

# Insurance Content Outlines

Content outlines for exams taken **BEFORE** January 1, 2025

Content outlines for exams taken **ON/AFTER** January 1, 2025

# **lowa Insurance Outlines**

# **Examination Content Outlines**

Effective Date: April 3, 2023

	LIFE - GENERAL KNOWLEDGE CONTENT OUTLINE Product Knowledge, Terms, and Concepts
	(50 scoreable questions plus 5 pretest questions)
ı.	TYPES OF POLICIES15
	A. Traditional whole life products
	1. Ordinary whole life
	2. Limited-pay and single-premium life
	B. Interest/market-sensitive/adjustable life products
	1. Universal life
	2. Variable whole life
	3. Variable universal life
	4. Interest-sensitive whole life
	5. Indexed life
	C. Term life
	1. Types
	a. Level
	b. Decreasing
	c. Return of premium
	d. Annually renewable
	Special features
	a. Renewable
	b. Convertible
	D. Annuities
	Single and flexible premium
	Immediate and deferred
	3. Fixed and variable
	4. Indexed
	5. Accumulation and Annuity Periods
	6. Payout options
	E. Combination plans and variations
	1. Joint life (first to die)
	2. Survivorship life (second to die)
II.	POLICY RIDERS, PROVISIONS, OPTIONS, AND
	EXCLUSIONS 15
	A. Policy riders
	Waiver of premium and waiver of monthly deduction
	2. Guaranteed insurability
	3. Payor benefit
	4. Accidental death and/or accidental death and
	dismemberment
	5. Term riders
	6. Other insureds
	7. Long term care
	8. Return of premium
	9. Disability
	10. Cost of Living
	B. Policy provisions and options
	Entire contract
	2. Insuring clause
	3. Free look
	4. Consideration
	5. Owner's rights

	a. Primary and contingent
	b. Revocable and irrevocable
	c. Common disaster
	d. Minor beneficiaries
	e. Designation by class
7	. Premium Payment
	a. Modes
	b. Grace period
	c. Automatic premium loan
	d. Level or flexible
8	. Reinstatement
9	. Policy loans, withdrawals, partial surrenders
10	. Non-forfeiture options
11	<ul> <li>Dividends and dividend options (e.g., participating, non- participating)</li> </ul>
12	. Incontestability
	. Assignments
	. Suicide
	. Misstatement of age and gender
	. Settlement options
	. Accelerated death benefits
C. P	olicy exclusions
	. War
2	. Aviation
3	. Dangerous Occupation
DEL A. C	IPLETING THE APPLICATION, UNDERWRITING, AND IVERING THE POLICY12 ompleting the application  Required signatures
	. Changes in the application
	. Consequences of incomplete applications
	. Warranties and representations
	. Collecting the initial premium and issuing the receipt
	. Replacement
7	. Disclosures at point of sale (e.g., HIPAA, HIV consent)
8	. USA PATRIOT Act/anti-money laundering
9	. Gramm-Leach-Bliley Act (GLBA) Privacy
B. U	nderwriting
1	. Insurable interest
2	. Medical information and consumer reports
3	. Fair Credit Reporting Act
4	. Risk classification
5	. Stranger/Investor-owned life insurance (STOLI/IOLI)
C. D	elivering the policy
1	. When coverage begins
2	. Explaining the policy and its provisions, riders,
	exclusions, and ratings to the client
D. C	ontract law
1	. Elements of a contract
	a. Consideration

S1

b. Offer and Acceptancec. Competent partiesd. Legal purpose

a. Conditional

b. Unilateral

2. Unique aspects of the insurance contract

Effective: April 3, 2023

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

Ref: 507B.7, 522B.3 through .10, .13, .14; Reg 191-10.1 through

- .23; Reg 191-11.1 through .4
  - 1. Applications
  - 2. Change of address
  - Licensing examinations
     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, .8; 507E.1 through .7

- 1. Discrimination
- 2. Misrepresentation
- 3. Rebating
- 4. False information and advertising
- Claims settlement
- 6. Defamation
- 7. Boycott, coercion and intimidation

# D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

## E. Producer Responsibilities

Ref: 191-15.8, 515.103; Reg 191-15.8

- 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.2

# H. Surplus\*\*

Ref: 515I.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

Ref: 509.1, .2, .4, .5, .10, .15; 511.38

- 1. Eligibility
- 2. Required provisions
- Assignability
- 4. Conversion
- 5. Interest on proceeds

## D. Individual life and annuities

Ref: 511.36; 191-39.21; 191-48.2; 508E; 191-28.1 through .17

- 1. Policy Loans
- 2. Viatical and life settlements
- Credit Life
- 4. Incontestability period

# E. Suitability

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

# ACCIDENT & HEALTH – GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 5 pretest questions)

# I. TYPES OF POLICIES ...... 16

# A. Disability income

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

# B. Accidental death and dismemberment

- 1. Basic hospital, medical, and surgical policies
- 2. Major medical policies

C. Medical expense insurance

- 3. Health Maintenance Organizations (HMOs)
- 4. Preferred Provider Organizations (PPOs)
- 5. Point of Service (POS) plans
- 6. Flexible Spending Accounts (FSAs)

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

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

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	IV. OTHER INSURANCE CONCEPTS5
1. Differences between individual and group contracts	A. Total, partial, recurrent and residual disability
2. General characteristics	B. Owner's rights
3. COBRA	C. Dependent children benefits
F. Individual/Group Long Term Care (LTC)	D. Primary and contingent beneficiaries
1. Eligibility	E. Modes of premium payments
2. Levels of care	F. Nonduplication and coordination of benefits (e.g.,
G. Other policies	primary vs. excess)
1. Dental	G. Occupational vs. non-occupational
2. Vision	H. Tax treatment of premiums and proceeds of insurance
3. Cancer	contracts (e.g., disability income and medical
4. Critical illness or specified disease	expenses, etc.)
5. Worksite (employer-sponsored)	I. Managed care
6. Hospital indemnity	J. Workers Compensation
7. Short-term medical	K. Subrogation
8. Accident	N. Gubi ogation
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.)
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
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	Warranties and representations
16. Relation of earning to insurance	Unique aspects of the insurance contract
B. Other provisions and clauses	a. Conditional
1. Insuring clause	b. Unilateral
2. Free look	c. Adhesion
3. Consideration clause	d. Aleatory
4. Probationary period	
5. Elimination period	ACCIDENT AND HEALTH – IOWA SPECIFIC
6. Waiver of premium	CONTENT OUTLINE
7. Exclusions and limitations	State Laws, Rules, Regulations and Coverages
8. Preexisting conditions	(30 scoreable questions plus 5 pretest questions)
9. Coinsurance	
10. Deductibles	I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES
11. Eligible expenses	
12. Copayments	A. Insurance Commissioner/Division     Broad powers and duties
13. Pre-authorizations and prior approval requirements	Ref: 505.2; 505.8; 507B.3; 507C
14. Usual, reasonable, and customary (URC) charges	2. Examination of records
15. Lifetime, annual, or per cause maximum benefit limits	Ref: 507.1, .2, .3
C. Riders	3. Hearings
1. Impairment/exclusions	Ref: 507B.6
Guaranteed insurability	4. Penalties <i>Ref: 505.7A; 507B.7; Reg 191-10.20</i>
3. Future increase option	5. Cease and desist
D. Rights of renewability	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 .23; Reg 191-11.1 through .4

Effective: April 3, 2023

1. Noncancelable

3. Guaranteed renewable

2. Cancelable

- 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, .8; 507E.1 through .7

- 1. Discrimination
- 2. Misrepresentation
- 3. Rebating
- 4. False information and advertising
- 5. Claims settlement
- 6. Defamation
- 7. Boycott, coercion and intimidation

## D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

# E. Producer Responsibilities

Ref: 191-15.8(507B); Reg 191-15.8

- 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.2

### H. Surplus\*\*

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

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

Ref: 505B.1

## 

# A. Individual Health insurance

Ref: 513C.3, .6, .7; 514A.2, .3; 514C; 191-36; 191-28.1 through .17

- 1. Eligibility
- 2. Required provisions
- 3. Renewability
- 4. Mandatory coverages
  - a. Diabetes
  - b. Mammography
  - c. Coverage for newborns
  - d. Adopted children
  - e. Complications of pregnancy
- 5. Preexisting conditions
- 6. Claims
- 7. Credit disability

### B. Group Health insurance

Ref: 509.1, .3, .4, .15, .19; 513B.2(10) & (18); 514A.3(1)(d), 514C,191-71; 191-35.20 et seq.

