

**LIFE – GENERAL KNOWLEDGE
CONTENT OUTLINE**

Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES 15

A. Traditional whole life products

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

B. Interest/market-sensitive/adjustable life products

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

C. Term life

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

D. Annuities

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

E. Combination plans and variations

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

**II. LIFE PROVISIONS, RIDERS, OPTIONS, AND
EXCLUSIONS.....1
5**

A. Policy riders

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

B. Policy provisions and options

- 1. Entire contract
- 2. Insuring clause

- 3. Free look
- 4. Consideration
- 5. Owner's rights
- 6. Beneficiary designations
 - a. Primary and contingent
 - b. Revocable and irrevocable
 - c. Common disaster
 - d. Minor beneficiaries
 - e. Designation by class
- 7. Premium Payment
 - a. Modes
 - b. Grace period
 - c. Automatic premium loan
 - d. Level or flexible
- 8. Reinstatement
- 9. Policy loans, withdrawals, partial surrenders
- 10. Non-forfeiture options
- 11. Dividends and dividend options (e.g., participating, non-participating)
- 12. Incontestability
- 13. Assignments
- 14. Suicide
- 15. Misstatement of age or 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 legal 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-STATE SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules, and Regulations

(40 scoreable questions plus 6 pretest questions)

Ref: All references are to sections in Title 18, Chapter 17 unless otherwise noted.

I. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE13

A. License Regulations.....5

- 1. Persons required to be licensed and responsibilities
 - a. Producer/Agent
 - b. Producer/Consultant
Ref: 1702 (i)
- 2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Written examinations and exemptions

- d. Exemptions from licensing
- e. Insurer's appointment

3. Authority

- a. Definitions
Ref: 902-908
- b. License requirements
Ref: Title 18 Chapter 17
- c. Lines of authority
- d. Termination of appointment

4. Notice of address change

- 5. Continuing education
Ref: Regulation 504

B. Marketing Practices 5

- 1. Duties of licensed personnel
- 2. Record keeping
Ref: 1707(m)

- 3. Compensation of licensees
Ref: 1714

4. Termination, suspension, fines

C. Insurance Commissioner 3

- 1. Election and term
Ref: 301

- 2. General powers and duties
Ref: 309, 310, 311

- 3. Examination of insurers and producers
Ref: 318, 319, 322, 2306

- 4. Hearings
Ref: 323, 327, 328, 2307

- 5. Cease and desist orders and penalties
Ref: 2308, 2311

- 6. General penalties
Ref: 106, 1712

II. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS COMMON TO BOTH LIFE AND HEALTH INSURANCE 5

A. Credit Life and Health

Ref: 3702-3706, 3713, Regulation 1901

B. Life and Health Guaranty Association Act

Ref: 4401, 18 Del. C. Chapter 44

III. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS PERTINENT TO LIFE INSURANCE ONLY 10

A. Life insurance standard provisions

Ref: 2901-2915

B. Annuity and endowment contracts standard provisions

Ref: 2918-2924

C. Standard Nonforfeiture Law

Ref: 2929

D. Prohibited policies

Ref: 2933

E. Policy replacement

Ref: Regulation 1204

F. Life insurance solicitation

Ref: Regulation 1203

- G. Group life insurance**
 - 1. Types of groups
Ref: 3101, 3106, 3107, 3109, 3110
 - 2. Dependent coverage
Ref: 3111
 - 3. Required provisions
Ref: 3111 through 3125
 - 4. Employee life insurance
Ref: 3102

IV. INSURANCE ETHICS 12

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulation 904, Ethics (Kaplan), Ethical Practices (Kaplan), Ethics for the Insurance Professional (Kaplan), Ethics For the Field of Insurance (Cape Education, Inc.).

