191-11.1 - 11.4		4. Covered injuries
	4. Resident/nonresident		Ref: 85.3, .32, .60, .61, .71
	<i>Ref: 191-10.4 &amp; 10.5</i> 5. Temporary license		5. Occupational disease  Ref: 85.20
	Ref: 191-10.11		Kej. 83.20
	6. Exemptions		
	Ref: 522B.8		
	7. Denial, renewal, termi	ination of licenses	PERSONAL LINES
	Ref: 522B.11		
	8. Commissions and refe	erral fees	GENERAL KNOWLEDGE
	Ref: 522B.12		CONTENT OUTLINE
	<ol><li>Company appointmer</li></ol>	nts	Product Knowledge, Terms and Concepts
	Ref: 522B.13		(75 questions plus 5 pretest questions)
	<ol><li>Continuing education</li></ol>		(10 questions plus 5 pretest questions)
	Ref: 191-11.1 - 11.4		I. TYPES OF PROPERTY POLICIES10
	C. Unfair and Deceptive Pr	actices	A. Homeowners
	<ol> <li>Unfair discrimination</li> </ol>		1. HO-2
	Ref: 507B.4(3)(g)(1)-(3); Re	g 191-15.11	
	Misrepresentation		2. HO-3
	Ref. 507B.4(3)(a)(1)-(10)		3. HO-4
	3. Rebating		4. HO-5
	Ref. 507B.4(3)(i) 4. False information and	Ladvortising	5. HO-6
	Ref. 507B.4(3)(b)(1); Reg 19	_	6. HO-8
	5. Claims settlement	71-13.3	B. Dwelling policies
	Ref. 507B.4(3)(j)(1)-(15)		1. DP-1
	6. Defamation		2. DP-2
	Ref. 507B.4(3)(c)		3. DP-3
	7. Boycott, coercion and	intimidation	C. Inland marine
	Ref. 507B.4(3)(d)		
	D. Iowa Insurance Fraud A	ct	1. Personal Articles floaters
	Ref: 507E.1 through .7		D. National Flood Insurance Program
	•		E. Others
	E. Producer Responsibilition	es	1. Earthquake
	Ref: 191—15.8		2. Mobile Homes
	<ol> <li>Prohibited Acts</li> </ol>		3. Watercraft
	F. Guaranty Association		4. Windstorm
	Ref: 515B.2, .3, .5, .7 through .1.	1, .18	II. TYPES OF CASUALTY POLICIES13
	G. Definitions		A. Automobile: personal auto
	1. Domestic, foreign, alier	า	1. Liability
	•		a. Bodily Injury
	Ref: 521A, 521E.1, 515.70		
	<ol><li>Fraternal benefit societ</li></ol>	y*	b. Property Damage
	Ref: 512B(3)		c. Split Limits
	<ol><li>Certificate of Authority</li></ol>		d. Combined Single Limit
	Ref: 507A.7(1)(b); 515.41		Medical Payments
	H. Surplus**		<ol><li>Physical Damage (collision; other than collision;</li></ol>
	Ref: 5151.2(17)(18); 191-21.1 thr		specified perils)
	I. Insurance Notices and I	Documents - Electronic	4. Uninsured motorists
	Delivery		5. Underinsured motorists
	Ref: 505B.1		6. Who is an insured
			7. Types of Auto
	Applies to Life/Health only		a. Owned
**	Applies to Property/Casualty asso	ciated exams only	
II.	IOWA LAWS, RULES AND R	REGULATIONS PERTINENT	b. Non-owned
		Ē2	c. Hired
	A. Cancellation/Nonrenewa	al	d. Temporary Substitute
	Ref: 515.80, .81 through .81C, .8	<del></del>	e. Newly Acquired Autos
	B. Rate standards	-,	f. Transportation Expense and Rental Reimbursement
			Expense
	Ref: 515F.4(1), 515F.5(1)(a)		8. Exclusions
III.	. IOWA LAWS, RULES, AND F	REGULATIONS PERTINENT	B. Umbrella/Excess liability
		5	
	A. Workers' Compensation	1	III. PROPERTY AND CASUALTY INSURANCE TERMS AND
	1. Definitions		RELATED CONCEPTS28
	Ref: 85.61		A. Insurance
	<ol><li>Covered employment</li></ol>		Law of Large Numbers