- 1. Eligibility
- 2. Required provisions
- 3. Claims
- 4. Mandatory coverages
  - a. Diabetes
  - b. Mammography
  - c. Coverage for newborns

- d. Adopted children
- e. Complications of pregnancy

## C. Medicare supplement insurance

Ref: 191-37.1, .2, .4, .5, .7, .15, .16, .18, .21; 191-37.28(1)(e)

- 1. Purpose
- 2. Required provisions
- 3. Preexisting conditions
- 4. Exclusions
- 5. Replacement
- 6. Cancellation

### D. Long Term Care insurance

Ref: 191-39.14, .18, .19; 191-39.5 through .7; 191-39.75-85

- 1. Marketing
- 2. Policy provisions
- 3. Types of care
  - a. Home Health Care
  - b. Nursing Home
  - c. Assisted living
- 4. Iowa Long-Term Care partnership program

# E. Special Programs

1. Healthy and Well Kids in Iowa Program (HAWK-I) Ref: 514I.1, .2, .3, .6, .8, .9

2. HIPIOWA

### F. Affordable Care Act

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

# PROPERTY – GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 5 pretest questions)

# I. TYPES OF POLICIES ...... 22

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

# B. Dwelling policies

- 1. DP-1
- 2. DP-2
- 3. DP-3

### C. Commercial lines

- 1. Commercial Package Policy (CPP)
- 2. Commercial property
  - Commercial building and business personal property form
  - b. Causes of loss forms
  - c. Business income
  - d. Extra expense
  - e. Equipment breakdown
- 3. Business Owners Policy (BOP)
- 4. Builders Risk
- Cyber First-Party Coverage

# D. Inland marine

- 1. Personal Articles floaters
- Commercial Property floaters

# E. National Flood Insurance Program

# F. Others

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

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

		<ol> <li>Earthquake</li> <li>Mobile Homes</li> <li>Watercraft</li> <li>Farm Owners</li> <li>Windstorm</li> </ol>		<ul> <li>R. Privacy Protection (Gramm Leach Bliley)</li> <li>S. Policy Application</li> <li>T. Terrorism Risk Insurance Act (TRIA)</li> <li>U. Territory</li> </ul>
I.		SURANCE TERMS AND RELATED CONCEPTS15		
	Α.	Insurance 1. Law of Large Numbers		PROPERTY - IOWA SPECIFIC
		Insurable interest Risk		CONTENT OUTLINE State Laws, Rules, Regulations and Coverages
		Pure vs. Speculative Risk		(33 scoreable questions plus 5 pretest questions)
	D.	Hazard 1. Moral 2. Morale	I.	IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES
	_	3. Physical		A. Insurance Commissioner/Division
		Peril .		1. Broad powers and duties Ref: 505.2; 505.8; 507B.3; 507C
	F.	Loss 1. Direct		Examination of records
		2. Indirect		Ref: 507.1, .2, .3
	G.	Loss Valuation		3. Hearings Ref: 507B.6
		Actual cash value		4. Penalties
		Replacement cost     Market value		Ref: 505.7A; 507B.7; Reg 191-10.20
		Stated/agreed value		5. Cease and desist Ref: 507B.6A; 522B.17; Reg 191-15.14
		5. Salvage value		B. Licensing
	Н.	Proximate cause		Ref: 507B.7, 522B.3 through .11, .12 .13, .14, .23; Reg 191-10.1
	I.	Deductible		through .15; Reg 191-11.1 through .4
	J.	Indemnity		<ol> <li>Applications</li> <li>Change of address</li> </ol>
	K.	Limits of liability		Licensing examinations
	L.	Coinsurance/Insurance to value		4. Resident/nonresident
	М.	Occurrence		<ul><li>5. Temporary license</li><li>6. Exemptions</li></ul>
	N.	Cancellation		7. Denial, renewal, termination of licenses
		Nonrenewal Vacancy and unoccupancy		<ul><li>8. Commissions and referral fees</li><li>9. Company appointments</li></ul>
	Q.	Liability		10. Continuing education
		1. Absolute		C. Unfair and Deceptive Practices  Ref: 507B.4; Reg 191-15.2, .3, .8; 507E.1 through .7
		<ul><li>2. Strict</li><li>3. Vicarious</li></ul>		1. Discrimination
	R	Negligence		2. Misrepresentation
		Binder		<ul><li>3. Rebating</li><li>4. False information and advertising</li></ul>
		Endorsements		5. Claims settlement
		Blanket vs. Specific		6. Defamation
		•		7. Boycott, coercion and intimidation
II.		LICY PROVISIONS AND CONTRACT LAW13		D. Iowa Insurance Fraud Act
		Declarations		Ref: 507E.1 through .7
		Insuring agreement		E. Producer Responsibilities
		Conditions		Ref: 191—15.8; 515.103; Reg 191-15.8; 515.103  1. Prohibited Acts
		Exclusions  Definition of the income to		Use of credit information**
		Definition of the insured		F. Guaranty Association
		Duties of the insured		Ref: 515B.2, .3, .5, .7 through .11, .18
		Obligations of the insurance company		G. Definitions
	_	Mortgagee rights		1. Domestic, foreign, alien
	I.	Proof of loss		Ref: 521A, 521E.1, 515.70
	J.	Notice of claim		2. Fraternal benefit society*
		Appraisal Other Incurence Broyleign		Ref: 512B(3)
		Other Insurance Provision		3. Certificate of Authority  *Ref: 507A.2
		Subrogation		H. Surplus**
		Elements of a contract		Ref: 5151.2(17)(18); 191-21.1 through .9
		Warranties, representations, and concealment		I. Insurance Notices and Documents - Electronic
		Sources of underwriting information		Delivery Ref: 505B.1
	w.	Fair Credit Reporting Act		<del>-</del>

	o Property/Casualty associated exams o	'v associated	perty/Casual	o Pro	lies to	** Ap
--	--	---------------	--------------	-------	---------	-------

### 

### 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

# 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
  - a. Premises and Operations
  - b. Products and Completed Operations
- 2. Coverage
- a. Coverage A: Bodily Injury and Property Damage Liability (Occurrence, Claims made including Retroactive Date)
- b. Coverage B: Personal Injury and Advertising Injury
- c. Coverage C: Medical Payments
- d. Supplemental Payments
- e. Who is an insured
- f. First named insured
- g. Limits (Per occurrence, Annual Aggregate)
- h. Damage to Property of Others

## B. Automobile: personal auto and business auto

- 1. Liability
  - a. Bodily Injury
  - b. Property Damage
  - c. Split Limits
  - d. Combined Single Limit
- 2. Medical Payments
- 3. Physical Damage (collision; other than collision; specified perils)
- Uninsured motorists
- 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. 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
  - a. Who is an employee/employer
  - b. Compensation
- 2. Work-related vs. non-work-related
- 3. Other states' insurance
- 4. Employers Liability
- 5. Exclusive remedy
- 6. Premium Determination

### D. Crime

- 1. Employee Dishonesty
- 2. Theft
- 3. Robbery
- 4. Burglary
- 5. Forgery and Alteration
- 6. Mysterious disappearance

### E. Bonds

- 1. Surety
- 2. Fidelity

### F. Professional liability

- 1. Errors and Omissions
- 2. Medical Malpractice
- 3. Directors and Officers (D&O)
- 4. Employment Practices Liability (EPLI)
- 5. Cyber liability and data breach, funds transfer
- 6. Liquor liability
- G. Umbrella/Excess Liability
- H. Businessowners Policy (BOP)

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

- A Risk
- B. Hazards
  - 1. Moral
  - 2. Morale
  - Physical
- C. Indemnity
- D. Insurable interest
- E. Loss valuation
  - 1. Actual cash value
  - Replacement cost
     Market value
  - 4. Stated/agreed value
  - Salvage value
- F. Negligence
- G. Liability
- H. Occurrence
- I. Binders
- J. Warranties
- K. Representations
- L. Concealment
- M. Deposit Premium/Audit
- N. Certificate of Insurance
- O. Law of Large Numbers
- P. Pure vs. Speculative Risk
- Q. Endorsements
- R. Damages
  - 1. Compensatory
    - a. General
    - b. Special
  - 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
- **Proof of loss**
- 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

(35 scoreable questions plus 5 pretest questions)

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

## A. Insurance Commissioner/Division

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, .12 .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
- Temporary license
- Exemptions
- 7. Denial, renewal, termination of licenses
- 8. Commissions and referral fees
- Company appointments
- 10. Continuing education

# C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3, .8; 507E.1 through .7

- 1. Discrimination
- 2. Misrepresentation
- 3. Rebating
- False information and advertising
- 5. Claims settlement
- Defamation
- 7. Boycott, coercion and intimidation

# 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.2

### H. Surplus\*\*

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

# Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

- \* Applies to Life/Health only
- \*\* Applies to Property/Casualty associated exams only

