

LIFE-GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms and Concepts (50 scoreable questions plus 10 pretest questions)

I. TYPES OF POLICIES 12

A. Traditional whole life products

1. Ordinary (straight) life
2. Limited-pay and single-premium life
3. Adjustable life

B. Interest/market-sensitive life products

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

C. Term life

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

D. Annuities

1. Single and flexible premium
2. Immediate and deferred
3. Fixed and variable
4. Indexed

E. Combination plans and variations

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

II. POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS 19

A. Policy riders

1. Waiver of premium and waiver of premium with disability income
2. Guaranteed insurability
3. Payor benefit
4. Accidental death and/or accidental death and dismemberment
5. Term riders
6. Other insureds (e.g., spouse, children, nonfamily)
7. Long term care
8. Return of premium

B. Policy provisions and options

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

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

C. Policy exclusions

III. COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICY 11

A. Completing the application

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

B. Underwriting

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

C. Delivering the policy

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

IV. TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS 8

A. Third-party ownership

B. Group life insurance

1. Conversion privilege
2. Contributory vs. noncontributory

C. Retirement plans

1. Tax-qualified plans
2. Nonqualified plans

D. Life insurance needs analysis/suitability

- 1. Personal insurance needs
- 2. Business insurance needs
 - a. Key person

E. Social Security benefits and taxes

F. Tax treatment of insurance premiums, proceeds, and dividends

- 1. Individual life
- 2. Group life

Modified Endowment Contracts (MECs)

Ref: 48.17.010; 48.17.420; WAC 284-17-015

- b. Adjuster
Ref: 48.17.010; 48.17.390; 48.17.410

- c. Limited lines
Ref: 48.17.170

- d. Temporary
Ref: 48.17.510

- e. Nonresident
Ref: 48.17.173; WAC284-17-122

- f. Exemptions
Ref: 48.17.062, .110

- 2. Appointments/termination of appointments
Ref: 48.17.160; WAC 284-17- 429 to 483, 490

- 3. Penalties for noncompliance
 - a. Refusal/nonrenewal
Ref: 48.17.530, .540

- b. Suspension/revocation
Ref: 48.17.530, .540, .550

- c. Fines
Ref: 48.17.560

- 4. Maintenance and duration of license
 - a. Renewal
Ref: WAC 284-17-423; 48.14.010

- b. Continuing education
Ref: WAC 284-17-200 to 256

- c. Late renewal/reinstatement
Ref: WAC 284-17-490; RCW 48.17.170

D. Marketing Practices

- 1. Protection of public interest
Ref: 48.01.030

- 2. Unfair practices
Ref: 48.30.010-.330
 - a. Unfair claims methods and trade practices
Ref: WAC284-30-300 to 380, 400, 570-590, 660,670
 - i. Life – Disability; *WAC284-30-450, 600 to 650*
 - ii. Property – Casualty *WAC284-30-390 to 395, WAC284-30-500 to 560,700,750*

- b. Producer's Compensation Disclosure
Ref: RCW 48.17.270

- c. Rebating/illegal dealing in premiums
Ref: 48.30.140, .190

- d. Illegal inducements
Ref: 48.30.150

- e. Twisting
Ref: 48.30.180

- f. Misrepresentation
Ref: 48.30.090, .210

- g. Defamation of insurer
Ref: 48.30.080

- h. Discrimination
Ref: 48.30.300; 48.18.480

- i. Failure to issue proper receipts
Ref: WAC284-30-550

- j. Penalties
Ref: 48.17.530-.560; 48.30.010

- k. Advertising
Ref: 48.30.040-.080

- 3. Producer responsibilities

**LIFE-WASHINGTON SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules and Regulations

(30 scoreable questions plus 5 pretest questions)

Ref: References are from the revised Code of Washington Title 48 (RCW-48) and the Washington Administrative Code (WAC) Title 284.

I. WASHINGTON LAWS, RULES, AND REGULATIONS COMMON TO LIFE, DISABILITY, PROPERTY, AND CASUALTY INSURANCE 18

A. Commissioner

- 1. Broad powers
Ref: 48.01.010, .020, .030, 040, .053, .060, .070, .080, .150, .190, .250; 48.02.010, .020, .060, .080, .100, .160
- 2. Examination of records
Ref: 48.03.010-.020; WAC 284-03-005, 015, 030
- 3. Notice of hearing
Ref: 48.04.010-.140
- 4. Rates and forms
Ref: 48.18.100; 48.19.010, .040, 48.17.490
- 5. Penalties
Ref: 48.17.530-.560
- 6. Unlicensed activities
Ref: 48.17.063

B. Terms and Concepts

- 1. Insurance
Ref: 48.01.040
- 2. Insurer
Ref: 48.01.050; 48.09.110, .120, .300
- 3. Insurance transaction
Ref: 48.01.060
- 4. Authorized and unauthorized certificate of authority
Ref: 48.15, .020, .040; 48.05.215; 48.05.030
- 5. Domestic, foreign, and alien
Ref: 48.05.010; 48.09.110, .120
- 6. Guaranty Association
 - a. Life - Disability
Ref: 48.32A 015-.085
 - b. Property - Casualty
Ref: 48.32.010, .020, .030, .060, (1 A i);
- 7. Fraternal (Life and Disability test only)
Ref: 48.36A.010

C. Licensing

- 1. Persons required to be licensed
Ref: 48.17.060, .090, 48.17.460
 - a. Producer

- a. Policy delivery
Ref: WAC284-30-580
 - b. Premium accountability
Ref: 48.17.480
 - c. Separate account requirement
Ref: 48.17.600; WAC284-12-080
 - d. Reply to the Insurance Commissioner
Ref: 48.17.475
 - e. Burden of determining authorization
Ref: 48.17.067
4. Compensation of licensees
- a. Receiving compensation
Ref: 48.17.490
 - b. Charges for extra services
Ref: 48.30.157; 48.17.270

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

Ref: 48.23.015, .030, .040, .050, .060, .070, .075, .260, .440 (2); 48.24.110, .120, .130, .140, .170, .210, .270

A. Marketing methods and practices

- 1. Replacement
 - a. Purpose
Ref: WAC284-23-400
 - b. Definition
Ref: WAC284-23-410, 420
 - c. Duties of insurers
Ref: WAC284-23-440, 450, 455
 - d. Exemptions
Ref: WAC284-23-430
- 2. Disclosure
 - a. Purpose
Ref: WAC284-23-200
 - b. Definitions
Ref: WAC284-23-220
 - c. Requirements
Ref: WAC284-23-230, 240, 320, 350
 - d. Exemptions
Ref: WAC284-23-210
- 3. Life Insurance Policy Illustration
Ref: 48.23A.005, .010, .020, .060, .070, .090
- 4. Annuity Suitability Education
Ref: WAC284.17.265

B. Policy clauses and provisions

- 1. Return of policy and refund of premium
Ref: 48.23.380
- 2. Conversion privileges
Ref: 48.24.180, .190, .200
- 3. Policy loans
Ref: 48.23.085
- 4. Policy settlement
Ref: 48.23.300, .310

C. Group life

- 1. Assignment of proceeds
Ref: 48.18.375
- 2. Eligible groups
Ref: 48.24.010, .020, .030
- 3. Payment of proceeds
Ref: 48.24.270

**DISABILITY-GENERAL KNOWLEDGE
CONTENT OUTLINE**

Product Knowledge, Terms and Concepts
(50 scoreable questions plus 10 pretest questions)

I. TYPES OF POLICIES.....14

A. Disability income

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

B. Accidental death and dismemberment

C. Medical expense insurance

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

D. Medicare supplement policies

E. Group insurance

- 1. Group conversion
- 2. Differences between individual and group contracts
- 3. General concepts
- 4. COBRA
- 5. HIPAA

F. Long Term Care (LTC)

- 1. Individual LTC contracts
- 2. Group/voluntary LTC contracts

G. Limited Benefit Plans

- 1. Cancer (or specified diseases) plans
- 2. Critical illness plans
- 3. Worksite (employer-sponsored) plans
- 4. Hospital indemnity plans
- 5. Dental
- 6. Vision

II. POLICY PROVISIONS, CLAUSES, AND RIDERS20

A. Mandatory provisions

- 1. Entire contract
- 2. Time limit on certain defenses (incontestable)
- 3. Grace period
- 4. Reinstatement
- 5. Notice of claim
- 6. Claim forms
- 7. Proof of loss
- 8. Time of payment of claims
- 9. Payment of claims
- 10. Physical examination and autopsy
- 11. Legal actions
- 12. Change of beneficiary
- 13. Misstatement of age

B. Optional provisions

C. Other provisions and clauses

1. Insuring clause
2. Free look
3. Consideration clause
4. Probationary period
5. Elimination period
6. Waiver of premium
7. Exclusions
8. Preexisting conditions
9. Recurrent disability
10. Coinsurance
11. Deductibles
12. Eligible expenses
13. Copayments
14. Pre-authorizations and prior approval requirements
15. Usual, reasonable, and customary (URC) charges
16. Lifetime, annual, or per cause maximum benefit limits

D. Riders

1. Impairment/exclusions
2. Guaranteed insurability
3. Multiple indemnity (double, triple)

E. Rights of renewability

1. Noncancelable
2. Cancelable
3. Guaranteed renewable
4. Conditionally renewable
5. Optionally renewable
6. Period of time for renewal

III. SOCIAL INSURANCE 3

A. Medicare

1. Primary, secondary payor
2. Medicare Parts A, B, C, D

B. Medicaid

C. Social Security benefits

IV. OTHER INSURANCE CONCEPTS..... 4

A. Total, partial, and residual disability

B. Owner's rights

C. Dependent children benefits

D. Primary and contingent beneficiaries

E. Modes of premium payments (annual, semiannual, etc.)

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

G. Occupational vs. non-occupational

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

I. Managed care

J. Workers Compensation

K. Subrogation

V. FIELD UNDERWRITING PROCEDURES 9

A. Completing application and obtaining necessary signatures

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

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

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

E. Ensuring delivery of policy and related documents to client

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

G. Replacement

H. Contract law

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

DISABILITY-WASHINGTON SPECIFIC CONTENT OUTLINE

State Statutes, Rules and Regulations

(30 scoreable questions plus 5 pretest questions)