- A. Definitions**
 - 1. Market Conduct
 - 2. Authority
 - a. Express
 - b. Implied
 - c. Apparent
 - 3. Agency versus individual licensee
Ref: Title 18 Chapter 17, 1714
 - 4. Suitability
 - 5. Ethical behavior and good moral standards
- B. Market Conduct examination**
- C. Binding coverage**
- D. Disclosure letters and forms**
- E. Errors and Omissions insurance**
- F. Unfair practices**
Ref: 2303, 2304, 2305, 2315, 2316, Regulation 902
 - 1. Twisting
 - 2. Churning
 - 3. Commingling
 - 4. Misrepresentation
 - 5. Defamation
 - 6. Coercion and intimidation
Ref: 2304(4)
 - 7. Unfair discrimination
 - 8. Rebating
 - 9. Unfair claims settlement practices
Ref: Chapter 23
 - 10. Coercion of debtors
Ref: 2305(a)
 - 11. Publicized Founded Complaints
Ref: 907
- G. Insurance fraud and Fraud Prevention Bureau**
Ref: Chapter 24
- H. Advertisement procedures**
- I. Privacy**
- J. Conflict of issues and producer’s responsibilities**

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

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES..... 16

- A. Disability income**
 - 1. Individual disability income policy
 - 2. Business overhead expense policy
 - 3. Business disability buyout policy
 - 4. Group disability income policy
 - 5. Key employee policy
- B. Accidental death and dismemberment**
- C. Medical expense insurance**
 - 1. Basic hospital, medical, and surgical policies
 - 2. Major medical policies
 - 3. Health Maintenance Organizations (HMOs)
 - 4. Preferred Provider Organizations (PPOs)
 - 5. Point of Service (POS) plans
 - 6. Flexible Spending Accounts (FSAs)
 - 7. High Deductible Health Plans (HDHPs) and related Health Savings Accounts (HSAs)
 - 8. Health Reimbursement Accounts (HRAs)
- D. Medicare supplement policies**
- E. Group insurance**
 - 1. Differences between individual and group contracts
 - 2. General characteristics
 - 3. COBRA
- F. Individual/Group Long Term Care (LTC)**
 - 1. Eligibility
 - 2. Levels of care
- G. Other policies**
 - 1. Dental
 - 2. Vision
 - 3. Cancer
 - 4. Critical illness or specified disease
 - 5. Worksite (employer-sponsored)
 - 6. Hospital indemnity
 - 7. Short-term medical
 - 8. Accident

II. POLICY PROVISIONS, CLAUSES, AND RIDERS 15

- A. Mandatory and optional provisions**
 - 1. Entire contract
 - 2. Time limit on certain defenses (incontestable)
 - 3. Grace period
 - 4. Reinstatement
 - 5. Notice of claim
 - 6. Claim forms
 - 7. Proof of loss
 - 8. Time of payment of claims
 - 9. Payment of claims
 - 10. Physical examination and autopsy
 - 11. Legal actions

12. Change of beneficiary	
13. Misstatement of age or gender	
14. Change of occupation	
15. Illegal occupation	
16. Relation of earnings to insurance	
B. Other provisions and clauses	
1. Insuring clause	
2. Free look	
3. Consideration clause	
4. Probationary period	
5. Elimination period	
6. Waiver of premium	
7. Exclusions and limitations	
8. Preexisting conditions	
9. Coinsurance	
10. Deductibles	
11. Eligible expenses	
12. Copayments	
13. Pre-authorizations and prior approval requirements	
14. Usual, reasonable, and customary (URC) charges	
15. Lifetime, annual, or per cause maximum benefit limits	
C. Riders	
1. Impairment/exclusions	
2. Guaranteed insurability	
3. Future increase option	
D. Rights of renewability	
1. Noncancelable	
2. Cancelable	
3. Guaranteed renewable	
III. SOCIAL INSURANCE.....	6
A. Medicare (Parts A, B, C, D)	
B. Medicaid	
C. Social Security benefits	
IV. OTHER INSURANCE CONCEPTS.....	5
A. Total, partial, recurrent and residual disability	
B. Owner's rights	
C. Dependent children benefits	
D. Primary and contingent beneficiaries	
E. Modes of premium payments	
F. Nonduplication and coordination of benefits (e.g., primary vs. excess)	
G. Occupational vs. non-occupational	
H. Tax treatment of premiums and proceeds of insurance contracts (e.g., disability income and medical expenses, etc.)	
I. Managed care	
J. Workers Compensation	
1. Impact on health insurance benefits	
K. Subrogation	
L. Cost containment	
V. FIELD UNDERWRITING PROCEDURES.....	8
A. Completing the application	