B. Insurable interest	M. Subrogation
C. Risk	N. Elements of a contract
Pure vs. Speculative Risk	O. Sources of underwriting information
D. Hazard	P. Fair Credit Reporting Act
1. Moral	Q. Privacy Protection (Gramm Leach Bliley)
2. Morale	R. Policy Application
3. Physical	S. Terrorism Risk Insurance Act (TRIA)
E. Peril	T. Cancellation and nonrenewal provisions
F. Loss	U. Supplementary payments
Direct     Indirect	V. Loss settlement provisions including consent to settle a loss
G. Loss Valuation	W. Territory
Actual cash value	W. Territory
Replacement cost	
3. Market value	PERSONAL LINES IOWA SPECIFIC
4. Stated value	CONTENT OUTLINE
5. Salvage value	State Laws, Rules, Regulations and Coverages
H. Proximate cause	
I. Deductible	(37 scoreable questions plus 5 pretest questions)
J. Indemnity	I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO
K. Limits of liability	ALL LINES
L. Coinsurance/Insurance to value	A. Insurance Commissioner/Division
M. Occurrence	<ol> <li>Broad powers and duties</li> </ol>
N. Cancellation	Ref: 505.2; 505.8; 507B.3; 507C
O. Nonrenewal	2. Examination of records  Ref: 507.1, .2, .3
P. Vacancy and unoccupancy	3. Hearings
Q. Liability	Ref: 507B.6
1. Absolute	4. Penalties
2. Strict	Ref: 505.7A; 507B.7; Reg 191-10.20 5. Cease and desist
3. Vicarious	Ref: 507B.6A; 522B.17; Reg 191-15.14
R. Negligence	B. Licensing
S. Binder	Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.1
T. Endorsements	through . 23; Reg 191-11.1 through .4
U. Blanket vs. Specific V. Burglary, Robbery, Theft, and Mysterious	1. Applications  Ref: 422B.5
Disappearance	2. Change of address
W. Warranties	Ref: 191-10.12
X. Representations	3. Licensing examinations
Y. Concealment	<i>Ref: 191-11.1 - 11.4</i> 4. Resident/nonresident
Z. Deposit Premium/Audit	Ref: 191-10.4 & 10.5
AA. Certificate of Insurance	5. Temporary license
BB. Damages	Ref: 191-10.11
1. Compensatory	6. Exemptions Ref: 522B.8
a. General	7. Denial, renewal, termination of licenses
b. Special	Ref: 522B.11
2. Punitive	Commissions and referral fees
CC. Compliance with Provisions of Fair Credit Reporting	Ref: 522B.12 9. Company appointments
Act	Ref: 522B.13
IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND	10. Continuing education
CONTRACT LAW24	Ref: 191-11.1 - 11.4
A. Declarations	C. Unfair and Deceptive Practices
B. Insuring agreement	1. Unfair discrimination
C. Conditions	Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11  2. Misrepresentation
D. Exclusions	Ref. $507B.4(3)(a)(1)-(10)$
E. Definition of the insured	3. Rebating
F. Duties of the insured after a loss	Ref. 507B.4(3)(i)
G. Obligations of the insurance company	4. False information and advertising
H. Mortgagee rights	Ref. 507B.4(3)(b)(1); Reg 191-15.3 5. Claims settlement
I. Proof of loss	Ref. 507B.4(3)(j)(1)-(15)
J. Notice of claim	6. Defamation
K. Appraisal	Ref. 507B.4(3)(c)
L. Other Insurance Provision	<ol><li>Boycott, coercion and intimidation</li></ol>