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2. Examination of records
Ref: 48.03.010-.020; WAC 284-03-005, 015, 030
3. Notice of hearing
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Ref: 48.18.100; 48.19.010, .040; 48.17.490
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Ref: 48.17.530-.560
6. Unlicensed activities
Ref: 48.17.063

B. Terms and Concepts

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Ref: 48.01.050; 48.09.110, .120, .300
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 - a. Life - Disability
Ref: 48.32A 015-.085
 - b. Property - Casualty
Ref: 48.32.010, .020, .030, .060, (1 A i);
7. Fraternal (Life and Disability test only)
Ref: 48.36A.010

C. Licensing

1. Persons required to be licensed

Ref: 48.17.060, .090

- a. Producer
Ref: 48.17.010; 48.17.420; 48.17.010, .420; WAC 284-17-015
 - b. Adjuster
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 - c. Limited lines
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 - d. Temporary
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 - e. Nonresident
Ref: 48.17.173; WAC284-17-122
 - f. Exemptions
Ref: 48.17.010, .062, .110
- 2. Appointments/termination of appointments
Ref: 48.17.160; WAC 284-17- 429 to 483, 490
 - 3. Penalties for noncompliance
 - a. Refusal/nonrenewal
Ref: 48.17.530, .540
 - b. Suspension/revocation
Ref: 48.17.530, .540, .550
 - c. Fines
Ref: 48.17.560
 - 4. Maintenance and duration of license
 - a. Renewal
Ref: WAC 284-17-423; 48.14.010
 - b. Continuing education
Ref: WAC 284-17-200 to 265
 - c. Late renewal/reinstatement
Ref: WAC 284-17-490; RCW 48.17.170

D. Marketing Practices

- 1. Protection of public interest
Ref: 48.01.030
- 2. Unfair practices
Ref: 48.30.010-.330
 - a. Unfair claims methods and trade practices
Ref: WAC284-30-300 to 380, 400, 570-590, 660,670
 - i. Life – Disability
Ref: WAC284-30-450, 600 to 650
 - ii. Property – Casualty
Ref: WAC284-30-390 to 395, WAC284-30-500 to 560,700,750
 - b. Producer's Compensation Disclosure
Ref: RCW 48.17.270
 - c. Rebating/illegal dealing in premiums
Ref: 48.30.140, .190
 - d. Illegal inducements
Ref: 48.30.150
 - e. Twisting
Ref: 48.30.180
 - f. Misrepresentation
Ref: 48.30.090, .210
 - g. Defamation of insurer
Ref: 48.30.080
 - h. Discrimination
Ref: 48.30.300; 48.18.480
 - i. Failure to issue proper receipts
Ref: WAC284-30-550

- j. Penalties
Ref: 48.17.530-.560; 48.30.010
 - k. Advertising
Ref: 48.30.040-.080
- 3. Producer responsibilities
 - a. Policy delivery
Ref: WAC284-30-580
 - b. Premium accountability
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 - d. Reply to the Insurance Commissioner
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 - e. Burden of determining authorization
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 - 4. Compensation of licensees
 - a. Receiving compensation
Ref: 48.17.490
 - b. Charges for extra services
Ref: 48.30.157; 48.17.270

II. WASHINGTON LAWS, RULES, AND REGULATIONS PERTINENT TO ACCIDENT AND HEALTH (DISABILITY) INSURANCE ONLY 12

Ref: RCW 48.01.035, .180, .230, .235, .260, .280; WAC 284-02-010

A. Marketing methods and practices

- 1. Outline of coverage/disclosure
Ref: WAC284-50-410 to 440
- 2. Medicare Supplement Health Insurance Act
Ref: WAC284-66-010, 020
 - a. Definitions
Ref: 284-66-030, 040
 - b. Outlines of Coverage/ Disclosure
Ref: 284-66-080, 120, 135
 - c. Buyer's Guide
Ref: 284-66-110
 - d. Replacement forms
Ref: 284-66-130, 142
 - e. Application responsibilities
Ref: 284-66-340
 - f. Pre-existing conditions
Ref: 284-66-170
 - g. Regulations
Ref: 284-66-310, 330, 340, 350
 - h. Free Look
Ref: 284-66-120
 - i. Guarantee Issue
Ref: 284-66-064 (4a, 4b)
- 3. Long-Term Care Education Requirements
Ref: 48.83.130; WAC284-17-262,264
- 4. Long-Term Care Insurance
Ref: 48.83.020;
 - a. Definition
Ref: 48.83.020
- 5. Health Care False Claim Act
Ref: RCW 48.80.010, .020, .030
 - a. Purpose
Ref: 48.80.010
 - b. Penalty for noncompliance

- Ref: 48.80.030*
6. Producer responsibilities
 - a. Application completion
Ref: WAC284-30-630
 - b. Policy delivery
Ref: WAC284-30-580
- B. Health Insurance Reform**
1. Definitions
Ref: 48.43.005
 2. Individual health benefit plans-preexisting conditions
Ref: 48.43.012
 3. Health benefit plans-preexisting conditions
Ref: 48.43.015
 4. Requirement to complete the standard health questionnaire/exemptions
Ref: 48.43.018
 5. Individual health benefit plans – mandatory benefits
Ref: 48.43.041
 6. Maternity services
Ref: 48.43.115 (3A), (3F)
 7. Patient bill of rights
Ref: 48.43.500-.550
- C. Policy clauses, exclusions, and provisions**
1. Minimum standards
Ref: RCW 48.20.460
- D. Health care services and Health Maintenance Organizations (HMO's)**
Ref: 48.43.535
1. Definitions
Ref: 48.44.010; 48.46.020
 2. Chemical dependency
Ref: 48.44.240, .245; 48.46.350, .355; WAC284-53-005, 010
 3. Conversion/continuation
Ref: 48.44.360-.380; 48.46.440-.460
 4. Coverage of newborn
Ref: 48.46.250
- E. Health Insurance Coverage Access Act**
1. Intent
Ref: 48.41.020
 2. Eligibility
Ref: 48.41.100
 3. Coverage available
Ref: 48.41.110
 4. Deductibles
Ref: 48.41.120
 5. Policy forms
Ref: 48.41.130
 6. Medicare Supplement
Ref: 48.41.150

LIFE AND DISABILITY- GENERAL KNOWLEDGE CONTENT OUTLINE

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

- I. TYPES OF POLICIES 12**
- A. Traditional whole life products**
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- B. Interest/market-sensitive life products**
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- C. Term life**
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- D. Annuities**
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- E. Combination plans and variations**
1. Joint life
 2. Survivorship life (second to die)
- II. POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS 19**
- A. Policy riders**
1. Waiver of premium and waiver of premium with disability income
 2. Guaranteed insurability
 3. Payor benefit
 4. Accidental death and/or accidental death and dismemberment
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 6. Other insureds (e.g., spouse, children, nonfamily)
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- B. Policy provisions and options**
1. Entire contract
 2. Insuring clause
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 - a. Primary and contingent

b. Revocable and irrevocable	
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14. Suicide	
15. Misstatement of age and gender	
16. Settlement options	
17. Accelerated death benefits	
C. Policy exclusions	
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8. USA PATRIOT Act/anti-money laundering	
B. Underwriting	
1. Insurable interest	
2. Medical information and consumer reports	
3. Fair Credit Reporting Act	
4. Risk classification	
5. Stranger-originated life insurance (STOLI)	
6. Investor-originated life insurance (IOLI)	
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B. Group life insurance	
1. Conversion privilege	
2. Contributory vs. noncontributory	
C. Retirement plans	
1. Tax-qualified plans	
2. Nonqualified plans	
D. Life insurance needs analysis/suitability	
1. Personal insurance needs	
2. Business insurance needs	
a. Key person	
E. Social Security benefits and taxes	
F. Tax treatment of insurance premiums, proceeds, and dividends	
1. Individual life	
2. Group life	
3. Modified Endowment Contracts (MECs)	
V. TYPES OF POLICIES 14	
A. Disability income	
1. Individual disability income policy	
2. Business overhead expense policy	
3. Business disability buyout policy	
4. Group disability income policy	
5. Key employee/partner policies	
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4. Preferred Provider Organizations (PPOs)	
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9. Stop loss	
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1. Group conversion	
2. Differences between individual and group contracts	
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F. Long Term Care (LTC)	
1. Individual LTC contracts	
2. Group/voluntary LTC contracts	
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1. Cancer (or specified diseases) plans	
2. Critical illness plans	
3. Worksite (employer-sponsored) plans	
4. Hospital indemnity plans	
5. Dental	
6. Vision	
VI. POLICY PROVISIONS, CLAUSES, AND RIDERS..... 20	
A. Mandatory provisions	
1. Entire contract	
2. Time limit on certain defenses (incontestable)	
3. Grace period	
4. Reinstatement	
5. Notice of claim	
6. Claim forms	
7. Proof of loss	
8. Time of payment of claims	
9. Payment of claims	
10. Physical examination and autopsy	
11. Legal actions	
12. Change of beneficiary	
13. Misstatement of age	
B. Optional provisions	

- C. Other provisions and clauses**
 - 1. Insuring clause
 - 2. Free look
 - 3. Consideration clause
 - 4. Probationary period
 - 5. Elimination period
 - 6. Waiver of premium
 - 7. Exclusions
 - 8. Preexisting conditions
 - 9. Recurrent disability
 - 10. Coinsurance
 - 11. Deductibles
 - 12. Eligible expenses
 - 13. Copayments
 - 14. Pre-authorizations and prior approval requirements
 - 15. Usual, reasonable, and customary (URC) charges
 - 16. Lifetime, annual, or per cause maximum benefit limits

- D. Riders**
 - 1. Impairment/exclusions
 - 2. Guaranteed insurability
 - 3. Multiple indemnity (double, triple)

- E. Rights of renewability**
 - 1. Noncancelable
 - 2. Cancelable
 - 3. Guaranteed renewable
 - 4. Conditionally renewable
 - 5. Optionally renewable
 - 6. Period of time for renewal

VII. SOCIAL INSURANCE..... 3

- A. Medicare**
 - 1. Primary, secondary payor
 - 2. Medicare Parts A, B, C, D
- B. Medicaid**
- C. Social Security benefits**

VIII. OTHER INSURANCE CONCEPTS..... 4

- A. Total, partial, and residual disability**
- B. Owner's rights**
- C. Dependent children benefits**
- D. Primary and contingent beneficiaries**
- E. Modes of premium payments (annual, semiannual, etc.)**
- F. Nonduplication and coordination of benefits (e.g., primary vs. excess)**
- G. Occupational vs. non-occupational**
- H. Tax treatment of premiums and proceeds of insurance contracts (e.g., disability income and medical expenses, etc.)**
- I. Managed care**
- J. Workers Compensation**
- K. Subrogation**

IX. FIELD UNDERWRITING PROCEDURES 9

- A. Completing application and obtaining necessary signatures**
- B. Explaining sources of insurability information (e.g., MIB Report, Fair Credit Reporting Act, etc.)**
- C. Initial premium payment and receipt and consequences of the receipt (e.g., medical examination, etc.)**

- D. Submitting application (and initial premium if collected) to company for underwriting**
- E. Ensuring delivery of policy and related documents to client**
- F. Explaining policy and its provisions, riders, exclusions, and ratings to clients**
- G. Replacement**
- H. Contract law**
 - 1. Elements of a contract
 - 2. Insurable interest
 - 3. Warranties and representations
 - 4. Unique aspects of the health contract
 - a. Conditional
 - b. Unilateral
 - c. Adhesion

**LIFE AND DISABILITY-
WASHINGTON SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules and Regulations

(45 scoreable questions plus 5 pretest questions)

Ref: References are from the revised Code of Washington Title 48 (RCW-48) and the Washington Administrative Code (WAC) Title 284.