# II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY ......10

A. Iowa Auto Insurance Plan (Assigned Risk)

Ref: 515D.11

# B. Private-passenger automobile insurance

Ref: 321A.2-.11; 516A.1 through .4; 191-15.45; 515D.4 through .7

- 1. Uninsured/Underinsured motorists coverage
  - a. Rejection by the insured
- 2. Proof of financial responsibility
- 3. Cancellation and nonrenewal

### C. Workers Compensation

Ref: 85.1, .1A, .2, .3, .16, .20, .23, .27 through .29, .31 through .34, .61, .70; 85A.4 through .8

- 1. Definitions
- 2. Covered employment
- 3. Benefits provided
- 4. Covered injuries
- 5. Occupational disease

# **COMMERCIAL LINES EXAM GENERAL KNOWLEDGE** CONTENT OUTLINE

Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 5 pretest questions)

# TYPES OF PROPERTY POLICIES .....8

# A. Commercial lines

- 1. Commercial property
  - a. Commercial building and business personal property form
  - b. Causes of loss forms
  - c. Business income
  - d. Extra expense
  - e. Equipment breakdown
- 2. Commercial Package Policy (CPP)
- 3. Businessowners Policy (BOP)
- 4. Builders Risk
- 5. Cyber First-Party Coverage

# B. Inland marine

- 1. Commercial Property floaters
- C. National Flood Insurance Program
- D. Others
  - 1. Earthquake

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

# A. Commercial general liability

- 1. Exposures
  - a. Premises and Operations
  - b. Products and Completed Operations
- 2. Coverage

- a. Coverage A: Bodily Injury and Property Damage Liability (Occurrence, Claims made including Retroactive Date)
- b. Coverage B: Personal Injury and Advertising Injury
- c. Coverage C: Medical Payments
- d. Supplementary Payments
- e. Who is an insured
- f. Limits (Per occurrence, Annual Aggregate)
- g. Damage to Property of Others

## B. Business (Commercial) Auto

- 1. Liability
  - a. Bodily Injury
  - b. Property Damage
  - c. Split Limits
  - d. Combined Single Limit
- Physical damage (collision and other than collision/ specified perils)
- 3. Uninsured motorists
- 4. Underinsured motorists
- 5. Who is an insured
- 6. Types of Auto
  - a. Owned
  - b. Non-owned
  - c. Hired
  - d. Temporary Substitute
  - e. Newly Acquired Autos
  - f. Transportation Expense and Rental Reimbursement Expense
- 7. Auto Dealers Coverage Form, including Garagekeepers insurance
- 8. Exclusions
- 9. Individual Insured and Drive Other Car (DOC)
- 10. Mobile equipment

# C. Workers Compensation insurance, Employers Liability insurance, and Related Issues

(This section does not deal with specifics of state law, which are addressed elsewhere in this outline.)

- 1. Standard policy concepts
  - a. Who is an employee/employer
  - b. Compensation
- 2. Work-related vs. non-work-related
- 3. Other states' insurance
- 4. Employers liability
- 5. Exclusive remedy
- 6. Premium Determination

# D. Crime

- 1. Employee Dishonesty
- 2. Theft
- 3. Robbery
- 4. Burglary
- 5. Forgery and Alteration
- 6. Mysterious disappearance

# E. Bonds

- 1. Surety
- 2. Fidelity

# F. Professional liability

- 1. Errors and Omissions
- 2. Medical Malpractice
- Directors and Officers (D&O)
- 4. Employment Practices Liability (EPLI)
- 5. Cyber liability and data breach, funds transfer
- 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

- 1. Moral
- 2. Morale
- 3. Physical
- E. Peril

### F. Loss

- 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

- Absolute
- 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
    - a. General
  - b. Special
  - 2. Punitive
- Y. Compliance with provisions of Fair Credit Reporting Act

# 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)

## 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

Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.1 through .23; Reg 191-11.1 through .4

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

### C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3, .8; 507E.1 through .7

- 1. Discrimination
- 2. Misrepresentation
- 3. Rebating
- 4. False information and advertising
- 5. Claims settlement
- Defamation
- 7. Boycott, coercion and intimidation

### D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

## E. Producer Responsibilities

Ref: 191-15.8; Reg 191-15.8

1. Prohibited Acts

# F. Guaranty Association

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

# G. Definitions

1. Domestic, foreign, alien

Ref: 521A, 521E.1, 515.70

2. Fraternal benefit society\*

Ref: 512B(3)

3. Certificate of Authority Ref: 507A.2

# H. Surplus\*\*

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

### Insurance Notices and Documents - Electronic **Delivery**

Ref: 505B.1

- \* Applies to Life/Health only
- \*\* Applies to Property/Casualty associated exams only

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

### A. Cancellation/Nonrenewal

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

# III. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY ......5

# A. Workers Compensation

Ref: 85.1, .1A, .2, .3, .16, .20, .23, .27 through .29, .31 through .34, .61, .70; 85A.4 through .8

- 1. Definitions
- 2. Covered employment
- 3. Benefits provided
- 4. Covered injuries
- 5. Occupational disease

# PERSONAL LINES **GENERAL KNOWLEDGE** CONTENT OUTLINE

**Product Knowledge, Terms and Concepts** 

(75 questions plus 5 pretest questions)

## I. TYPES OF PROPERTY POLICIES ......10

### A. Homeowners

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

### B. Dwelling policies

- 1. DP-1
- 2. DP-2
- 3. DP-3

### C. Inland marine

- 1. Personal Articles floaters
- D. National Flood Insurance Program

## E. Others

- 1. Earthquake
- 2. Mobile Homes
- 3. Watercraft
- 4. Windstorm

# II. TYPES OF CASUALTY POLICIES......13

## A. Automobile: personal auto

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

b.	Non-owne
c.	Hired

- d. Temporary Substitute
- e. Newly Acquired Autos
- f. Transportation Expense and Rental Reimbursement Expense
- 8. Exclusions
- B. Umbrella/Excess liability

# III. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS ......28

- A. Insurance
  - 1. Law of Large Numbers
- B. Insurable interest
- C. Risk
- 1. Pure vs. Speculative Risk
- D. Hazard
  - 1. Moral
  - 2. Morale
  - 3. Physical
- E. Peril
- F. Loss
  - 1. Direct
  - 2. Indirect
- **G. Loss Valuation** 
  - 1. Actual cash value
  - Replacement cost
  - 3. Market value
  - 4. Stated value
  - 5. Salvage value
- H. Proximate cause
- I. Deductible
- J. Indemnity
- K. Limits of liability
- L. Coinsurance/Insurance to value
- M. Occurrence
- N. Cancellation
- O. Nonrenewal
- P. Vacancy and unoccupancy
- Q. Liability
  - 1. Absolute
  - 2. Strict
  - 3. Vicarious
- R. Negligence
- S. Binder
- T. Endorsements
- U. Blanket vs. Specific
- V. Burglary, Robbery, Theft, and Mysterious

Disappearance

- W. Warranties
- X. Representations
- Y. Concealment
- Z. Deposit Premium/Audit
- AA. Certificate of Insurance
- **BB.** Damages
  - 1. Compensatory
    - a. General
  - b. Special
  - 2. Punitive
- CC. Compliance with Provisions of Fair Credit Reporting
  Act

# IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW ......24

- A. Declarations
- B. Insuring agreement
- C. Conditions
- D. Exclusions
- E. Definition of the insured
- F. Duties of the insured after a loss
- G. Obligations of the insurance company
- H. Mortgagee rights
- I. Proof of loss
- J. Notice of claim
- K. Appraisal
- L. Other Insurance Provision
- M. Subrogation
- N. Elements of a contract
- O. Sources of underwriting information
- P. Fair Credit Reporting Act
- Q. Privacy Protection (Gramm Leach Bliley)
- R. Policy Application
- S. Terrorism Risk Insurance Act (TRIA)
- T. Cancellation and nonrenewal provisions
- U. Supplementary payments
- V. Loss settlement provisions including consent to settle a loss
- W. Territory

# PERSONAL LINES IOWA SPECIFIC CONTENT OUTLINE

State Laws, Rules, Regulations and Coverages

(38 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

Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.1 through .23; Reg 191-11.1 through .4

- 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, .8; 507E.1 through .7

- 1. Discrimination
- 2. Misrepresentation
- 3. Rebating
- 4. False information and advertising
- 5. Claims settlement
- 6. Defamation