B. Explaining sources of insurability and HIPAA privacy information (e.g., MIB Report, Fair Credit Reporting Act, etc.)
C. Initial premium payment and receipt and consequences of the receipt (e.g., medical examination, etc.)
D. Submitting application (and initial premium if collected) to company for underwriting
E. Policy delivery
F. Explaining policy and its provisions, riders, exclusions, and ratings to clients
G. Replacement
H. Contract law
1. Elements of a contract
2. Insurable interest
3. Warranties and representations
4. Unique aspects of the insurance contract
a. Conditional
b. Unilateral
c. Adhesion
d. Aleatory

ACCIDENT & HEALTH STATE SPECIFIC CONTENT OUTLINE

State Statutes, Rules, and Regulations

(42 scoreable questions plus 13 pretest questions)

Ref: All references are to sections in Title 18, Chapter 17 unless otherwise noted.

I. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE.....	13
A. LICENSE REGULATIONS.....	5
1. Persons required to be licensed and responsibilities	
a. Producer/Agent	
b. Producer/Consultant	
<i>Ref: 1702 (i)</i>	
2. License requirements	
a. Fees and application	
b. Prerequisites	
c. Written examinations and exemptions	
d. Exemptions from licensing	
e. Insurer's appointment	
3. Authority	
a. Definitions	
<i>Ref: 902-908</i>	
b. License requirements	
<i>Ref: Title 18 Chapter 17</i>	
c. Lines of authority	
d. Termination of appointment	
4. Notice of address change	
5. Continuing education	

Ref: Regulation 504

B. Marketing Practices.....5

1. Duties of licensed personnel
2. Record keeping
Ref: 1707(m)
3. Compensation of licensees
Ref: 1714
4. Termination, suspension, fines

C. Insurance Commissioner3

1. Election and term
Ref: 301
2. General powers and duties
Ref: 309, 310, 311
3. Examination of insurers and producers
Ref: 318, 319, 322, 2306
4. Hearings
Ref: 323, 327, 328, 2307
5. Cease and desist orders and penalties
Ref: 2308, 2311
6. General penalties
Ref: 106, 1712

II. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS COMMON TO BOTH LIFE AND HEALTH INSURANCE5

A. Credit Life and Health
Ref: 3702-3706, 3713, Regulation 1901

B. Life and Health Guaranty Association Act
Ref: 4401, 18 Del. C. Chapter 44

III. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS PERTINENT TO HEALTH INSURANCE ONLY 12

A. Individual Health insurance required provisions
Ref: 3301-3316, 3335, 3336

B. Individual Health insurance optional provisions
Ref: 3317, 3325

C. Individual accident and health minimum standards
Ref: Regulation 1304

D. Group and blanket health insurance

1. Definitions
Ref: 3502, 3540
2. Required provisions
Ref: 3501- 3566
3. Small employer health insurance
Ref: Chapter 72, Regulation 1308
4. Medicare Secondary Payor
Ref: Chapter 35

E. Long Term Care
Ref: Chapter 71, Regulation 1404

F. Medicare Supplement
Ref: Chapter 34, Regulation 1501

G. AIDS related testing
Ref: Chapter 74, Regulation 1209

IV. INSURANCE ETHICS..... 12

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2. Authority
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 - b. Implied
 - c. Apparent
3. Agency versus individual licensee
Ref: Title 18 Chapter 17, 1714
4. Suitability
5. Ethical behavior and good moral standards

B. Market Conduct examination

C. Binding coverage

D. Disclosure letters and forms

E. Errors and Omissions insurance

F. Unfair practices

Ref: 2303, 2304, 2305, 2315, 2316, Regulation 902

1. Twisting
2. Churning
3. Commingling
4. Misrepresentation
5. Defamation
6. Coercion and intimidation
Ref: 2304(4)
7. Unfair discrimination
8. Rebating
9. Unfair claims settlement practices
Ref: Chapter 23
10. Coercion of debtors
Ref: 2305(a)
11. Publicized Founded Complaints
Ref: 907