I. WASHINGTON LAWS, RULES, AND REGULATIONS COMMON TO LIFE, DISABILITY, PROPERTY, AND CASUALTY INSURANCE19

- A. Commissioner**
 - 1. Broad powers
Ref: 48.01.010, .020, .030, .035, .040, .053, .060, .070, .080, .150, .180, .190, .230, .235, .250, .260, .280; 48.02.010, .020, .060, .080, .100, .160; WAC 284-02-010
 - 2. Examination of records
Ref: 48.03.010-.020; WAC 284-03-015, 030
 - 3. Notice of hearing
Ref: 48.04.010-.140
 - 4. Rates and forms
Ref: 48.18.100; 48.19.010, .040; 48.17.490
 - 5. Penalties
Ref: 48.17.530-.560
 - 6. Unlicensed activities
Ref: 48.17.063
- B. Terms and Concepts**
 - 1. Insurance
Ref: 48.01.040
 - 2. Insurer
Ref: 48.01.050; 48.09.110, .120, .300
 - 3. Insurance transaction
Ref: 48.01.060
 - 4. Authorized and unauthorized certificate of authority
Ref: 48.15, .020, .040; 48.05.215; 48.05.030
 - 5. Domestic, foreign, and alien
Ref: 48.05.010; 48.09.110, .120
 - 6. Guaranty Association
 - a. Life - Disability
Ref: 48.32A 015-.085
 - b. Property - Casualty

- Ref: 48.32.010, .020, .030, .060, (1 A i)*
7. Fraternal (Life and Disability test only)
Ref: 48.36A.010
- C. Licensing**
1. Persons required to be licensed
Ref: 48.17.060, .090
- a. Producer
Ref: 48.17.010; 48.17.420; 48.17.010, .420; WAC 284-17-015
- b. Adjuster
Ref: 48.17.010; 48.17.390; 48.17.410
- c. Limited lines
Ref: 48.17.170
- d. Temporary
Ref: 48.17.510
- e. Nonresident
Ref: 48.17.173; WAC284-17-122
- f. Exemptions
Ref: 48.17.010, .062, .110
2. Appointments/termination of appointments
Ref: 48.17.160; WAC 284-17- 429 to 483, 490
3. Penalties for noncompliance
- a. Refusal/nonrenewal
Ref: 48.17.530, .540
- b. Suspension/revocation
Ref: 48.17.530, .540, .550
- c. Fines
Ref: 48.17.560
4. Maintenance and duration of license
- a. Renewal
Ref: WAC 284-17-423; 48.14.010
- b. Continuing education
Ref: WAC 284-17-200 to 256
- c. Late renewal/reinstatement
Ref: WAC 284-17-490; RCW 48.17.170
- D. Marketing Practices**
1. Protection of public interest
Ref: 48.01.030
2. Unfair practices
Ref: 48.30.010-330
- a. Unfair claims methods and trade practices
Ref: WAC284-30-300 to 380, 400, 570-590, 660,670
- i. Life – Disability
Ref: WAC284-30-450, 600 to 650
- ii. Property – Casualty
Ref: WAC284-30-390 to 395, WAC 284-30-500 to 560,700,750
- b. Producer's Compensation Disclosure
Ref: RCW 48.17.270
- c. Rebating/illegal dealing in premiums
Ref: 48.30.140, .190
- d. Illegal inducements
Ref: 48.30.150
- e. Twisting
Ref: 48.30.180
- f. Misrepresentation
Ref: 48.30.090, .210
- g. Defamation of insurer
Ref: 48.30.080
- h. Discrimination
Ref: 48.30.300; 48.18.480
- i. Failure to issue proper receipts
Ref: WAC284-30-550
- j. Penalties
Ref: 48.17.530-.560; 48.30.010
- k. Advertising
Ref: 48.30.040-.080
3. Producer responsibilities
- a. Policy delivery
Ref: WAC284-30-580
- b. Premium accountability
Ref: 48.17.480
- c. Separate account requirement
Ref: 48.17.600; WAC284-12-080
- d. Reply to the Insurance Commissioner
Ref: 48.17.475
- e. Burden of determining authorization
Ref: 48.17.067
4. Compensation of licensees
- a. Receiving compensation
Ref: 48.17.490
- b. Charges for extra services
Ref: 48.30.157; 48.17.270
- II. WASHINGTON LAWS, RULES, AND REGULATIONS PERTINENT TO LIFE INSURANCE ONLY 13**
Ref: 48.23.015, .030, .040, .050, .060, .070, .075, .260, .440 (2); 48.24.110, .120, .130, .140, .170, .210, .270
- A. Marketing methods and practices**
1. Replacement
- a. Purpose
Ref: WAC284-23-400, 455(4)
- b. Definition
Ref: WAC284-23-410, 420
- c. Duties of insurers
Ref: WAC284-23-440, 450, 455
- d. Exemptions
Ref: WAC284-23-430
2. Disclosure
- a. Purpose
Ref: WAC284-23-200
- b. Definitions
Ref: WAC284-23-220
- c. Requirements
Ref: WAC284-23-230, 240, 320, 350
- d. Exemptions
Ref: WAC284-23-210
3. Life Insurance Policy Illustration
Ref: 48.23A.005, .010, .020, .060, .070, .090
4. Annuity Suitability Education
Ref: WAC284.17.265
- B. Policy clauses and provisions**
1. Return of policy and refund of premium
Ref: 48.23.380
2. Conversion privileges
Ref: 48.24.180, .190, .200
3. Policy loans

- Ref: 48.23.085*
- 4. Policy settlement
Ref: 48.23.300, .310

C. Group life

- 1. Assignment of proceeds
Ref: 48.18.375
- 2. Eligible groups
Ref: 48.24.010, .020, .030
- 3. Payment of proceeds
Ref: 48.24.270

III. WASHINGTON LAWS, RULES, AND REGULATIONS PERTINENT TO ACCIDENT AND HEALTH (DISABILITY) INSURANCE ONLY 13

Ref: RCW 48.01.035, .230, .235, .260
WAC 284-02-010

A. Marketing methods and practices

- 1. Outline of coverage/disclosure
Ref: WAC284-50-410 to 440
- 2. Medicare Supplement Health Insurance Act
Ref: WAC284-66-010, 020
 - a. Definitions
Ref: 284-66-030, 040
 - b. Outlines of Coverage/ Disclosure
Ref: 284-66-080, 120, 135
 - c. Buyer's Guide
Ref: 284-66-110
 - d. Replacement forms
Ref: 284-66-130, 142
 - e. Application responsibilities
Ref: 284-66-340
 - f. Pre-existing conditions
Ref: 284-66-170
 - g. Regulations
Ref: 284-66-310, 330, 340, 350
 - h. Free Look
Ref: 284-66-120
 - i. Guarantee Issue
Ref: 284-66-064 (4a, 4b)
- 3. Long-Term Care Education Requirements
Ref: 48.83.130 WAC284-17-262,264,265
- 4. Long-Term Care Insurance
Ref: 48.83.020
 - a. Definition
Ref: RCW 48.83.020
- 5. Health Care False Claim Act
Ref: RCW 48.80.010, .020, .030
 - a. Purpose
Ref: 48.80.010
 - b. Penalty for noncompliance
Ref: 48.80.030
- 6. Producer responsibilities
 - a. Application completion
Ref: WAC284-30-630
 - b. Policy delivery
Ref: WAC284-30-580

B. Health Insurance Reform

- 1. Definitions
Ref: 48.43.005

- 2. Individual health benefit plans-preexisting conditions
Ref: 48.43.012
- 3. Health benefit plans-preexisting conditions
Ref: 48.43.015
- 4. Requirement to complete the standard health questionnaire/exemptions
Ref: 48.43.018
- 5. Individual health benefit plans – mandatory benefits
Ref: 48.43.041
- 6. Maternity services
Ref: 48.43.115 (3A), (3F)
- 7. Patient bill of rights
Ref: 48.43.500-.550

C. Policy clauses, exclusions, and provisions

- 1. Minimum standards
Ref: RCW 48.20.460
- 2. Standard provisions
Ref: RCW 48.20.032-152
- 3. Optional provisions
Ref: RCW 48.20.162-.262

D. Health Care Service Contractors (HCSC) and Health Maintenance Organizations (HMO's)

- Ref: 48.43.535*
- 1. Definitions
Ref: 48.44.010; 48.46.020
 - 2. Chemical dependency
Ref: 48.44.240, .245; 48.46.350, .355; WAC284-53-005, 010
 - 3. Conversion/continuation
Ref: 48.44.360-.380; 48.46.440-.460
 - 4. Coverage of newborn
Ref: 48.46.250

E. Health Insurance Coverage Access Act

- 1. Intent
Ref: 48.41.020
- 2. Eligibility
Ref: 48.41.100
- 3. Coverage available
Ref: 48.41.110
- 4. Deductibles
Ref: 48.41.120
- 5. Policy forms
Ref: 48.41.130
- 6. Medicare Supplement
Ref: 48.41.150

**PROPERTY-GENERAL KNOWLEDGE
CONTENT OUTLINE**

Product Knowledge, Terms and Concepts

(50 scoreable questions plus 10 pretest questions)

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.