7. Boycott, coercion and intimidation b. Credit disability Involuntary unemployment D. Iowa Insurance Fraud Act Other forms of credit insurance Ref: 507E.1 through .7 a. Credit property E. Producer Responsibilities b. Guaranteed automobile protection (GAP) Ref: 191-15.8; 515.103 c. Mortgage guarantee (PMI) 1. Prohibited Acts d. Group mortgage life/ disability 2. Use of credit information\*\* **B.** Consumer Credit Insurance Definitions F. Guaranty Association 1. Rates Ref: 515B.2, .3, .5, .7 through .11, .18 2. Requirements G. Definitions 3. Term of coverage 4. Standard coverages 1. Domestic, foreign, alien 5. Limitations of coverage Ref: 521A, 521E.1, 515.70 6. Benefits Fraternal benefit society\* 7. Amounts of insurance 8. Procedures for termination Ref: 512B(3) 9. Refunds 3. Certificate of Authority 10. Premiums Ref: 507A.2 H. Surplus\*\* III. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CREDIT INSURANCE......20 Ref: 5151.2(17)(18); 191-21.1 through .9 Insurance Notices and Documents - Electronic A. Definitions **Delivery** Ref: 191-28.2, 191-28.7(1) Ref: 505B.1 Creditor Debtor \* Applies to Life/Health only 3. Credit transaction \*\* Applies to Property/Casualty associated exams only B. Policy rates and forms Ref: 191-28.4, .5, .7, .8, 191-28.11(5), 509.17(3) as modified by IOWA LAWS, RULES AND REGULATIONS PERTINENT Bulletin 00-04, 12/4/2000 TO PROPERTY INSURANCE ONLY ...... 7 1. Adequate A. Iowa FAIR Plan Association 2. Not excessive Ref: 515F.31 through .38 3. Non-discriminatory B. Cancellation/Nonrenewal C. Disclosure Ref: 515. 125-.131; 515D.4 through .7 Ref: 191-28.14 C. Standard Fire Policy D. Free look period Ref: 515. 109 Ref: 191-28.17 D. Private-passenger automobile insurance E. Policy requirements Ref: 321A.2-.11; 516A.1 through .4; 191-15.45 Ref: 191-28.3, 191-28.7(2)A 1. Aftermarket parts regulation F. Refunds III. IOWA LAWS, RULES, AND REGULATIONS PERTINENT Ref: 191-28.9 TO CASUALTY INSURANCE ONLY ......6 G. Prohibited transactions A. Iowa Auto Insurance Plan (Assigned Risk) Ref: 191-28.13 Ref: 515D.11 H. Preexisting conditions B. Private-passenger automobile insurance Ref: 191-28.7(2), 191-28.8(2) Ref: 321A.2-.11; 516A.1 through .4; 515D.4 through .7 I. Renewal or refinancing of a debt Uninsured/Underinsured motorists coverage Ref: 191-28.3(7) a. Rejection by the insured J. Denial 2. Proof of financial responsibility Ref: 191-28.8(2)D 3. Cancellation and nonrenewal K. Exclusions Ref: 191-28.8(2)C L. Termination Ref: 191-28.3(5)B CREDIT INSURANCE **CONTENT OUTLINE** IV. IOWA LAWS, RULES, AND REGULATIONS PERTINENT **Product Knowledge, Terms and Concepts** TO CREDIT LICENSING ......5 A. Insurance Commissioner/Division (50 scoreable questions) 1. Broad powers and duties Ref: 505.2; 505.8; 507B.3 GENERAL INSURANCE TERMS AND CONCEPTS......5 2. Examination of records A. Insurance Ref: 507.1, .2, .3 B. Insurable interest 3. Hearings Ref: 507B.6 C. Hazard 4. Penalties D. Indemnity Ref: 505.7A; 507B.7; Reg 191-10.20 E. Indebtedness Cease and desist Ref: 507B.6A; 522B.17; Reg 191-15.14 II. CREDIT INSURANCE ......20 **B.** Licensing Requirements A. Types of Credit Insurance Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13;

Reg 191-11.1 through .4

Effective: April 3, 2023

Consumer credit insurance

a. Credit life

	<ol> <li>Applications</li> <li>Change of address</li> <li>Licensing examinations</li> <li>Resident/nonresident</li> <li>Denial, renewal, termination of licenses</li> <li>Unfair and Deceptive Practices</li> <li>507B.4; Reg 191-15.2, .3; 507E.2 through .7</li> <li>Discrimination</li> <li>Misrepresentation</li> <li>Rebating</li> <li>Advertising</li> <li>Claims settlement</li> <li>Defamation</li> <li>Boycott, coercion and intimidation</li> <li>lowa Insurance Fraud Act</li> </ol>		Endorsement b. Revenue Protecti c. Revenue Protecti 2. Area Risk Protectio a. Area Revenue Pr	rantees rance Policy Risk Protection (CAT) on on with Harvest Price Exclusion n Insurance Policy (ARPI)
	CROP INSURANCE CONTENT OUTLINE Product Knowledge, Terms and Concepts		Exclusion (ARPw c. Area Yield Protections) 3. Livestock Risk Protections	HPE) tion (AYP) ection (LRP)
A. B. C. D.	(50 scoreable questions)  ENERAL INSURANCE TERMS AND CONCEPTS		<ol> <li>Livestock Gross Ma</li> <li>Policy Provisions</li> <li>Common/Basic Pro</li> <li>Coarse Grains Prov</li> <li>a. Replant</li> <li>b. Prevented Plantir</li> <li>c. Late Planting</li> <li>Catastrophic Risk F</li> <li>Claims</li> </ol>	visions visions
	Direct     Indirect     Indemnity  Actual cash value	IV.	<ol> <li>Covered Perils</li> <li>Loss Reporting Red</li> <li>Duties After a Loss</li> </ol>	quirements  D REGULATIONS PERTINENT
l. J. K. L. M.	Limits of liability Coinsurance Occurrence Negligence Insuring agreement Subrogation Pro-rata liability		Insurance Commission 1. Broad powers and of Ref: 505.2; 505.8; 507B.3 2. Examination of reconsef: 507.1, .2, .3 3. Hearings Ref: 507B.6 4. Penalties	10 ner/Division duties ords
А. В.	Policy rates Coverages available Policy provisions 1. NCIS general provisions 2. NCIS Special provisions		191-11.1 through .4  1. Applications	eg 191-15.14
	Liability  Claim settlement practices 1. Claim site assessment 2. Notice of loss 3. Insured's duty 4. Percentage plan 5. Arbitration and appraisal 6. Loss payment		<ol> <li>Change of address</li> <li>Licensing examinat</li> <li>Resident/nonreside</li> <li>Temporary license</li> <li>Exemptions</li> <li>Denial, renewal, ter</li> <li>Continuing education</li> <li>Unfair and Deceptive</li> <li>507B.4; Reg 191-15.2, .3,</li> </ol>	nt mination of licenses on Practices
G.	Cancellation and nonrenewal NCIS policies JLTIPLE PERIL INSURANCE		<ol> <li>Discrimination</li> <li>Misrepresentation</li> <li>Rebating</li> </ol>	307 E.2 intough .7
	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	S12	<ol> <li>Advertising</li> <li>Claims settlement</li> <li>Defamation</li> <li>Boycott, coercion a</li> <li>lowa Insurance Fra</li> <li>lowa Crop Hail Insura</li> <li>515.100; 191-20.8; 518A.</li> <li>Rate filings</li> <li>Notice of claim</li> </ol>	ud Act n <b>ce Law</b>

# EXCESS AND SURPLUS LINES INSURANCE CONTENT OUTLINE

**Product Knowledge, Terms, and Concepts** 

(50 scoreable questions)

		(00 000.040.000)
I.	GΕ	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
	A.	United States nonadmitted market  1. Definitions
		a. Eligible surplus lines carriers in Iowa
	B.	London market  1. Lloyd's brokers
	C.	Coverages
		<ol> <li>Property</li> <li>General liability</li> </ol>
		Professional liability
	D.	Insurance exchanges
III.	РО	LICIES, COVERAGES, FORMS10
	Α.	
	В.	Building and Personal Property
	C.	Claims Made
	D.	Extended coverage
		Employee Dishonesty
		Liability
		1. Contingent
		Umbrella     Contractual
IV.		RPLUS LINES LICENSING12
	Ref.	Powers and duties of the Insurance Commissioner 505.2; 505.8; 507B.3
		License requirements, issuance 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.2, .4, .6,
		13; Reg 191-11.1 through .4
	C.	Unfair and Deceptive Practices
	Ref.	· 507B.4; Reg 191-15.2, .3; 507E.2 through .7
V.	_	VA SURPLUS LINES LAW 12 · 5151; Reg 191-21
	A.	Purpose
	В.	Reports, records
	C.	Coverage and Eligibility
	D.	Premiums, evidence of insurance
	E.	Premium tax
	F.	Multi-State risks
	G.	Qualifications for Surplus Lines Insurers  1. Alien vs. Foreign  2. Removal
	н.	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		
	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		
ıv	PURPOSE AND TYPE OF SURETY BONDS5		
•••	A. Court		
	B. Contract		
	C. Miscellaneous		
	D. Appeal Bonds		
W	PURPOSE AND TYPE OF FIDELITY BONDS		
٧.	A. Individual		
	B. Schedule		
	C. Public official		
	D. Blanket		