	Ref. 507B.4(3)(d)		B. Insurable interest
	D. Iowa Insurance Fraud Act		C. Hazard
	Ref: 507E.1 through .7		D. Indemnity
	E. Producer Responsibilities		E. Indebtedness
	Ref: 191—15.8; 515.103	II.	CREDIT INSURANCE
	<ol> <li>Prohibited Acts</li> <li>Use of credit information**</li> </ol>		A. Types of Credit Insurance     1. Consumer credit insurance
	a. Notification b. Adverse action		Credit life     Credit disability
	F. Guaranty Association Ref: 515B.2, .3, .5, .7 through .11, .18		2. Involuntary unemployment
	<ul><li>G. Definitions</li><li>1. Domestic, foreign, alien</li></ul>		Other forms of credit insurance     Credit property
	Ref: 521A, 521E.1, 515.70		<ol> <li>Guaranteed automobile protection (GAP)</li> <li>Mortgage guarantee (PMI)</li> <li>Group mortgage life/ disability</li> </ol>
	2. Fraternal benefit society*		B. Consumer Credit Insurance Definitions
	Ref: 512B(3)		Consumer Credit insurance Definitions     Rates
	3. Certificate of Authority  **Ref: 507A.7(1)(b); 515.41		2. Requirements
	H. Surplus**		Term of coverage
	Ref: 5151.2(17)(18); 191-21.1 through .9		Standard coverages     Limitations of coverage
	I. Insurance Notices and Documents - Electronic		6. Benefits
	Delivery		7. Amounts of insurance
	Ref: 505B.1		Procedures for termination     Refunds
	pplies to Life/Health only		10. Premiums
**	Applies to Property/Casualty associated exams only	III.	IOWA LAWS, RULES, AND REGULATIONS PERTINENT
II.	IOWA LAWS, RULES AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY		TO CREDIT INSURANCE
	A. Iowa FAIR Plan Association		Ref: 191-28.2, 191-28.7(1)
	Ref: 515F.31 through .38		Creditor     Debtor
	B. Cancellation/Nonrenewal Ref: 515. 125-131; 515D.4 through .7		Credit transaction
	C. Standard Fire Policy		B. Policy rates and forms
	Ref: 515. 109		Ref: 191-28.4, .5, .7, .8, 191-28.11(5), 509.17(3) as modified by
	D. Private-passenger automobile insurance		Bulletin 00-04, 12/4/2000  1. Adequate
	Ref: 321A.211; 516A.1 through .4; 191-15.45		2. Not excessive
	Aftermarket parts regulation     Rate standards		Non-discriminatory
	Ref: 515F.4(1), 515F.5(1)(a)		C. Disclosure
Ш	IOWA LAWS, RULES, AND REGULATIONS PERTINENT		Ref: 191-28.14
	TO CASUALTY INSURANCE ONLY6  A. Iowa Automobile Insurance Plan (Assigned Risk)		D. Free look period Ref: 191-28.17
	Ref: 515D.11		E. Policy requirements  Ref: 191-28.3, 191-28.7(2)A
	<ul> <li>B. Private-passenger automobile insurance</li> <li>1. Uninsured/Underinsured motorists coverage</li> <li>Ref: 516A</li> </ul>		F. Refunds Ref: 191-28.9
	1. Rejection by the insured  *Ref: 5164.1-2		G. Prohibited transactions Ref: 191-28.13
	2. Proof of financial responsibility		H. Preexisting conditions
	Ref: 321A.12 3. Cancellation and nonrenewal		Ref: 191-28.7(2), 191-28.8(2)
	Ref: 515D.4-7		I. Renewal or refinancing of a debt  Ref: 191-28.3(7)
	C. Transportation Network Companies (ride-sharing services)		J. Denial Ref: 191-28.8(2)D
	Ref: 321N.1(5), 321N.4(2)(a)		K. Exclusions
			Ref: 191-28.8(2)C L. Termination
	CDEDIT INCLIDANCE		Ref: 191-28.3(5)B
	CREDIT INSURANCE CONTENT OUTLINE	IV	IOWA LAWS, RULES, AND REGULATIONS PERTINENT
	Product Knowledge, Terms and Concepts		TO CREDIT LICENSING5
			A. Insurance Commissioner/Division
	(50 scoreable questions)		1. Broad powers and duties
I.	GENERAL INSURANCE TERMS AND CONCEPTS5		<i>Ref:</i> 505.2; 505.8; 507B.3 2. Examination of records
	A. Insurance		Ref: 507.1, .2, .3