I. TYPES OF POLICIES 25

A. Homeowners

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

B. Dwelling policies

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

C. Commercial lines

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

D. Inland marine

- 1. Personal Articles floaters
- 2. Commercial Property floaters
- 3. Nationwide Definition

E. National Flood Insurance Program

F. Others

- 1. Earthquake
- 2. Mobile Homes
- 3. Watercraft
- 4. Farm Owners
- 5. Crop/hail
- 6. Windstorm

II. INSURANCE TERMS AND RELATED CONCEPTS 14

A. Insurance

- 1. Law of Large Numbers

B. Insurable interest

C. Risk

- 1. Pure vs. Speculative Risk

D. Hazard

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

E. Peril

F. Loss

- 1. Direct
- 2. Indirect

G. Loss Valuation

- 1. Actual cash value
- 2. Replacement cost
- 3. Market value
- 4. Stated 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. Medical Payments

V. Blanket vs. Specific

W. Burglary, Robbery, Theft, and Mysterious Disappearance

III. POLICY PROVISIONS AND CONTRACT LAW 11

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions

E. Definition of the insured

F. Duties of the insured

G. Obligations of the insurance company

H. Mortgagee rights

I. Proof of loss

J. Notice of claim

K. Appraisal

L. Other Insurance Provision

M. Assignment

N. Subrogation

O. Elements of a contract

P. Warranties, representations, and concealment

Q. Sources of underwriting information

R. Fair Credit Reporting Act

S. Privacy Protection (Gramm Leach Bliley)

T. Policy Application

U. Terrorism Risk Insurance Act (TRIA)

**PROPERTY-WASHINGTON SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules and Regulations

(30 scoreable questions plus 5 pretest questions)

Ref: References are from the revised Code of Washington Title 48 (RCW-48) and the Washington Administrative Code (WAC) Title 284.

**I. WASHINGTON LAWS, RULES, AND REGULATIONS
COMMON TO LIFE, DISABILITY, PROPERTY, AND
CASUALTY INSURANCE 15**

A. Commissioner

- 1. Broad powers

Ref: 48.01.010, .020, .030, .040, .053, .060, .070, .080, .150, .180, .190, .250, .280; 48.02.010, .020, .060, .080, .100, .160; WAC 284-02-010

- 2. Examination of records

Ref: 48.03.010-.020; WAC 284-03-015, 030

- 3. Notice of hearing
Ref: 48.04.010-.140
 - 4. Rates and forms
Ref: 48.18.100; 48.19.010, .040; 48.17.490
 - 5. Penalties
Ref: 48.17.530-.560
 - 6. Unlicensed activities
Ref: 48.17.063
 - B. Terms and Concepts**
 - 1. Insurance
Ref: 48.01.040
 - 2. Insurer
Ref: 48.01.050; 48.09.110, .120, .300
 - 3. Insurance transaction
Ref: 48.01.060
 - 4. Authorized and unauthorized certificate of authority
Ref: 48.15, .020, .040; 48.05.215; 48.05.030
 - 5. Domestic, foreign, and alien
Ref: 48.05.010; 48.09.110, .120
 - 6. Guaranty Association
 - a. Life - Disability
Ref: 48.32A 015-.085
 - b. Property - Casualty
Ref: 48.32.010, .020, .030, .060, (1 A i)
 - C. Licensing**
 - 1. Persons required to be licensed
Ref: 48.17.060, .090, .460
 - a. Producer
Ref: 48.17.010; 48.17.420; 48.17.010, .420; WAC 284-17-015
 - b. Adjuster
Ref: 48.17.010; 48.17.390; 48.17.410
 - c. Limited lines
Ref: 48.17.170
 - d. Temporary
Ref: 48.17.510
 - e. Nonresident
Ref: 48.17.173; WAC284-17-122
 - f. Exemptions
Ref: 48.17.010, .062, .110
 - 2. Appointments/termination of appointments
Ref: 48.17.160; WAC 284-17- 429 to 483, 490
 - 3. Penalties for noncompliance
 - a. Refusal/nonrenewal
Ref: 48.17.530, .540
 - b. Suspension/revocation
Ref: 48.17.530, .540, .550
 - c. Fines
Ref: 48.17.560
 - 4. Maintenance and duration of license
 - a. Renewal
Ref: WAC 284-17-423; 48.14.010
 - b. Continuing education
Ref: WAC 284-17-200 to 256
 - c. Late renewal/reinstatement
Ref: WAC 284-17-490; RCW 48.17.170
 - D. Marketing Practices**
 - 1. Protection of public interest
Ref: 48.01.030
 - 2. Unfair practices
Ref: 48.30.010-.330
 - a. Unfair claims methods and trade practices
Ref: WAC284-30-300 to 380, 400, 570-590, 660, 670
 - i. Life – Disability
Ref: WAC284-30-450, 600 to 650
 - ii. Property – Casualty
Ref: WAC284-30-390 to 395, WAC 284-30-500 to 560, 700, 750
 - b. Producer’s Compensation Disclosure
Ref: RCW 48.17.270
 - c. Rebating/illegal dealing in premiums
Ref: 48.30.140, .190
 - d. Illegal inducements
Ref: 48.30.150
 - e. Twisting
Ref: 48.30.180
 - f. Misrepresentation
Ref: 48.30.090, .210
 - g. Defamation of insurer
Ref: 48.30.080
 - h. Discrimination
Ref: 48.30.300; 48.18.480
 - i. Failure to issue proper receipts
Ref: WAC284-30-550
 - j. Penalties
Ref: 48.17.530-.560; 48.30.010
 - k. Advertising
Ref: 48.30.040-.080
 - 3. Producer responsibilities
 - a. Policy delivery
Ref: WAC284-30-580
 - b. Premium accountability
Ref: 48.17.480
 - c. Separate account requirement
Ref: 48.17.600; WAC284-12-080
 - d. Reply to the Insurance Commissioner
Ref: 48.17.475
 - 4. Compensation of licensees
 - a. Receiving compensation
Ref: 48.17.490
 - b. Charges for extra services
Ref: 48.30.157; 48.17.270
- II. WASHINGTON LAWS, RULES, AND REGULATIONS PERTINENT TO PROPERTY AND CASUALTY INSURANCE ONLY13**
 - A. Surplus Lines**
Ref: 48.15.040
 - B. Cancellation/Nonrenewal**
 - 1. Commercial property and casualty policies
Ref: 48.18.290, .2901
 - 2. Personal lines
 - a. Credit scoring – Adverse action
Ref: 48.18.545(3, 4, 5)
 - C. Homeowners**
 - 1. Cancellation
 - a. By the company

- Ref: 48.18.289, .290; WAC284-30-570, 700*
- b. By the insured
Ref: 48.18.300
- 2. Nonrenewal
Ref: 48.18.289, .290, .2901; WAC284-30-570, 700
- 3. Actual reason required
Ref: WAC 284-30-570
- D. Applications and binders**
Ref: WAC284-30-560; 48.18.070
- 1. Binding coverage
Ref: 48.18.220-.240
- E. Producer responsibilities**
- 1. Required records and record retention
Ref: RCW 48.17.470
- 2. Place of business
Ref: RCW 48.17.450
- 3. Notify Commissioner of a change in address
Ref: WAC 284.17.005
- F. Producers' contracts**
Ref: 48.17.591
- G. Property and Casualty Insurance Guaranty Association**
Ref: 48.32.010, .020, .030, .060 (lai)

III. WASHINGTON LAWS, RULES, AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY 2

- A. Overinsurance**
Ref: 48.27.010
- B. Fair access to insurance requirements plan**
Ref: WAC284-19-010, 050, 100, 110, 130, 165
- C. Flood Training** *48.17.153*

**CASUALTY-GENERAL KNOWLEDGE
CONTENT OUTLINE**

Product Knowledge, Terms and Concepts

(50 scoreable questions plus 10 pretest questions)

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.

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
 - (1) Occurrence
 - (2) Claims made
 - (a) Extended Reporting Periods: Basic and Supplemental
 - (b) Retroactive Date
 - b. Coverage B: Personal Injury and Advertising Injury
 - c. Coverage C: Medical Payments
 - d. Supplemental Payments

- e. Who is an insured
- f. Limits
- g. Damage to Property of Others
 - (1) Per occurrence
 - (2) Annual Aggregate
- B. Automobile: personal auto and business auto**
- 1. Liability
 - a. Bodily Injury
 - b. Property Damage
 - c. Split Limits
 - d. Combined Single Limit
- 2. Medical Payments
- 3. Physical Damage (collision; other than collision; specified perils)
- 4. Uninsured motorists
- 5. Underinsured motorists
- 6. Who is an insured
- 7. Types of Auto
 - a. Owned
 - b. Non-owned
 - c. Hired
 - d. Temporary Substitute
 - e. Newly Acquired Autos
 - f. Transportation Expense and Rental Reimbursement Expense
- 8. Garage Coverage Form, including Garagekeepers Insurance
- 9. Exclusions
- 10. Individual Insured and Drive Other Car (DOC)

C. Workers Compensation Insurance, Employers Liability Insurance, and Related Issues

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

- 1. Standard policy concepts
 - a. Who is an employee/employer
 - b. Compensation
 - (1) Loss of wages
 - (2) Medical
 - (3) Disability
 - (4) Vocational Rehabilitation
 - (5) Death/Survivor
- 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

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)

G. Umbrella/Excess Liability

II. INSURANCE TERMS AND RELATED CONCEPTS 15

A. Risk

B. Hazards

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

C. Indemnity

D. Insurable interest

E. Actual cash 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. Additional (supplementary) payments

I. Proof of loss

J. Notice of claim

K. Arbitration

L. Other insurance

M. Subrogation

N. Loss settlement provisions including consent to settle a loss

O. Terrorism Risk Insurance Act (TRIA)

I. WASHINGTON LAWS, RULES, AND REGULATIONS COMMON TO LIFE, DISABILITY, PROPERTY, AND CASUALTY INSURANCE 12

A. Commissioner

1. Broad powers

Ref: 48.01.010, .020, .030, .040, .053, .060, .070, .080, .150, .180, .190, .250, .280; 48.02.010, .020, .060, .080, .100, .160; WAC 284-02-010