	E.	Financial institutions		a. Renewable
	F.	ERISA bonds		b. Convertible
VI.	ВА	IL BONDS5		<ul><li>F. Annuities</li><li>1. Single, level, and flexible premium</li></ul>
	A.	Surety bail bond		Single, level, and nexible premium     Immediate and deferred
	В.	Surety bond fee		3. Fixed and variable
	C.	Types of bail		G. Endowment
	D.	Bail piece		H. Combination plans and variations
	E.	Acceptable collateral		<ol> <li>Family policy</li> <li>Family income policy</li> </ol>
	F.	Appointing company's underwriting standard		3. Joint life
VII	IOV	NA STATUTES, RULES, AND REGULATIONS		4. Survivorship life
		Insurance Commissioner/Division  Broad powers and duties  Ref: 505.2; 505.8; 507B.3	11.	POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS5  A. Policy riders  1. Waiver of premium
		<ul> <li>2. Examination of records</li> <li>Ref: 507.1, .2, .3</li> <li>3. Hearings</li> <li>Ref: 507B.6</li> <li>4. Penalties</li> </ul>		<ol> <li>Guaranteed insurability</li> <li>Payor benefit</li> <li>Accidental death and/or accidental death and dismemberment</li> <li>Term riders</li> </ol>
		Ref: 505.7A; 507B.7; Reg 191-10.20 5. Cease and desist Ref: 507B.6A; 522B.17; Reg 191-15.14		<ul> <li>6. Other insureds (e.g., spouse, children, nonfamily)</li> <li>B. Policy provisions and options</li> <li>1. Entire contract</li> </ul>
	Ref. Reg	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. Temporary license 6. Exceptions to licensing 7. Denial, renewal, termination of licenses Unfair and Deceptive Practices 5 507B.4; Reg 191-15.2, .3; 507E.2 through .7 1. Discrimination 2. Misrepresentation	III.	<ol> <li>Insuring clause</li> <li>Owner's rights</li> <li>Beneficiary designations</li> <li>Premium Payment</li> <li>Reinstatement</li> <li>Policy loans, withdrawals, partial surrenders</li> <li>Nonforfeiture options</li> <li>Dividends and dividend options</li> <li>Incontestability</li> <li>Assignments</li> <li>Settlement options</li> </ol> C. Policy exclusions TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS
		<ol> <li>Rebating</li> <li>Advertising</li> <li>Claims settlement</li> <li>Defamation</li> <li>Boycott, coercion and intimidation</li> <li>lowa Insurance Fraud Act</li> </ol>		A. Third-party ownership     B. Group life insurance     1. Conversion privilege     2. Contributory vs. noncontributory     C. Business insurance (e.g., key employee, buy and sell
		VIATICAL SETTLEMENT BROKER CONTENT OUTLINE Product Knowledge, Terms, and Concepts		agreement, split-dollar, etc.)  D. Tax treatment of insurance premiums, proceeds, dividends  1. Individual life 2. Group life 3. Modified Endowment Contracts (MECs)
		(50 scoreable questions)		E. Accelerated Death Benefits—Living Benefits
I.		PES OF POLICIES	IV.	IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES
		<ol> <li>Modified and graded premium whole life</li> <li>Adjustable life</li> <li>Interest-sensitive life products</li> <li>Universal life</li> <li>Interest-sensitive whole life</li> </ol>		Ref: 505.2; 505.8; 507B.3; 507C  2. Examination of records Ref: 191-48.8  3. Cease and desist, hearings and penalties Ref: 191-48.12; 505.7A, 507B.6, .7; 507B.6A; 522B.17; Reg 91-10.20; Reg 191-15.14
	D.	Indexed Life Products  1. Indexed universal life  Variable Life Products  1. Variable whole life  2. Variable universal life		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
	E.	<ol> <li>Level, decreasing, and increasing term</li> <li>Special features</li> </ol>		<ul><li>4. Licensing examinations</li><li>5. Renewal, termination of licenses</li><li>6. Continuing education</li></ul>

# 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
  - 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

- 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. 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. 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

Effective: April 3, 2023

# **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

# 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

- 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

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

# B. Functions of Exchanges

- 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
- 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

- 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

- 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

- 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

# **lowa Insurance Outlines**

# **Examination Content Outlines**

Effective Date: January 1, 2025

LIFE - GENERAL KNOWLEDG	Ε
CONTENT OUTLINE	

Product Knowledge, Terms, and Concepts

l.	TYPES OF POLICIES		15
----	-------------------	--	----

## A. Traditional whole life products

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

### B. Interest/market-sensitive/adjustable life products

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

### C. Term life

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

### D. Annuities

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

# E. Combination plans and variations

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

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

# A. Policy riders

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

# B. Policy provisions and options

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

### a. Primary and contingent

- b. Revocable and irrevocable
- c. Common disaster
- d. Minor beneficiaries
- e. Designation by class
- 7. Premium Payment
  - a. Modes
  - b. Grace period
  - c. Automatic premium loan
  - d. Level or flexible
- 8. Reinstatement
- 9. Policy loans, withdrawals, partial surrenders
- 10. Non-forfeiture options
- 11. Dividends and dividend options (e.g., participating, non-participating)
- 12. Incontestability
- 13. Assignments
- 14. Suicide
- 15. Misstatement of age and gender
- 16. Settlement options
- 17. Accelerated death benefits

## C. Policy exclusions

- 1. War
- 2. Aviation
- 3. Dangerous Occupation

# III. COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICY......12

# A. Completing the application

- 1. Required signatures
- 2. Changes in the application
- 3. Consequences of incomplete applications
- 4. Warranties and representations
- 5. Collecting the initial premium and issuing the receipt
- 6. Replacement
- 7. Disclosures at point of sale (e.g., HIPAA, HIV consent)
- 8. USA PATRIOT Act/anti-money laundering
- 9. Gramm-Leach-Bliley Act (GLBA) Privacy

### **B.** Underwriting

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

# C. Delivering the policy

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

# D. Contract law

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

- c. Adhesion
- d. Aleatory

### IV. RETIREMENT AND OTHER INSURANCE CONCEPTS.. 8

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

# LIFE – IOWA SPECIFIC CONTENT OUTLINE

State Laws, Rules, Regulations and Coverages

(27 scoreable questions plus 5 pretest questions)

## 

### 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

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

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

(50 scoreable questions plus 5 pretest questions)	7. Exclusions and limitations
(00 300/cable questions plus o protest questions)	Preexisting conditions
I. TYPES OF POLICIES 16	9. Coinsurance
A. Disability income	10. Deductibles
Individual disability income policy	11. Eligible expenses
2. Business overhead expense policy	12. Copayments
3. 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
1. Basic hospital, medical, and surgical policies	2. Guaranteed insurability
2. Major medical policies	3. 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
6. Flexible Spending Accounts (FSAs)	3. Guaranteed renewable
7. High Deductible Health Plans (HDHPs) and related	
Health Savings Accounts (HSAs)	III. SOCIAL INSURANCE6
8. Health Reimbursement Accounts (HRAs)	A. Medicare (Parts A, B, C, D)
D. Medicare supplement policies	B. Medicaid
E. Group insurance	C. Social Security benefits
Differences between individual and group contracts	IV. OTHER INSURANCE CONCEPTS5
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)
	G. Occupational vs. non-occupational
2. Vision	H. Tax treatment of premiums and proceeds of insurance
3. Cancer	contracts (e.g., disability income and medical
4. Critical illness or specified disease	,
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
1. Entire contract	B. Explaining sources of insurability and HIPAA privacy
2. 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
13. Misstatement of age or gender	Elements of a contract
14. Change of occupation	2. Insurable interest
15. Illegal occupation	Warranties and representations
16. Relation of earning to insurance	Unique aspects of the insurance contract
13. Relation of carriing to modifice	cque acpetite ee modianos contidos

2. Free look

3. Consideration clause

4. Probationary period5. Elimination period

6. Waiver of premium

a. Conditional

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)

# 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

Applications

Ref: 422B.5

2. Change of address

Ref: 191-10.12

3. Licensing examinations

Ref: 191-11.1 - 11.4

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)