	Ref Reg	Ref: 30/B.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  Licensing Requirements 5: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13; 191-11.1 through .4 1. Applications 2. Change of address 3. Licensing examinations 4. Resident/nonresident 5. Denial, renewal, termination of licenses  Unfair and Deceptive Practices		Α.	Fundamentals of MPCI  1. Actual Production History (APH)  2. Production Reporting  3. Acreage Reporting  4. Important Dates  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
		2: 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. lowa Insurance Fraud Act	1	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 (ARPwHPE)
		CONTENT OUTLINE Product Knowledge, Terms and Concepts			3. Area Yield Protection (AYP) 3. Livestock Risk Protection (LRP) 4. Livestock Gross Margin (LGM)
	٥-	(50 scoreable questions)		C.	Policy Provisions 1. Common/Basic Provisions
		NERAL INSURANCE TERMS AND CONCEPTS8 Insurable interest			Coarse Grains Provisions
		Risk			1. Replant
		Hazard			Prevented Planting     Late Planting
		Peril			Catastrophic Risk Protection (CAT) Endorsement
	E.	Loss 1. Direct 2. Indirect Indemnity		D.	Claims 1. Covered Perils 2. Loss Reporting Requirements 3. Duties After a Loss
	G.	Actual cash value	IV.	IOI	NA LAWS, RULES, AND REGULATIONS PERTINENT
	Н.	Limits of liability			CROP INSURANCE10
	I.	Coinsurance		A.	Insurance Commissioner/Division
	J.	Occurrence			1. Broad powers and duties Ref: 505.2; 505.8; 507B.3
	K.	Negligence			2. Examination of records
	L.	Insuring agreement			Ref: 507.1, .2, .3 3. Hearings
		Subrogation			Ref: 507B.6
	N.	Pro-rata liability			4. Penalties
II.	CR	OP HAIL INSURANCE10			Ref: 505.7A; 507B.7; Reg 191-10.20 5. Cease and desist
	A.	Policy rates			Ref: 507B.6A; 522B.17; Reg 191-15.14
		Coverages available			Licensing Requirements
	C.	Policy provisions  1. NCIS general provisions  2. NCIS Special provisions			7: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13, 7: 191-11.1 through .4 1. Applications
	D.	Liability			<ul><li>2. Change of address</li><li>3. Licensing examinations</li></ul>
	E.	Claim settlement practices 1. Claim site assessment 2. Notice of loss 3. Insured's duty 4. Percentage plan 5. Arbitration and appraisal			<ol> <li>Resident/nonresident</li> <li>Temporary license</li> <li>Exemptions</li> <li>Denial, renewal, termination of licenses</li> <li>Continuing education</li> </ol>
		6. Loss payment			Unfair and Deceptive Practices
	F.	Cancellation and nonrenewal		кеј	7: 507B.4; Reg 191-15.2, .3; 507E.2 through .7  1. Discrimination
	G.	NCIS policies			2. Misrepresentation
					3. Rebating
			S13		