2. Examination of records

Ref: 48.03.010-.020; WAC 284-03-015, 030

3. Notice of hearing

Ref: 48.04.010-.140

4. Rates and forms

Ref: 48.18.100; 48.19.010, .040; 48.17.490

5. Penalties

Ref: 48.17.530-.560

6. Unlicensed activities

Ref: 48.17.063

B. Terms and Concepts

1. Insurance

Ref: 48.01.040

2. Insurer

Ref: 48.01.050; 48.09.110, .120, .300

3. Insurance transaction

Ref: 48.01.060

4. Authorized and unauthorized certificate of authority

Ref: 48.15, .020, .040; 48.05.215; 48.05.030

5. Domestic, foreign, and alien

Ref: 48.05.010; 48.09.110, .120

6. Guaranty Association

a. Life - Disability

Ref: 48.32A 015-.085

b. Property - Casualty

Ref: 48.32.010, .020, .030, .060, (1 A i)

C. Licensing

1. Persons required to be licensed

Ref: 48.17.060, .090

a. Producer

Ref: 48.17.010; 48.17.420; 48.17.010, .420; WAC 284-17-015

b. Adjuster

Ref: 48.17.010; 48.17.390; 48.17.410

c. Limited lines

Ref: 48.17.170

d. Temporary

Ref: 48.17.510

e. Nonresident

Ref: 48.17.173; WAC284-17-122

f. Exemptions

Ref: 48.17.010, .062, .110

2. Appointments/termination of appointments

Ref: 48.17.160; WAC 284-17- 429 to 483, 490

3. Penalties for noncompliance

a. Refusal/nonrenewal

Ref: 48.17.530, .540

b. Suspension/revocation

Ref: 48.17.530, .540, .550

c. Fines

**CASUALTY-WASHINGTON SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules and Regulations

(30 scoreable questions plus 5 pretest questions)

Ref: References are from the revised Code of Washington Title 48 (RCW-48) and the Washington Administrative Code (WAC) Title 284.

- Ref: 48.17.560*
- 4. Maintenance and duration of license
 - a. Renewal
Ref: WAC 284-17-423; 48.14.010
 - b. Continuing education
Ref: WAC 284-17-200 to 256
 - c. Late renewal/reinstatement
Ref: WAC 284-17-490; RCW 48.17.170

D. Marketing Practices

- 1. Protection of public interest
Ref: 48.01.030
- 2. Unfair practices
Ref: 48.30.010-.330
 - a. Unfair claims methods and trade practices
Ref: WAC284-30-300 to 380, 400, 570-590, 660,670
 - i. Life – Disability
Ref: WAC284-30-450, 600 to 650
 - ii. Property – Casualty
Ref: WAC284-30-390 to 395; WAC 284-30-500 to 560, 700, 750
 - b. Producer’s Compensation Disclosure
Ref: RCW 48.17.270
 - c. Rebating/illegal dealing in premiums
Ref: 48.30.140, .190
 - d. Illegal inducements
Ref: 48.30.150
 - e. Twisting
Ref: 48.30.180
 - f. Misrepresentation
Ref: 48.30.090, .210
 - g. Defamation of insurer
Ref: 48.30.080
 - h. Discrimination
Ref: 48.30.300; 48.18.480
 - i. Failure to issue proper receipts
Ref: WAC284-30-550
 - j. Penalties
Ref: 48.17.530-.560; 48.30.010
 - k. Advertising
Ref: 48.30.040-.080
- 3. Producer responsibilities
 - a. Policy delivery
Ref: WAC284-30-580
 - b. Premium accountability
Ref: 48.17.480
 - c. Separate account requirement
Ref: 48.17.600; WAC284-12-080
 - d. Reply to the Insurance Commissioner
Ref: 48.17.475
- 4. Compensation of licensees
 - a. Receiving compensation
Ref: 48.17.490
 - b. Charges for extra services
Ref: 48.30.157; 48.17.270

II. WASHINGTON LAWS, RULES, AND REGULATIONS PERTINENT TO PROPERTY AND CASUALTY INSURANCE ONLY 12

A. Surplus Lines

Ref: 48.15.040

B. Cancellation/Nonrenewal

- 1. Commercial property and casualty policies
Ref: 48.18.290, .2901
- 2. Personal lines
 - a. Credit scoring – Adverse action
Ref: 48.18.545(3, 4, 5)

C. Homeowners

- 1. Cancellation
 - a. By the company
Ref: 48.18.289, .290; WAC284-30-570, 700
 - b. By the insured
Ref: 48.18.300
- 2. Nonrenewal
Ref: 48.18.289, .290, .2901; WAC284-30-570, 700
- 3. Actual reason required
Ref: WAC 284-30-570

D. Applications and binders

Ref: WAC284-30-560; 48.18.070

- 1. Binding coverage
Ref: 48.18.220-.240

E. Producer responsibilities

- 1. Required records and record retention
Ref: RCW 48.17.470
- 2. Place of business
Ref: RCW 48.17.450
- 3. Notify Commissioner of a change in address
Ref: WAC 284.17.005

F. Producers’ contracts

Ref: 48.17.591

G. Property and Casualty Insurance Guaranty Association

Ref: 48.32.010, .020, .030, .060 (Iai)

III. WASHINGTON LAWS, RULES, AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY 6

A. Automobile insurance

- 1. Provisions
 - a. Underinsured Motorists
 - 1) Bodily injury
Ref: 48.22.030
 - 2) Property damage
Ref: 48.22.030
 - 3) Stacking
Ref: 48.22.030
 - 4) Insurer insolvency
Ref: 48.22.040
 - b. Liability
Ref: Title 46.04.382; 46.29.260; 46.30.020
- 2. Renewal, nonrenewal, and cancellation
Ref: 48.18.289
 - a. Cancellation and nonrenewal by insurer
Ref: 48.18.290, .291, .292
 - b. Cancellation by insured
Ref: 48.18.300
 - c. Cancellation by Commissioner
Ref: 48.18.310
 - d. Unfair practices

Ref: WAC284-30-570

- 3. Assigned Risk Plans
Ref: 48.22.020

B. Financial responsibility

- 1. Proof of financial responsibility defined
Ref: 46.29.090, .260
- 2. Persons required to show proof
Ref: 46.29.060
- 3. Methods of satisfying financial responsibility
Ref: 46.29.260, .450

C. Personal Injury Protection (PIP) endorsement

- 1. Purpose
- 2. Benefits
Ref: WAC 284-30-395; RCW 48.22.085, .090, .095, .100

D. Workers' Compensation

- Ref: 51.04.010; 51.08.040, .175
- 1. Purpose
- 2. Definitions
- 3. Type of law
 - a. Compulsory
 - b. Monopolistic

- 2. Commercial Property floaters
- 3. Nationwide Definition

E. National Flood Insurance Program

F. Others

- 1. Earthquake
- 2. Mobile Homes
- 3. Watercraft
- 4. Farm Owners
- 5. Crop/hail
- 6. Windstorm

II. INSURANCE TERMS AND RELATED CONCEPTS..... 14

A. Insurance

- 1. Law of Large Numbers

B. Insurable interest

C. Risk

- 1. Pure vs. Speculative Risk

D. Hazard

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

E. Peril

F. Loss

- 1. Direct
- 2. Indirect

G. Loss Valuation

- 1. Actual cash value
- 2. Replacement cost
- 3. Market value
- 4. Stated 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. Medical Payments

V. Blanket vs. Specific

W. Burglary, Robbery, Theft, and Mysterious Disappearance

III. POLICY PROVISIONS AND CONTRACT LAW 11

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions

E. Definition of the insured

F. Duties of the insured

**PROPERTY AND CASUALTY-
GENERAL KNOWLEDGE
CONTENT OUTLINE**

Product Knowledge, Terms and Concepts

(100 scoreable questions plus 20 pretest questions)

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.

I. TYPES OF POLICIES 25

A. Homeowners

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

B. Dwelling policies

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

C. Commercial lines

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

D. Inland marine

- 1. Personal Articles floaters

- G. Obligations of the insurance company**
- H. Mortgagee rights**
- I. Proof of loss**
- J. Notice of claim**
- K. Appraisal**
- L. Other Insurance Provision**
- M. Assignment**
- N. Subrogation**
- O. Elements of a contract**
- P. Warranties, representations, and concealment**
- Q. Sources of underwriting information**
- R. Fair Credit Reporting Act**
- S. Privacy Protection (Gramm Leach Bliley)**
- T. Policy Application**
- U. Terrorism Risk Insurance Act (TRIA)**

IV. 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
 - (1) Occurrence
 - (2) Claims made
 - (a) Extended Reporting Periods: Basic and Supplemental
 - (b) Retroactive Date
 - b. Coverage B: Personal Injury and Advertising Injury
 - c. Coverage C: Medical Payments
 - d. Supplemental Payments
 - e. Who is an insured
 - f. Limits
 - g. Damage to Property of Others
 - (1) Per occurrence
 - (2) Annual Aggregate
- B. Automobile: personal auto and business auto**
 - 1. Liability
 - a. Bodily Injury
 - b. Property Damage
 - c. Split Limits
 - d. Combined Single Limit
 - 2. Medical Payments
 - 3. Physical Damage (collision; other than collision; specified perils)
 - 4. Uninsured motorists
 - 5. Underinsured motorists
 - 6. Who is an insured
 - 7. Types of Auto
 - a. Owned
 - b. Non-owned
 - c. Hired
 - d. Temporary Substitute
 - e. Newly Acquired Autos
 - f. Transportation Expense and Rental Reimbursement Expense
 - 8. Garage Coverage Form, including Garagekeepers Insurance

- 9. Exclusions
- 10. Individual Insured and Drive Other Car (DOC)
- C. Workers Compensation Insurance, Employers Liability Insurance, and Related Issues**

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

 - 1. Standard policy concepts
 - a. Who is an employee/employer
 - b. Compensation
 - (1) Loss of wages
 - (2) Medical
 - (3) Disability
 - (4) Vocational Rehabilitation
 - (5) Death/Survivor
 - 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
- 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)
- G. Umbrella/Excess Liability**