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

### F. Guaranty Association

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

### G. Definitions

Domestic, foreign, alien

Ref: 521A, 508B, 515.70

## 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

\* 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

a. Diabetes

Ref: 514C.18

b. Mammography

Ref: 514C.14

c. Coverage for newborns

Ref: 514C.1

d. Adopted children

Ref: 514C.1, 514C.10

e. 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

a. Diabetes

Ref: 514C.18

b. Mammography

Ref: 514C.4

c. Coverage for newborns

Ref: 514C.1

d. Adopted children

Ref: 514C.1; 514C.10

e. Complications of pregnancy

Ref: 514C.12

## C. Medicare supplement insurance

1. Purpose

Ref: 191-37.1

2. Required provisions

Ref: 191-37.5

3. Preexisting conditions Ref: 191-37.21

4. Exclusions 5. Replacement

Ref: 191-37.27

6. Cancellation

	Ь	Ref: 191-37.6  Long Term Care insurance			Earthquake     Mobile Homes
	D.	1. Marketing			3. Watercraft
		Ref: 39.15			4. Farm Owners
		2. Policy provisions			5. Windstorm
		Ref: 39.6 3. Types of care	II.	INS	SURANCE TERMS AND RELATED CONCEPTS 15
		Ref: 191.39.9		A.	Insurance
		a. Home Health Care		_	1. Law of Large Numbers
		Ref: 191.39.9			Insurable interest
		b. Nursing Home		C.	Risk 1. Pure vs. Speculative Risk
		Ref: 191-39.5		D	Hazard
		c. Assisted living		υ.	1. Moral
		lowa Long-Term Care partnership program     loward 20.75 95			<ul><li>2. Morale</li><li>3. Physical</li></ul>
	_	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		•	1. Direct
		2. HIPIOWA			2. Indirect
	_	Ref: 514E		G.	Loss Valuation
	г.	Affordable Care Act  1. Exchanges/Marketplace (ACA Section 1321)			Actual cash value
		2. Taxes, penalties, and subsidies (ACA Section 1401,			<ol> <li>Replacement cost</li> <li>Market value</li> </ol>
		1402)			Stated/agreed value
		Essential health benefits (ACA Section 1302)     a. Mental health parity			5. Salvage value
		b. Pediatric services		Н.	Proximate cause
		c. Preventive services		I.	Deductible
		Employer notification responsibilities (ACA Section 1511-1515)		J.	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	50 scoreable questions plus 5 pretest questions)			Absolute     Strict
I.	TY	PES OF POLICIES 22			3. Vicarious
	A.	Homeowners		R.	Negligence
		1. HO-2		S.	Binder
		<ul><li>2. HO-3</li><li>3. HO-4</li></ul>		Т.	Endorsements
		4. HO-5		U.	Blanket vs. Specific
		5. HO-6	III.	PO	LICY PROVISIONS AND CONTRACT LAW13
	_	6. HO-8	••••		Declarations
	В.	Dwelling policies 1. DP-1			Insuring agreement
		2. DP-2			Conditions
		3. DP-3		-	Exclusions
	C.	Commercial lines		E.	
		Commercial Package Policy (CPP)     Commercial property		F.	
		a. Commercial building and business personal		G.	
		property form		Н.	Mortgagee rights
		b. Causes of loss forms		I.	Proof of loss
		c. Business income			
		d. Extra expense e. Equipment breakdown		J. ĸ	
		Business Owners Policy (BOP)		r.	Appraisal
		4. Builders Risk		L.	Other Insurance Provision
		5. Cyber First-Party Coverage			Subrogation
	D.	Inland marine			Elements of a contract
		<ol> <li>Personal Articles floaters</li> <li>Commercial Property floaters</li> </ol>			Warranties, representations, and concealment
	F	National Flood Insurance Program			Sources of underwriting information
		i iooa moaranoo i iogiam		IJ	Fair Credit Reporting Act

Q. Fair Credit Reporting Act

F. Others

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

# PROPERTY - IOWA SPECIFIC CONTENT OUTLINE

State Laws, Rules, Regulations and Coverages

(31 scoreable questions plus 5 pretest questions)

### 

### 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

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

- \* 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
  - a. Premises and Operations
  - b. Products and Completed Operations
- 2. Coverage
- a. Coverage A: Bodily Injury and Property Damage Liability (Occurrence, Claims made including Retroactive Date)
- b. Coverage B: Personal Injury and Advertising Injury
- c. Coverage C: Medical Payments
- d. Supplemental Payments
- e. Who is an insured
- f. First named insured
- g. Limits (Per occurrence, Annual Aggregate)
- h. Damage to Property of Others

# B. Automobile: personal auto and business auto

- Liability
  - a. Bodily Injury
  - b. Property Damage
  - c. Split Limits
  - d. 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
  - a. Owned

- b. Non-owned
- c. Hired
- d. Temporary Substitute
- e. Newly Acquired Autos
- f. 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
  - a. Who is an employee/employer
  - b. Compensation
- 2. Work-related vs. non-work-related
- 3. Other states' insurance
- 4. Employers Liability
- 5. Exclusive remedy
- 6. Premium Determination
- D. Crime
  - 1. Employee Dishonesty
  - 2. Theft
  - 3. Robbery
  - 4. Burglary
  - 5. Forgery and Alteration
  - 6. Mysterious disappearance
- E. Bonds
  - 1. Surety
  - 2. Fidelity
- F. Professional liability
  - 1. Errors and Omissions
  - 2. Medical Malpractice
  - 3. Directors and Officers (D&O)
  - 4. Employment Practices Liability (EPLI)
  - 5. Cyber liability and data breach, 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
    - Physical
  - C. Indemnity
  - D. Insurable interest
  - E. Loss valuation
    - 1. Actual cash value
    - 2. Replacement cost
    - 3. Market value
    - 4. Stated/agreed value
    - 5. Salvage value
  - F. Negligence
  - G. Liability
  - H. Occurrence
  - I. Binders
  - J. Warranties
  - K. Representations
  - L. Concealment
  - M. Deposit Premium/Audit
  - N. Certificate of Insurance
  - O. Law of Large Numbers

- P. Pure vs. Speculative Risk
- Q. Endorsements
- R. Damages
  - 1. Compensatory
    - a. General
    - b. Special
  - 2. Punitive
- S. Compliance with provisions of Fair Credit Reporting Act
- III. POLICY PROVISIONS......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

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	- 1	1.4

# 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

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. Iowa Automobile Insurance Plan (Assigned Risk) *Ref:* 515D.11

# B. Private-passenger automobile insurance

- 1. Uninsured/Underinsured motorists coverage *Ref: 516A* 
  - a. 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
  - Commercial building and business personal property form
  - b. Causes of loss forms
  - c. Business income
  - d. Extra expense
  - e. 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
  - a. Premises and Operations
  - b. Products and Completed Operations
- 2. Coverage
  - a. Coverage A: Bodily Injury and Property Damage Liability (Occurrence, Claims made including Retroactive Date)
  - b. Coverage B: Personal Injury and Advertising Injury
  - c. Coverage C: Medical Payments
  - d. Supplementary Payments
  - e. Who is an insured
  - f. Limits (Per occurrence, Annual Aggregate)
  - g. Damage to Property of Others

# B. Business (Commercial) Auto

- 1. Liability
  - a. Bodily Injury
  - b. Property Damage
  - c. Split Limits
  - d. Combined Single Limit
- Physical damage (collision and other than collision/ specified perils)
- 3. Uninsured motorists
- 4. Underinsured motorists
- 5. Who is an insured
- Types of Auto
  - a. Owned
  - b. Non-ownedc. Hired
  - d. Temporary Substitutee. Newly Acquired Autos
  - f. Transportation Expense and Rental Reimbursement Expense
- 7. Auto Dealers Coverage Form, including

Garagekeepers insurance

- 3. 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
  - a. Who is an employee/employer
  - b. Compensation
- 2. Work-related vs. non-work-related
- 3. Other states' insurance
- 4. Employers liability
- 5. Exclusive remedy
- 6. Premium Determination

### D. Crime

- 1. Employee Dishonesty
- 2. Theft
- 3. Robbery
- 4. Burglary
- 5. Forgery and Alteration
- 6. Mysterious disappearance

### E. Bonds

- 1. Surety
- 2. Fidelity

## F. Professional liability

- 1. Errors and Omissions
- 2. Medical Malpractice
- 3. Directors and Officers (D&O)
- 4. Employment Practices Liability (EPLI)
- 5. Cyber liability and data breach, 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

- 1. Moral
- 2. Morale
- Physical
- E. Peril
- F. Loss
  - Direct
  - 2. Indirect
- G. Loss Valuation
  - 1. Actual cash valuation
  - Replacement cost
  - 3. 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
  - Absolute
  - 2. Strict
  - Vicarious