III. MULTIPLE PERIL INSURANCE...... 22

3. Hearings

- 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.	GE	NERAL INSURANCE DEFINITIONS8
	A.	Insurable interest
	В.	Loss (direct vs. indirect)
	C.	Negligence
	D.	Physical hazard
	E.	Proximate cause
	F.	Reinsurance
	G.	Replacement cost
	Н.	Risk
II.	SU	RPLUS LINES MARKETS8
	Α.	United States nonadmitted market  1. Definitions
		Eligible surplus lines carriers in lowa
	B.	London market  1. Lloyd's brokers
	C.	Coverages 1. Property
		General liability
		3. Professional liability
	D.	Insurance exchanges
III.	РО	LICIES, COVERAGES, FORMS10
	Α.	Commercial General Liability
	В.	
		Claims Made
		Extended coverage
		Employee Dishonesty
	F.	Liability 1. Contingent
		Umbrella
		3. Contractual
IV.	SU	RPLUS LINES LICENSING12
		Powers and duties of the Insurance Commissioner 505.2; 505.8; 507B.3
		License requirements, issuance 5 07B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.2, .4, .6, 13; Reg 191-11.1 through .4
		Unfair and Deceptive Practices : 507B.4; Reg 191-15.2, .3; 507E.2 through .7
٧.		VA SURPLUS LINES LAW12 : 5151; Reg 191-21
	A.	Purpose
	В.	Reports, records
	C.	3 4 3
	D.	
	E.	Premium tax

F. I	Мu	lti	-Sta	ate	ris	ks
------	----	-----	------	-----	-----	----

#### 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 LAW5
	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 CONTRACTS10
	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 BONDS5
	A. Court

	B. Contract C. Miscellaneous D. Appeal Bonds PURPOSE AND TYPE OF FIDELITY BONDS		Universal life     Interest-sensitive whole life  C. Indexed Life Products     Indexed universal life  D. Variable Life Products     Variable whole life     Variable universal life  E. Term life     Level, decreasing, and increasing term     Special features     Renewable     Convertible  F. Annuities
VI.	BAIL BONDS		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
VII.	. IOWA STATUTES, RULES, AND REGULATIONS PERTINENT TO SURETY LICENSING12		Survivorship life  POLICY RIDERS, PROVISIONS, OPTIONS, AND
	A. Insurance Commissioner/Division  1. Broad powers and duties  Ref: 505.2; 505.8; 507B.3  2. Examination of records  Ref: 5071.2,3  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. lowa Insurance Fraud Act	<b>III</b> .	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  TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS
	VIATICAL SETTLEMENT BROKER CONTENT OUTLINE Product Knowledge, Terms, and Concepts  (50 scoreable questions)		<ul> <li>D. Tax treatment of insurance premiums, proceeds, dividends</li> <li>1. Individual life</li> <li>2. Group life</li> <li>3. Modified Endowment Contracts (MECs)</li> </ul>
I.	TYPES OF POLICIES	IV.	E. Accelerated Death Benefits—Living Benefits  IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES

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

#### 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
- Inside the Premises-Robbery or Safe Burglary of Other Property

## H. Surety Bonding

- 1. Definitions
  - 1. Obligee
  - 2. Principal
  - 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
  - Essential Elements
    - 1. Occurrence Date
    - 2. Coverages

# B. Loss/Damage Valuation

- 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

- 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.64; 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

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)
- 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

- 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)
- 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
- Confidentiality, integrity, and availability of Protected Health Information (PHI)
- Penalties for violations or noncompliance with HHS regulations
- 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
- 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 Incomple

A. Insurable interest B. Risk

C. Hazard

1. Moral

D. Loss

- 1. Direct
- 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 of 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*
- 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
  - 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
- 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 of 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
  - 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
- Service of process

#### C. Civil and criminal penalties

Ref: 522F.21 (1-7)

- 1. Cease and desist order
- 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
- Limitations and restrictions

#### B. Personal lines

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

#### C. Commercial lines

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

#### D. Inland marine

- 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
- Inside the Premises-Theft of Money and Securities
- Inside the Premises-Robbery or Safe Burglary of Other Property

#### H. Surety Bonding

- 1. Definitions
  - Obligee a.
  - b. Principal
  - 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
- Coinsurance I.
- 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
- 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

- Individual applicants
- b. Nonresident
- **Business entities**
- d. Business entity license resident/nonresident
- e. Fees
- f. Financial responsibility
- Examination
- Exemptions
- 3. License denial, nonrenewal, or revocation Ref: 522C.13, 522C.16

Untrue information on the application

- Violation of insurance laws h Withheld or misappropriated funds
- d. Conviction of a felony
- Use of fraudulent of coercive acts
- f. License revocation in this state or other states
- 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