V. INSURANCE TERMS AND RELATED CONCEPTS 15

- A. Risk**
- B. Hazards**
 - 1. Moral
 - 2. Morale
 - 3. Physical
- C. Indemnity**
- D. Insurable interest**
- E. Actual cash value**
- F. Negligence**
- G. Liability**
- H. Occurrence**
- I. Binders**
- J. Warranties**
- K. Representations**
- L. Concealment**
- M. Deposit Premium/Audit**
- N. Certificate of Insurance**
- O. Law of Large Numbers**
- P. Pure vs. Speculative Risk**
- Q. Endorsements**
- R. Damages**
 - 1. Compensatory

- a. General
- b. Special
- 2. Punitive

S. Compliance with provisions of Fair Credit Reporting Act

VI. POLICY PROVISIONS..... 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. Additional (supplementary) payments**
 - I. Proof of loss**
 - J. Notice of claim**
 - K. Arbitration**
 - L. Other insurance**
 - M. Subrogation**
 - N. Loss settlement provisions including consent to settle a loss**
 - O. Terrorism Risk Insurance Act (TRIA)**

- Ref: 48.15, .020, .040; 48.05.215; 48.05.030*
- 5. Domestic, foreign, and alien
Ref: 48.05.010; 48.09.110, .120
- 6. Guaranty Association
 - a. Life - Disability
Ref: 48.32A 015-.085
 - b. Property - Casualty
Ref: 48.32.010, .020, .030, .060, (1 A i);

C. Licensing

- 1. Persons required to be licensed
Ref: 48.17.060, .090. 48.17.460
 - a. Producer
Ref: 48.17.010; 48.17.420; 48.17.010, .420; WAC 284-17-015
 - b. Adjuster
Ref: 48.17.010; 48.17.390; 48.17.410
 - c. Limited lines
Ref: 48.17.170
 - d. Temporary
Ref: 48.17.510
 - e. Nonresident
Ref: 48.17.173; WAC284-17-122
 - f. Exemptions
Ref: 48.17.010, .062, .110
- 2. Appointments/termination of appointments
Ref: 48.17.160; WAC 284-17- 429 to 483
- 3. Penalties for noncompliance
 - a. Refusal/nonrenewal
Ref: 48.17.530, .540
 - b. Suspension/revocation
Ref: 48.17.530, .540, .550
 - c. Fines
Ref: 48.17.560
- 4. Maintenance and duration of license
 - a. Renewal
Ref: WAC 284-17-423; 48.14.010
 - b. Continuing education
Ref: WAC 284-17-200 to 256
 - c. Late renewal/reinstatement
Ref: WAC 284-17-490; RCW 48.17.170

D. Marketing Practices

- 1. Protection of public interest
Ref: 48.01.030
- 2. Unfair practices
Ref: 48.30.010-.330
 - a. Unfair claims methods and trade practices
Ref: WAC284-30-300 to 380, 400, 570-590, 660,670
 - i. Life – Disability
Ref: WAC284-30-450, 600 to 650
 - ii. Property – Casualty
Ref: WAC284-30-390 to 395, WAC 284-30-500 to 560,700,750
 - b. Producer's Compensation Disclosure
Ref: RCW 48.17.270
 - c. Rebating/illegal dealing in premiums
Ref: 48.30.140, .190
 - d. Illegal inducements

**PROPERTY AND CASUALTY-
WASHINGTON SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules and Regulations
(45 scoreable questions plus 5 pretest questions)

Ref: References are from the revised Code of Washington Title 48 (RCW-48) and the Washington Administrative Code (WAC) Title 284.

**I. WASHINGTON LAWS, RULES, AND REGULATIONS
COMMON TO LIFE, DISABILITY, PROPERTY, AND
CASUALTY INSURANCE 18**

A. Commissioner

- 1. Broad powers
Ref: 48.01.010, .020, .030, .040, .053, .060, .070, .080, .150, .180, .190, .250, .280; 48.02.010, .020, .060, .080, .100, .160; WAC 284-02-010
- 2. Examination of records
Ref: 48.03.010-.020; WAC 284-03-005, 015, 030
- 3. Notice of hearing
Ref: 48.04.010-.140
- 4. Rates and forms
Ref: 48.18.100; 48.19.010, .040
- 5. Penalties
Ref: 48.17.530-.560
- 6. Unlicensed activities
Ref: 48.17.063

B. Terms and Concepts

- 1. Insurance
Ref: 48.01.040
- 2. Insurer
Ref: 48.01.050; 48.09.110, .120, .300
- 3. Insurance transaction
Ref: 48.01.060
- 4. Authorized and unauthorized certificate of authority

- Ref: 48.30.150*
- e. Twisting
Ref: 48.30.180
- f. Misrepresentation
Ref: 48.30.090, .210
- g. Defamation of insurer
Ref: 48.30.080
- h. Discrimination
Ref: 48.30.300; 48.18.480
- i. Failure to issue proper receipts
Ref: WAC284-30-550
- j. Penalties
Ref: 48.17.530-.560; 48.30.010
- k. Advertising
Ref: 48.30.040-.080
- 3. Producer responsibilities
 - a. Policy delivery
Ref: WAC284-30-580
 - b. Premium accountability
Ref: 48.17.480
 - c. Separate account requirement
Ref: 48.17.600; WAC284-12-080
 - d. Reply to the Insurance Commissioner
Ref: 48.17.475
- 4. Compensation of licensees
 - a. Receiving compensation
Ref: 48.17.490
 - b. Charges for extra services
Ref: 48.30.157; 48.17.270

II. WASHINGTON LAWS, RULES, AND REGULATIONS PERTINENT TO PROPERTY AND CASUALTY INSURANCE ONLY 16

- A. Surplus Lines**
Ref: 48.15.040
- B. Cancellation/Nonrenewal**
 - 1. Commercial property and casualty policies
Ref: 48.18.290, .2901
 - 2. Personal lines
 - a. Credit scoring – Adverse action
Ref: 48.18.545(2, 3, 4, 5)
- C. Homeowners**
 - 1. Cancellation
 - a. By the company
Ref: 48.18.289, .290; WAC284-30-570, 700
 - b. By the insured
Ref: 48.18.300
 - 2. Nonrenewal
Ref: 48.18.289, .290, .2901; WAC284-30-570, 700
 - 3. Actual reason required
Ref: WAC 284-30-570
- D. Applications and binders**
Ref: WAC284-30-560; 48.18.070
 - 1. Binding coverage
Ref: 48.18.220-.240
- E. Producer responsibilities**
 - 1. Required records and record retention
Ref: RCW 48.17.470
 - 2. Place of business

- Ref: RCW 48.17.450*
- 3. Notify Commissioner of a change in address
Ref: WAC 284.17.005

F. Producers' contracts

Ref: 48.17.591

G. Property and Casualty Insurance Guaranty Association

Ref: 48.32.010, .020, .030, .060 (1ai)

III. WASHINGTON LAWS, RULES, AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY2

A. Overinsurance

Ref: 48.27.010

B. Fair Access to Insurance Requirements Plan (FAIR)

Ref: WAC284-19-010, 050, 100, 110, 130, 165

C. Flood Training

Ref: 48.17.153

IV. WASHINGTON LAWS, RULES, AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY9

A. Automobile insurance

1. Provisions

a. Underinsured Motorists

1) Bodily injury

Ref: 48.22.030

2) Property damage

Ref: 48.22.030

3) Stacking

Ref: 48.22.030

4) Insurer insolvency

Ref: 48.22.040

b. Liability

Ref: Title 46.04.382; 46.29.260; 46.30.020

2. Renewal, nonrenewal, and cancellation

Ref: 48.18.289

a. Cancellation and nonrenewal by insurer

Ref: 48.18.290, .291, .292

b. Cancellation by insured

Ref: 48.18.300

c. Cancellation by Commissioner

Ref: 48.18.310

d. Unfair practices

Ref: WAC284-30-570

3. Assigned Risk Plans

Ref: 48.22.020

B. Financial responsibility

1. Proof of financial responsibility defined

Ref: 46.29.090, .260

2. Persons required to show proof

Ref: 46.29.060

3. Methods of satisfying financial responsibility

Ref: 46.29.260, .450

C. Personal Injury Protection (PIP) endorsement

1. Purpose

2. Benefits

Ref: WAC 284-30-395; RCW 48.22.085, .090, .095, .100

D. Workers' Compensation

Ref: 51.04.010; 51.08.040, .175

1. Purpose
2. Definitions
3. Type of law
 - a. Compulsory
 - b. Monopolistic

**PERSONAL LINES-GENERAL KNOWLEDGE
CONTENT OUTLINE**

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

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

A. Homeowners

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

B. Dwelling policies

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

C. Inland marine

1. Personal Articles floaters
2. Nationwide Definition

D. National Flood Insurance Program

E. Others

1. Earthquake
2. Mobile Homes
3. Watercraft
4. Crop/hail
5. Windstorm

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

A. Automobile: personal auto

1. Liability
 - a. Bodily Injury
 - b. Property Damage
 - c. Split Limits
 - d. Combined Single Limit
2. Medical Payments
3. Physical Damage (collision; other than collision; specified perils)
4. Uninsured motorists
5. Underinsured motorists
6. Who is an insured
7. Types of Auto
 - a. Owned
 - b. Non-owned
 - c. Hired
 - d. Temporary Substitute
 - e. Newly Acquired Autos
 - f. Transportation Expense and Rental Reimbursement Expense
8. Exclusions