- R. Negligence
- S. Binder
- T. Endorsement
- **U.** Medical Payments
- V. Blanket vs. Specific
- W. Burglary, Robbery, Theft, Mysterious Disappearance
- X. Damages
  - Compensatory
    - a. General
    - b. Special
  - 2. Punitive
- Y. Compliance with provisions of Fair Credit Reporting
  Act

# 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 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

	<ol> <li>Applications         Ref: 422B.5</li> <li>Change of address         Ref: 191-10.12</li> <li>Licensing examinations         Ref: 191-11.1 - 11.4</li> <li>Resident/nonresident         Ref: 191-10.4 &amp; 10.5</li> <li>Temporary license         Ref: 191-10.11</li> <li>Exemptions         Ref: 522B.8</li> <li>Denial, renewal, termination of licenses         Ref: 522B.11</li> </ol>	Ref: 85.61  2. Covered employmen Ref: 85.1  3. Benefits provided Ref: 85.27-29, 31-34  4. Covered injuries Ref: 85.3, .32, .60, .61, .61, .61, .62, .62, .63, .64, .65, .66, .66, .66, .66, .66, .66, .66
	8. Commissions and referral fees	PERSON
	Ref: 522B.12 9. Company appointments	GENERAL K CONTENT
	Ref: 522B.13	Product Knowledge,
	10. Continuing education  Ref: 191-11.1 - 11.4	
	C. Unfair and Deceptive Practices	(75 questions plus
	Unfair discrimination	I. TYPES OF PROPERTY POLICE
	Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11	A. Homeowners
	2. Misrepresentation Ref. 507B.4(3)(a)(1)-(10)	1. HO-2 2. HO-3
	3. Rebating	2. HO-3 3. HO-4
	<ul><li>Ref. 507B.4(3)(i)</li><li>4. False information and advertising</li></ul>	4. HO-5
	Ref. 507B.4(3)(b)(1); Reg 191-15.3	5. HO-6
	5. Claims settlement	6. HO-8
	Ref. 507B.4(3)(j)(1)-(15) 6. Defamation	B. Dwelling policies
	Ref. 507B.4(3)(c)	1. DP-1
	<ol><li>Boycott, coercion and intimidation</li></ol>	2. DP-2
	Ref. 507B.4(3)(d)	3. DP-3  C. Inland marine
	D. Iowa Insurance Fraud Act	Personal Articles floater
	Ref: 507E.1 through .7	D. National Flood Insurance
	E. Producer Responsibilities	E. Others
	Ref: 191—15.8  1. Prohibited Acts	1. Earthquake
	F. Guaranty Association	2. Mobile Homes
	Ref: 515B.2, .3, .5, .7 through .11, .18	3. Watercraft
	G. Definitions	4. Windstorm  II. TYPES OF CASUALTY POLICE  III. TYPES OF CASU
	1. Domestic, foreign, alien	A. Automobile: personal aut
	Ref: 521A, 521E.1, 515.70	1. Liability
	2. Fraternal benefit society*	a. Bodily Injury
	Ref: 512B(3)	b. Property Damage
	3. Certificate of Authority  **Ref: 507A.7(1)(b); 515.41	c. Split Limits
	H. Surplus**	d. Combined Single Lim
	Ref: 5151.2(17)(18); 191-21.1 through .9	<ol> <li>Medical Payments</li> <li>Physical Damage (collis</li> </ol>
	I. Insurance Notices and Documents - Electronic	specified perils)
	Delivery Ref: 505B.1	4. Uninsured motorists
		5. Underinsured motorists
	pplies to Life/Health only	6. Who is an insured
**	Applies to Property/Casualty associated exams only	7. Types of Auto
II.	IOWA LAWS, RULES AND REGULATIONS PERTINENT	a. Owned
	TO PROPERTY INSURANCE2	b. Non-owned c. Hired
	A. Cancellation/Nonrenewal Ref: 515.80, .81 through .81C, .83, .84	d. Temporary Substitute
	B. Rate standards	e. Newly Acquired Autos
	Ref: 515F.4(1), 515F.5(1)(a)	f. Transportation Expens
ш	•	Expense
111.	IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CASUALTY INSURANCE5	8. Exclusions
	A. Workers' Compensation 1. Definitions	B. Umbrella/Excess liability

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)

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
<ol><li>Physical Damage (collision; other than collision;</li></ol>
specified perils)
Uninsured motorists
<ol><li>Underinsured motorists</li></ol>
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

A. Insurance 1. Law of Large Numbers B. Insurable interest	K. Appraisal L. Other Insurance Provision
B. Insurable interest	L. Other Insurance Provision
·	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
1. Direct	V. Loss settlement provisions including consent to settle
2. Indirect	a loss
G. Loss Valuation	W. Territory
Actual cash value	
2. 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	Broad powers and duties
N. Cancellation	Ref: 505.2; 505.8; 507B.3; 507C
O. Nonrenewal	2. Examination of records
P. Vacancy and unoccupancy	Ref: 507.1, .2, .3
Q. Liability	3. Hearings Ref: 507B.6
1. Absolute	4. Penalties
2. Strict	Ref: 505.7A; 507B.7; Reg 191-10.20
3. Vicarious	5. Cease and desist
R. Negligence	Ref: 507B.6A; 522B.17; Reg 191-15.14
S. Binder	B. Licensing
T. Endorsements	Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10. through .23; Reg 191-11.1 through .4
U. Blanket vs. Specific	1. Applications
V. Burglary, Robbery, Theft, and Mysterious	Ref: 422B.5
Disappearance	2. Change of address
W. Warranties	Ref: 191-10.12
X. Representations	<ol> <li>Licensing examinations</li> <li>Ref: 191-11.1 - 11.4</li> </ol>
Y. Concealment	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
a. General	Ref: 522B.8 7. Denial, renewal, termination of licenses
b. Special	Ref: 522B.11
2. Punitive	8. Commissions and referral fees
CC. Compliance with Provisions of Fair Credit Reporting	Ref: 522B.12
Act	9. Company appointments
IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND	Ref: 522B.13 10. Continuing education
CONTRACT LAW24	Ref: 191-11.1 - 11.4
A. Declarations	C. Unfair and Deceptive Practices
B. Insuring agreement	Unfair discrimination
C. Conditions	Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
D. Exclusions	2. Misrepresentation
E. Definition of the insured	Ref. $507B.4(3)(a)(1)-(10)$
F. Duties of the insured after a loss	3. Rebating <i>Ref.</i> 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
II. MOTUGUEE HUHA	

I. Proof of loss

III. PROPERTY AND CASUALTY INSURANCE TERMS AND

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

Rej. 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

1. 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* 
  - a. Rejection by the insured

Ref: 516A.1-2

2. Proof of financial responsibility

Ref: 321A.12

3. Cancellation and nonrenewal

Ref: 515D.4-7

# 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)

# . 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
  - a. Credit life
  - b. Credit disability
- 2. Involuntary unemployment
- 3. Other forms of credit insurance
  - a. Credit property
  - b. Guaranteed automobile protection (GAP)
  - c. Mortgage guarantee (PMI)
  - d. 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
- 3. Credit transaction

# B. Policy rates and forms

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

- 1. Adequate
- 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: 507.1, .2, .3 3. Hearings Ref: 507B.6 4. Penalties Ref: 505.7A; 507B.7; Reg 191-10.20 5. Cease and desist Ref: 507B.6A; 522B.17; Reg 191-15.14  B. Licensing Requirements Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4 1. Applications 2. Change of address 3. Licensing examinations 4. Resident/nonresident 5. Denial, renewal, termination of licenses  C. Unfair and Deceptive Practices Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7 1. Discrimination 2. Misrepresentation 3. Rebating 4. Advertising 5. Claims settlement 6. Defamation 7. Boycott, coercion and intimidation 8. lowa Insurance Fraud Act	G. NCIS policies  III. MULTIPLE PERIL INSURANCE
	CROP INSURANCE CONTENT OUTLINE Product Knowledge, Terms and Concepts  (50 scoreable questions)	<ul> <li>b. Area Revenue Protection with Harvest Price Exclusion (ARPwHPE)</li> <li>c. Area Yield Protection (AYP)</li> <li>3. Livestock Risk Protection (LRP)</li> <li>4. Livestock Gross Margin (LGM)</li> </ul>
	GENERAL INSURANCE TERMS AND CONCEPTS8  A. Insurable interest  B. Risk  C. Hazard  D. Peril  E. Loss  1. Direct 2. Indirect  F. Indemnity	C. Policy Provisions 1. Common/Basic Provisions 2. Coarse Grains Provisions a. Replant b. Prevented Planting c. Late Planting 3. Catastrophic Risk Protection (CAT) Endorsement  D. Claims 1. Covered Perils 2. Loss Reporting Requirements 3. Duties After a Loss
	G. Actual cash value H. Limits of liability	IV. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO CROP INSURANCE10
ı.	I. Coinsurance J. Occurrence K. Negligence L. Insuring agreement M. Subrogation N. Pro-rata liability CROP HAIL INSURANCE	A. Insurance Commissioner/Division  1. Broad powers and duties  Ref: 505.2; 505.8; 507B.3  2. Examination of records  Ref: 507.1, .2, .3  3. Hearings  Ref: 507B.6  4. Penalties  Ref: 505.7A; 507B.7; Reg 191-10.20  5. Cease and desist  Ref: 507B.6A; 522B.17; Reg 191-15.14  B. Licensing Requirements  Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13  Reg 191-11.1 through .4  1. Applications  2. Change of address  3. Licensing examinations  4. Resident/nonresident  5. Temporary license  6. Exemptions  7. Denial renewal termination of licenses
	<ul><li>4. Percentage plan</li><li>5. Arbitration and appraisal</li><li>6. Loss payment</li></ul>	<ul> <li>7. Denial, renewal, termination of licenses</li> <li>8. Continuing education</li> <li>C. Unfair and Deceptive Practices</li> <li>Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7</li> </ul>
	\$13	