- Definitions
- Application process
- Voluntary forfeiture
- Additional action
- 6. Criminal and civil penalties

Ref: 522C.14 (1-3)

- Hearing proceedings and findings
- Adjuster acting without proper licensure
- 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
- 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
  - 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
- 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
  - 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 of coercive acts
- f. License revocation in this state or other states
- g. Failure to pay child support or state debt
- Reinstatement unrelated to disciplinary action Ref: 522F.10
- Reinstatement or reissuance after disciplinary action Ref: 522C.15 1-8
  - 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
- 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
  - Moral
- D. Loss
  - 1. Direct
  - 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

Persons required to be licensed and their responsibilities

- a. Public Adjuster
- License requirements
  - Fees and application
  - Prerequisites h
  - 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
  - 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
- 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

Process of submitting objections

#### C. Standards of Conduct

Ref: 522F.7

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

# Appraisal process

Ref: 522F.14 (1-6)

Appraisal clause

Ref: 522F.15

F. Appraisal award

Ref: 522F.16

Record keeping

Ref: 522F.18

#### X. **IOWA STATUTES AND REGULATIONS PERTINENT** TO LICENSING OF APPRAISERS

#### A. Licensing

- Eligibility for Appraisers license Ref: 522F.3
- License issuance, renewal, and fees Ref: 522F.4
- 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 of coercive acts
  - f. License revocation in this state or other states
  - g. Failure to pay child support or state debt
- Reinstatement unrelated to disciplinary action
- Reinstatement or reissuance after disciplinary action
  - a. Definitions
  - b. Application process
  - c. Voluntary forfeiture
- d. Additional action

#### В. Hearings

Ref: 522F.19 (1-5)

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

#### C. Civil and criminal penalties

Ref: 522F.21 (1-7)

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

#### Reporting of criminal and administrative actions D. Ref: 522F.17 (1-3)

30-day window

- Penalty for failure to comply

## Fingerprinting/Criminal history check Ref: 522F.3, 522B.5A

# STAFF ADJUSTER AND APPRAISER **CONTENT OUTLINE**

Product Knowledge, Laws, and Regulations

(100 scoreable questions)

**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

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

#### C. Commercial lines

- 1. Commercial property
  - Commercial building and personal property form
  - 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
- 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
  - Suretv

### 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
- Coinsurance
- J. Fraud

#### III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurable interest
- B. Risk
- C. Hazard
  - Moral
- D Loss
  - 1. Direct 2 Indirect
- E. Deductible
- F. Indemnity
- G. Replacement cost
- H. Extensions of coverage
- 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

- Individual applicants a.
- h. Nonresident
- **Business entities**
- Business entity license resident/nonresident d.
- f. Financial responsibility
- Examination
- Exemptions
- 3. License denial, nonrenewal, or revocation Ref: 522C.13, 522C.16

- a. Untrue information on the application Violation of insurance laws h
- Withheld or misappropriated funds
- Conviction of a felony d.
- Use of fraudulent of coercive acts e.
- License revocation in this state or other states f
- 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

- Definitions
- Application process h
- Voluntary forfeiture
- Additional action
- 6. Criminal and civil penalties

Ref: 522C.14 (1-3)

- Hearing proceedings and findings
- Adjuster acting without proper licensure
- 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
- 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
- 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 of 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
- 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.

#### A. Standard Fire Policy

Ref: New York Standard Fire Policy

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

### B. Personal lines

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

# C. Commercial lines

- 1. Commercial property
  - 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

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 of 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
- 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)

- Act in loyalty to interest of insured
- 2. No contact first 72 hours after catastrophic event
- No solicitation hours
- 4. License required to conduct insurance business
- 5. Adjusters shall not have financial interest
- 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
  - Direct
  - Indirect
- E. Deductible
- F. Indemnity
- G. Actual cash value H. Replacement cost
- I. Extensions of coverage
- J. Negligence
- K. Theft
- L. Burglary
- M. Robbery

- 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 of 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
- 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)

E.

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

# Fingerprinting/Criminal history check

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