B. Umbrella/Excess liability

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

A. Insurance

1. Law of Large Numbers

B. Insurable interest

C. Risk

1. Pure vs. Speculative Risk

D. Hazard

1. Moral
2. Morale
3. Physical

E. Peril

F. Loss

1. Direct
2. Indirect

G. Loss Valuation

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

H. Proximate cause

I. Deductible

J. Indemnity

K. Limits of liability

L. Coinsurance/Insurance to value

M. Occurrence

N. Cancellation

O. Nonrenewal

P. Vacancy and unoccupancy

Q. Liability

1. Absolute
2. Strict
3. Vicarious

R. Negligence

S. Binder

T. Endorsements

U. Medical Payments

V. Blanket vs. Specific

W. Burglary, Robbery, Theft, and Mysterious Disappearance

X. Warranties

Y. Representations

Z. Concealment

AA. Deposit Premium/Audit

BB. Certificate of Insurance

CC. Damages

1. Compensatory
 - a. General
 - b. Special
2. Punitive

DD. Compliance with Provisions of Fair Credit Reporting Act

IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW24

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions

E. Definition of the insured

- F. Duties of the insured
- G. Obligations of the insurance company
- H. Mortgagee rights
 - I. Proof of loss
 - J. Notice of claim
- K. Appraisal
- L. Other Insurance Provision
- M. Assignment
- N. Subrogation
- O. Elements of a contract
- P. Warranties, representations, and concealment
- Q. Sources of underwriting information
- R. Fair Credit Reporting Act
- S. Privacy Protection (Gramm Leach Bliley)
- T. Policy Application
- U. Terrorism Risk Insurance Act (TRIA)
- V. Cancellation and nonrenewal provisions
- W. Additional (supplementary) payments
- X. Arbitration

Ref: 48.32A 015-.085

b. Property - Casualty

Ref: 48.32.010, .020, .030, .060, (1 A i)

C. Licensing

1. Persons required to be licensed

Ref: 48.17.060, .090

 - a. Producer

Ref: 48.17.010; 48.17.420; 48.17.010, .420; WAC 284-17-015
 - b. Adjuster

Ref: 48.17.010; 48.17.390; 48.17.410
 - c. Limited lines

Ref: 48.17.170
 - d. Temporary

Ref: 48.17.510
 - e. Nonresident

Ref: 48.17.173; WAC284-17-122
 - f. Exemptions

Ref: 48.17.062, .110
2. Appointments/termination of appointments

Ref: 48.17.160; WAC 284-17- 429 to 483, 490
3. Penalties for noncompliance
 - a. Refusal/nonrenewal

Ref: 48.17.530, .540
 - b. Suspension/revocation

Ref: .530, .540, .550
 - c. Fines

Ref: 48.17.560
4. Maintenance and duration of license
 - a. Renewal

Ref: WAC 284-17-423; 48.14.010
 - b. Continuing education

Ref: WAC 284-17-200 to 265
 - c. Late renewal/reinstatement

Ref: WAC 284-17-490; RCW 48.17.170

**PERSONAL LINES –
WASHINGTON SPECIFIC
CONTENT OUTLINE
(35 scoreable questions)**

Ref: References are from the revised Code of Washington Title 48 (RCW-48) and the Washington Administrative Code (WAC) Title 284.

I. WASHINGTON LAWS, RULES, AND REGULATIONS COMMON TO LIFE, DISABILITY, PROPERTY, CASUALTY, AND PERSONAL LINES INSURANCE..... 15

A. Commissioner

1. Broad powers

Ref: 48.01.010, .020, .030, .040, .053, .060, .070, .080, .150, .180, .190, .250, .280; 48.02.010, .020, .060, .080, .100, .160; WAC 284-02-010
2. Examination of records

Ref: 48.03.010-.020; WAC 284-03-005, 015, 030
3. Notice of hearing

Ref: 48.04.010-.140
4. Rates and forms

Ref: 48.18.100; 48.19.010, .040; 48.17.490
5. Penalties

Ref: 48.17.530-.560
6. Unlicensed activities

Ref: 48.17.063

B. Terms and Concepts

1. Insurance

Ref: 48.01.040
2. Insurer

Ref: 48.01.050; 48.09.110, .120, .300
3. Insurance transaction

Ref: 48.01.060
4. Authorized and unauthorized certificate of authority

Ref: 48.15, .020, .040; 48.05.215; 48.05.030
5. Domestic, foreign, and alien

Ref: 48.05.010; 48.09.110, .120
6. Guaranty Association
 - a. Life - Disability

D. Marketing Practices

1. Protection of public interest

Ref: 48.01.030
2. Unfair practices

Ref: 48.30.010-.330

 - a. Unfair claims methods and trade practices

Ref: WAC284-30-300 to 380, 400, 570-590, 660, 670

 - i. Life – Disability

Ref: WAC284-30-450, 600 to 650
 - ii. Property – Casualty

Ref: WAC284-30-390 to 395, WAC 284-30-500 to 560, 700, 750
 - b. Producer's Compensation Disclosure

Ref: RCW 48.17.270
 - c. Rebating/illegal dealing in premiums

Ref: 48.30.140, .190
 - d. Illegal inducements

Ref: 48.30.150
 - e. Twisting

Ref: 48.30.180
 - f. Misrepresentation

Ref: 48.30.090, .210
 - g. Defamation of insurer

- C. Insurable interest (V E 1)
Ref: 48.18.040
 - D. Suicide clause (III A 9)
 - E. Transferability
 - F. Creditor
 - G. Debtor
 - H. Indebtedness
 - I. Credit life insurance
 - J. Credit disability insurance
 - K. Credit transaction
- II. CREDIT LIFE AND DISABILITY INSURANCE
Ref: 48.17.010(8)
- A. Purpose/requirements for purchase
Ref: WAC284-34-100
 - B. Permissible changes
Ref: 48.34.090
 - C. Benefits
 - D. Amounts of insurance
 - E. Limitations of coverage
Ref: WAC284-34-150,160,180
 - F. Procedures for termination
 - G. Authorized forms
 - H. Refunds-Credits-Charges to Debtor
Ref: WAC284-34-100 to 260
 - I. Definitions
Ref: WAC284-34-110
 - J. Rates
Ref: WAC 284-34-220
- III. CREDIT PROPERTY AND CASUALTY INSURANCE
Ref: 48.17.010(8)
- A. Purpose/requirements for purchase
 - B. Permissible changes
 - C. Benefits
 - D. Amounts of insurance
 - E. Limitations of coverage
 - F. Procedures for termination
 - G. Authorized forms
 - H. Refunds-Credits-Charges to Debtor
- IV. ADDITIONAL CREDIT INSURANCE
Ref: 48.17.010(8)
- V. WASHINGTON STATE CODE AND REGULATIONS
- A. Insurance commissioner
 - 1. Broad powers
Ref: 48.01.010, .020, .030, .040, .053, .060, .070, .080, .150, .180, .190, .250, .280; 48.02.010, .020, .060, .080, .100, .160; WAC 284-02-010
 - 2. Examination of records
Ref: 48.03.010-.020; WAC 284-03-005, 015, 030
 - 3. Penalties
Ref: 48.17.530-.560
 - B. Terms and concepts
 - 1. Insurance
Ref: 48.01.040
 - 2. Insurer
Ref: 48.01.050; 48.09.110, .120, .300
 - 3. Insurance transactions
Ref: 48.01.060
- 4. Guaranty association
Ref: 48.32.010, .020, .030, .060, (1 A i); 48.32A 015-.085
- C. Licensing
- 1. Persons required to be licensed
Ref: 48.17.060, .090, .460
 - a. Producer
Ref: 48.17.010; 48.17.420; 48.17.010, .420; WAC 284-17-015
 - b. Limited lines
Ref: 48.17.170
 - 2. Appointments/terminations of appointments
Ref: 48.17.160; WAC 284-17- 429 to 483, 490
 - 3. Penalties for noncompliance
Ref: 48.17.500, .530-.560
 - 4. License renewal
Ref: 48.17.500; WAC 284-17-423; 48.14.010
- D. Marketing practices
- 1. Protection of public interest
Ref: 48.01.030
 - 2. Unfair practices
Ref: 48.30.010-.330
 - a. Excess charges
 - b. Rebating/illegal dealing in premiums
Ref: 48.30.140, .190
 - c. Illegal inducements
Ref: 48.30.150
 - d. Misrepresentation
Ref: 48.30.090, .210
 - e. Defamation of insurer
Ref: 48.30.080
 - f. Discrimination
Ref: 48.30.300; 48.18.480
 - g. Failure to issue proper receipts
Ref: WAC284-30-550
 - h. Penalties
Ref: 48.17.530-.560; 48.30.010
 - i. Advertising
Ref: 48.30.040-.080
- E. Producer Responsibilities
- 1. Policy delivery
Ref: WAC284-30-580
 - 2. Premium accountability
Ref: 48.17.480
 - 3. Reply to the Insurance Commissioner
Ref: 48.17.475
- F. Compensation of licensees
Ref: 48.17.270, .490; 48.30.157
- G. Prohibited transactions
- WASHINGTON STATE ADJUSTERS
CONTENT OUTLINE
(50 scoreable questions)**
- I. INSURANCE TERMS AND CONCEPTS
- A. Risk
 - B. Hazard

- C. Peril
 - D. Indemnity
 - E. Coinsurance
 - F. Named peril vs. "All Risk"
 - G. Specific vs. blanket coverage
 - H. Subrogation
 - I. Economic loss
 - J. Insurance interest
 - K. Liberalization clause
 - L. Concurrent causation
 - M. Reservation of rights
- II. LEGAL CONCEPTS**
- A. Breach of warranty
 - B. Negligence
 - 1. Tort Feasors
 - 2. Joint Tort Feasors
 - 3. Comparative
 - 4. Elements of negligence
 - a. Duty owed
 - b. Duty breached
 - c. Proximate cause
 - d. Damages
 - C. Misrepresentation
 - D. Concealment
- III. THE INSURANCE CONTRACT**
- A. Declaration page
 - B. Insuring agreement
 - 1. Actual cash value
 - 2. Exclusions
 - 3. Conditions
 - 4. Claims made
 - 5. Occurrence
 - C. Definitions
 - D. Exclusions
 - E. Conditions
 - F. Endorsement
 - G. Binder
 - H. Other Insurance
- IV. LOSS REPORT**
- A. Essential elements
 - 1. Policy period
 - 2. Loss date
 - 3. Identification of parties involved
 - 4. Policy form/number
 - 5. Description of loss
 - 6. Coverages
 - 7. Deductible
- V. LOSS/DAMAGE VALUATION**
- A. Direct loss vs. indirect loss (loss of use)
 - B. Damages
 - 1. Economic
 - 2. Non-economic
 - 3. Physical damage estimates
 - C. Valuation clause
 - 1. Replacement cost
 - 2. Actual cash value