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.	Physical hazard Proximate cause Reinsurance
	Н.	Risk
II.	SUI	RPLUS LINES MARKETS8
	A.	United States nonadmitted market  1. Definitions a. Eligible surplus lines carriers in Iowa
	В.	
	C.	Coverages 1. Property 2. General liability 3. Professional liability
	D.	Insurance exchanges
III.	РО	LICIES, COVERAGES, FORMS10
	Α.	Commercial General Liability
	В.	<b>Building and Personal Property</b>
	C.	Claims Made
	D.	Extended coverage
	E.	Employee Dishonesty
	F.	<ul><li>Liability</li><li>1. Contingent</li><li>2. Umbrella</li><li>3. Contractual</li></ul>
IV.	SUI	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.		VA SURPLUS LINES LAW
	A.	Purpose
	R	Panarte recorde

<b>D</b>	Premiums.		<b>-4:</b>	
υ.	Premiums.	evidence	OT I	nsurance

- E. Premium tax
- F. Multi-State risks

# G. Qualifications for Surplus Lines Insurers

- 1. Alien vs. Foreign
- 2. Removal
- H. Disclosure
- I. Premium Rates
- J. Exempt commercial purchasers

# SURETY CONTENT OUTLINE

# **Product Knowledge, Terms and Concepts**

(45 scoreable questions)

I. INSURANCE TERMS AND RELATED CONCEPTS ......5

	A. Insurance
	B. Insurable interest
	C. Risk
	D. Hazard
	E. Loss
	F. Proximate cause
	G. Indemnity
	H. Actual cash value
	I. Limits of liability
	J. Accident
	K. Occurrence
	L. Cancellation
	M. Nonrenewal
	N. Liability
	O. Negligence
II.	POLICY PROVISIONS AND CONTRACT 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

C. Coverage and Eligibility

IV.	PURPOSE AND TYPE OF SURETY BONDS5			Adjustable life
	A. Court		В.	Interest-sensitive life products
	B. Contract			<ol> <li>Universal life</li> <li>Interest-sensitive whole life</li> </ol>
	C. Miscellaneous		C.	Indexed Life Products
	D. Appeal Bonds			Indexed universal life
٧.	PURPOSE AND TYPE OF FIDELITY BONDS3		D.	Variable Life Products
	A. Individual			Variable whole life     Variable universal life
	B. Schedule		E.	Term life
	C. Public official			Level, decreasing, and increasing term
	D. Blanket			2. Special features
	E. Financial institutions			a. Renewable     b. Convertible
	F. ERISA bonds		_	Annuities
VI.	BAIL BONDS5		٠.	Single, level, and flexible premium
	A. Surety bail bond			Immediate and deferred
	B. Surety bond fee		_	3. Fixed and variable
	C. Types of bail			Endowment
	D. Bail piece		н.	Combination plans and variations  1. Family policy
	E. Acceptable collateral			Family income policy
	F. Appointing company's underwriting standard			3. Joint life
VII.	IOWA STATUTES, RULES, AND REGULATIONS			4. Survivorship life
	PERTINENT TO SURETY LICENSING12	II.		LICY RIDERS, PROVISIONS, OPTIONS, AND CLUSIONS5
	Insurance Commissioner/Division     Broad powers and duties			Policy riders
	Ref: 505.2; 505.8; 507B.3		Α.	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 5. Cease and desist		_	6. Other insureds (e.g., spouse, children, nonfamily)
	Ref: 507B.6A; 522B.17; Reg 191-15.14		В.	Policy provisions and options  1. Entire contract
	B. Licensing Requirements			Insuring clause
	Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13;			3. Owner's rights
	Reg 191-11.1 through .4 1. Applications			<ol> <li>Beneficiary designations</li> <li>Premium Payment</li> </ol>
	2. Change of address			6. Reinstatement
	Licensing examinations     Resident/nonresident			7. Policy loans, withdrawals, partial surrenders
	Temporary license			<ul><li>8. Nonforfeiture options</li><li>9. Dividends and dividend options</li></ul>
	6. Exceptions to licensing			10. Incontestability
	7. Denial, renewal, termination of licenses			<ul><li>11. Assignments</li><li>12. Settlement options</li></ul>
	C. Unfair and Deceptive Practices Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7		C	•
	1. Discrimination			Policy exclusions
	2. Misrepresentation	III.		XES, RETIREMENT, AND OTHER INSURANCE NCEPTS
	<ol> <li>Rebating</li> <li>Advertising</li> </ol>			Third-party ownership
	5. Claims settlement			Group life insurance
	6. Defamation			Conversion privilege
	Boycott, coercion and intimidation     lowa Insurance Fraud Act			2. Contributory vs. noncontributory
			C.	Business insurance (e.g., key employee, buy and sell
			D	agreement, split-dollar, etc.)  Tax treatment of insurance premiums, proceeds,
	VIATICAL SETTLEMENT BROKER		υ.	dividends
	CONTENT OUTLINE			1. Individual life
	Product Knowledge, Terms, and Concepts			<ol> <li>Group life</li> <li>Modified Endowment Contracts (MECs)</li> </ol>
	(50 scoreable questions)		E.	Accelerated Death Benefits—Living Benefits
I.	TYPES OF POLICIES10	IV/		· ·
	A. Traditional whole life products	IV.	۸L	NA LAWS, RULES, AND REGULATIONS COMMON TO L LINES5
	Ordinary (straight) life			Insurance Commissioner/Division
	Limited-pay and single-premium life     Modified and graded premium whole life			Broad powers and duties
	Modified and graded premium whole life			Ref: 505.2; 505.8; 507B.3; 507C

# 2. Examination of records

Ref: 191-48.8

3. Cease and desist, hearings and penalties

Ref: 191-48.12; 505.7A, 507B.6, .7; 507B.6A; 522B.17; Reg 1 91-10.20; Reg 191-15.14

### **B.** Licensing Requirements

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

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

### C. Unfair and Deceptive Practices

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

## D. Life and Health Guaranty Association

Ref: 508C

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

## A. Policy replacement

Ref: 191-16.21 through .29

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

### A. Definitions

Ref: 191-48.2

### B. Advertising

Ref: 191-48.2, .10

## C. Contract approval

Ref: 191-48.4

## D. Disclosures

Ref: 191-48.5

# E. Requirements and Prohibition

Ref: 191-48.9; 508E

# F. Confidentiality

Ref: 191-48.7

# G. Prohibited activities

Ref: 191-48.9

# PUBLIC ADJUSTER CONTENT OUTLINE

# Product Knowledge, Laws, and Regulations

(50 scoreable questions)

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

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

## A. Standard Fire Policy

Ref: New York Standard Fire Policy

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

# B. Personal lines

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

# C. Commercial lines

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

### D. Inland marine

- 1. Personal floaters
- 2. Commercial floaters

## E. Others

1. National Flood Insurance Program

## F. Additional Coverages and Exclusions

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

### G. Crime

- 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
- l. 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 costH. 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

- Damages
- 2. Scope of Loss or Damages

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

### A. Definitions

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

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

# **B. Marketing Practices**

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

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

### C. Insurance Commissioner

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

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

# 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

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

## G. Tribal Considerations

# II. BASIC HEALTH CONCEPTS

# A. Health care options

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

# B. Cost, premiums, payments

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

# **III. HEALTH INSURANCE EXCHANGES**

# A. Types of Exchanges

- 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
- 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
- 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

- Applications
   Change of address
- 3. Licensing examinations
- 4. Resident/nonresident
- Temporary license
- 6. Exemptions
- 7. Denial, renewal, termination of licenses
- 8. Commissions and referral fees
- 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