- 3. Stated value
 - 4. Reproduction cost
 - 5. Agreed value
 - D. Proof of Loss
 - E. Reserves/Reserving
- VI. LINES OF INSURANCE/COVERAGES**
- A. Major personal lines
 - 1. Standard Fire Policy (SFP)
 - 2. Homeowners (HO)
 - 3. Auto
 - 4. Boatowners
 - 5. Inland marine
 - 6. Personal umbrella
 - B. Major commercial lines
 - 1. Business auto
 - 2. Comprehensive general liability
 - 3. Building and personal property form
 - 4. Excess/umbrella
 - 5. Business interruption
- VII. TRADE PRACTICES**
- A. Purpose
 - B. Definitions
 - 1. Notification of claim
 - 2. Third party claimant
 - 3. Insurer
 - 4. Insurance policy
 - C. Unfair claims settlement practices
 - 1. Misrepresentation
 - 2. Failure to acknowledge pertinent communications
 - 3. Standards for prompt investigation of claims
 - 4. Standards for prompt, fair, and equitable settlements applicable to all insurers
 - 5. Standards for prompt, fair, and equitable settlements applicable to automobile insurance
 - 6. Unfair practices with respect to vehicle insurance
 - 7. Specific unfair claims settlement practice defined
- VIII. WASHINGTON ADMINISTRATIVE CODE (WAC), TITLE 284-17-122, 123, 423; 284-21, 284-30; REVISED CODE OF WASHINGTON (RCW), TITLE 48.17.010, 410, 430, 460, 470, 560; 48.30.015, 48.30A.015, 48.30.230**

**WASHINGTON STATE CROP ADJUSTER
CONTENT OUTLINE**
(50 scoreable questions)

- I. INSURANCE TERMS AND CONCEPTS**
- A. Risk
 - B. Hazard
 - C. Peril
 - D. Indemnity
 - E. Limits of Liability
 - F. Loss
 - 1. Direct
 - 2. Indirect
 - G. Named Peril

**WASHINGTON STATE SURETY EXAM
CONTENT OUTLINE**
(50 scoreable questions)

<ul style="list-style-type: none"> H. Subrogation I. Insurable interest J. Non-waiver agreement K. Endorsement <p>II. THE INSURANCE CONTRACT</p> <ul style="list-style-type: none"> A. Declaration page B. Insuring agreement C. Definitions D. Exclusions E. Conditions F. Cancellation and Non-Renewal G. Other Insurance <ul style="list-style-type: none"> 1. Landlord and tenant 2. Loss payment H. Assignment of indemnity <p>III. CROP HAIL INSURANCE</p> <ul style="list-style-type: none"> A. Policy rates B. Coverage available <ul style="list-style-type: none"> 1. Hail 2. Fire and water 3. Wind 4. Transit C. Terms of coverage D. Site assessment <ul style="list-style-type: none"> 1. Site testing 2. Standard measures E. Loss settlement <ul style="list-style-type: none"> 1. Notice of loss 2. Insured's duties 3. Insurer's duties 4. Percentage of loss 5. Proof of loss 6. Arbitration or appraisal <p>IV. TRADE PRACTICES</p> <ul style="list-style-type: none"> A. Purpose B. Definitions <ul style="list-style-type: none"> 1. Notification of claim 2. Insurer 3. Insurance policy C. Unfair claims settlement practices <ul style="list-style-type: none"> 1. Misrepresentation 2. Failure to acknowledge pertinent communications 3. Standards for prompt investigations of claims 4. Standards for prompt, fair, and equitable settlements applicable to all insurers 5. Specific unfair claims settlement practice defined <p>V. WASHINGTON LAWS, RULES AND REGULATIONS</p> <p><i>Ref: References are from the revised Code of Washington Title 48 (RCW-48) and the Washington Administrative Code (WAC) Title 284.</i></p> <p><i>48.17.010, .410, .460, .470, .560; 48.30.015, .230; 48.30A.015; 48.17.063, .380, .390, .475, .530, .535, .540, .550</i></p> <p><i>284-17-705, 720; 284-21; 284-30</i></p>	<ul style="list-style-type: none"> I. GENERAL CONTRACT PRINCIPLES.....2 A. Essential elements of a contract B. Parties to a contract II. SURETY CONTRACTS..... 15 <i>Ref. RCW 48.28.010 to .050</i> A. Definition of surety B. Differences between surety and insurance <ul style="list-style-type: none"> 1. How losses are paid 2. Indemnity 3. Two party agreement 4. Cancellation C. Obligation of the surety D. Parties to the surety bond <ul style="list-style-type: none"> 1. Principal 2. Obligee 3. Surety E. Suretyship <ul style="list-style-type: none"> 1. Personal 2. Corporate <ul style="list-style-type: none"> a. Role of U.S. Treasury F. Underwriting considerations <ul style="list-style-type: none"> 1. Pre-qualification function for credit G. Obligations under a surety bond <ul style="list-style-type: none"> 1. Contractual 2. Statutory 3. Court order H. Power of attorney III. PURPOSE AND TYPE OF SURETY BONDS..... 10 A. Commercial <ul style="list-style-type: none"> 1. License and permit 2. Public official 3. Court <ul style="list-style-type: none"> a. Judicial <i>Ref: RCW 48.28.030</i> b. Fiduciary <i>Ref: RCW 48.28.020</i> B. Contract bonds IV. BAIL BONDS..... 8 A. Surety bail bond B. Surety bond rate C. Types of bail D. Appeal bonds V. WASHINGTON STATUTES AND REGULATIONS..... 15 <i>Ref: 48.01.030; 48.19.040</i> A. Commissioner <ul style="list-style-type: none"> 1. Broad powers <i>Ref: 48.01.010, .020, .030, 040, .053, .060, .070, .080, .150, .180, .190, .250, .280; 48.02.010.020, .060, .080, .100, .160; WAC 284-02-010;</i> 2. Examination of records <i>Ref: 48.03.010-.020; WAC 284-03-015, 030</i> 3. Notice of hearing <i>Ref: 48.04.010-.140</i> 4. Rates and forms <i>Ref: 48.18.100; 48.19.010, .040; 48.17.490</i>
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- 5. Penalties
Ref: 48.17.530-.560
- 6. Unlicensed activities
Ref: 48.17.063

- Ref: 48.17.490*
- b. Charges for extra services
Ref: 48.30.157; 48.17.270

B. Licensing

- 1. Persons required to be licensed
Ref: 48.17.060, .090, .460
 - a. Producer
Ref: 48.17.010; 48.17.420; 48.17.010, .420; WAC 284-17-015
 - b. Limited lines
Ref: 48.17.170
 - c. Exemptions
Ref: 48.17.062, .110
- 2. Appointments/termination of appointments
Ref: 48.17.160; WAC 284-17-429 to 483, 490
- 3. Penalties for noncompliance
 - a. Refusal/nonrenewal
Ref: 48.17.530, .540
 - b. Suspension/revocation
Ref: 48.17.530, .540, .550
 - c. Fines
Ref: 48.17.560
- 4. Maintenance and duration of license
Ref: WAC 284-17-005
 - a. Renewal
Ref: WAC 284-17-423; 48.14.010
 - b. Late renewal/reinstatement
Ref: WAC 284-17-490; RCW 48.17.170

D. Marketing Practices

- 1. Protection of public interest
Ref: 48.01.030
- 2. Unfair practices
Ref: 48.30.010-.330
 - a. Unfair trade practices
WAC 284-30-500 to 750; 48.30.010
 - b. Producer's Compensation Disclosure
Ref: RCW 48.17.270
 - c. Rebating/illegal dealing in premiums
Ref: 48.30.140, .190
 - d. Illegal inducements
Ref: 48.30.150
 - e. Misrepresentation
Ref: 48.30.090, .210
 - f. Failure to issue proper receipts
Ref: WAC284-30-550
- 3. Producer responsibilities
 - a. Premium accountability
Ref: 48.17.480
 - b. Separate account requirement
Ref: 48.17.600; WAC284-12-080
 - c. Reply to the Insurance Commissioner
Ref: 48.17.475
 - d. Reporting of convictions and administrative actions
Ref: 48.17.597
- 4. Compensation of licensees
 - a. Receiving compensation

**WASHINGTON STATE SURPLUS LINES
CONTENT OUTLINE
(100 Scoreable Questions)**

- I. UNDERWRITING AND GENERAL INSURANCE TERMS AND CONCEPTS.....20
 - A. Commercial General Liability
 - B. Commercial and Personal Lines Property
 - C. Claims Made
 - D. Difference in Conditions
 - E. Liability
 - 1. Contingent
 - 2. Umbrella
 - 3. Contractual
 - 4. Professional
 - F. Builder's Risk
 - G. Reinsurance
 - 1. Cut through endorsement
- II. SURPLUS LINES MARKETS.....15
 - A. United States non-admitted market
 - B. London market
 - 1. Lloyd's brokers
 - 2. United States trust fund
 - 3. Underwriters
 - 4. Syndicates
 - C. Nonstandard (substandard lines or capacity problems)
 - 1. Property
 - 2. General liability
 - 3. Professional liability
 - D. Binding authorities
 - E. Risk retention
- III. WASHINGTON LAWS, RULES, AND REGULATIONS PERTINENT TO SURPLUS LINES.....35
Ref: 48.15, 48.18.170, .230; WAC 284-15; 284-30-590
 - A. Purpose
 - B. Reports, records
 - C. Coverage and Eligibility
 - D. Definitions
 - 1. Authorized/Unauthorized
 - E. Premiums, evidence of insurance
 - F. Surplus Lines tax
 - G. Conditions for procuring
 - H. Multi-State risks
 - I. Qualifications for Surplus Lines Insurers
 - 1. Alien
 - 2. Foreign
 - J. Disclosure
 - 1. Washington State Guaranty Fund
 - K. Premium Rates

- L. Procurement**
 - 1. Payment
 - 2. Certifications
 - 3. Exempt
- M. Fees**
- N. Service of Suit**
- O. Binders**
- P. Producer licensing**
- Q. Washington Surplus Lines Association**
- R. Exempt Commercial Purchase**

IV. FINANCIAL SECURITY 30

- A. Annual Statements...17**
- B. Financial**
 - 1. IRIS Ratios
- C. A.M. Best**
 - 1. Foreign
 - 2. Domestic
 - 3. Alien