G. Insurance fraud and Fraud Prevention Bureau

Ref: Chapter 24

H. Advertisement procedures

I. Privacy

J. Conflict of issues and producer’s responsibilities

**PROPERTY – GENERAL KNOWLEDGE
CONTENT OUTLINE**

Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES..... 22

A. Homeowners

1. HO-2
2. HO-3

3. HO-4	
4. HO-5	
5. HO-6	
6. HO-8	
B. Dwelling policies	
1. DP-1	
2. DP-2	
3. DP-3	
C. Commercial lines	
1. Commercial Package Policy (CPP)	
2. Commercial property	
a. Commercial building and business personal property form	
b. Causes of loss forms	
c. Business income	
d. Extra expense	
e. Equipment breakdown	
3. Business Owners Policy (BOP)	
4. Builders Risk	
5. Cyber First-Party Coverage	
D. Inland marine	
1. Personal Articles floaters	
2. Commercial Property floaters	
E. National Flood Insurance Program	
F. Others	
1. Earthquake	
2. Mobile Homes	
3. Watercraft	
4. Farm Owners	
5. Windstorm	
II. INSURANCE TERMS AND RELATED CONCEPTS 15	
A. Insurance	
1. Law of Large Numbers	
B. Insurable interest	
C. Risk	
1. Pure vs. Speculative Risk	
D. Hazard	
1. Moral	
2. Morale	
3. Physical	
E. Peril	
F. Loss	
1. Direct	
2. Indirect	
G. Loss Valuation	
1. Actual cash value	
2. Replacement cost	
3. Market value	
4. Stated/agreed value	
5. Salvage value	
H. Proximate cause	
I. Deductible	
J. Indemnity	
K. Limits of liability	
L. Coinsurance/Insurance to value	

M. Occurrence	
N. Cancellation	
O. Nonrenewal	
P. Vacancy and unoccupancy	
Q. Liability	
1. Absolute	
2. Strict	
3. Vicarious	
R. Negligence	
S. Binder	
T. Endorsements	
U. Blanket vs. Specific	
III. POLICY PROVISIONS AND CONTRACT LAW 13	
A. Declarations	
B. Insuring agreement	
C. Conditions	
D. Exclusions	
E. Definition of the insured	
F. Duties of the insured	
G. Obligations of the insurance company	
H. Mortgagee rights	
I. Proof of loss	
J. Notice of claim	
K. Appraisal	
L. Other Insurance Provision	
M. Subrogation	
N. Elements of a contract	
O. Warranties, representations, and concealment	
P. Sources of underwriting information	
Q. Fair Credit Reporting Act	
R. Privacy Protection (Gramm Leach Bliley)	
S. Policy Application	
T. Terrorism Risk Insurance Act (TRIA)	
U. Territory	

**PROPERTY–STATE SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules, and Regulations

(35 questions plus 7 pretest questions)

Ref: All references are to sections in Title 18, Chapter 17 unless otherwise noted.

I. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE. 13	
A. License Regulations 5	
1. Persons required to be licensed and responsibilities	
a. Producer/Agent	
b. Surplus lines broker	
c. Limited Lines producer	
d. Producer/Consultant	
<i>Ref: 1702(i)</i>	
2. License requirements	

IV. INSURANCE ETHICS 12

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulation 904, Ethics (Kaplan), Ethical Practices (Kaplan), Ethics for the Insurance Professional(Kaplan), Ethics For the Field of Insurance (Cape Education, Inc.).

A. Definitions

- 1. Market Conduct
- 2. Authority
 - a. Express
 - b. Implied
 - c. Apparent
- 3. Agency versus individual licensee
Ref: Title 18 Chapter 17, 1714
- 4. Suitability
- 5. Ethical behavior and good moral standards

B. Market Conduct examination

C. Binding coverage

D. Disclosure letters and forms

E. Errors and Omissions insurance

F. Unfair practices

Ref: 2303, 2304, 2305, 2315, 2316, Regulation 902

- 1. Twisting
- 2. Churning
- 3. Commingling
- 4. Misrepresentation
- 5. Defamation
- 6. Coercion and intimidation
Ref: 2304(4)
- 7. Unfair discrimination
- 8. Rebating
- 9. Unfair claims settlement practices
Ref: Chapter 23
- 10. Coercion of debtors
Ref: 2305(a)
- 11. Publicized Founded Complaints
Ref: 907

G. Insurance fraud and Fraud Prevention Bureau

Ref: Chapter 24

H. Advertisement procedures

I. Privacy

J. Conflict of issues and producer’s responsibilities

**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)
- 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. Auto Dealers Coverage Form, including Garagekeepers Insurance
- 9. Exclusions
- 10. Individual Named 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. Business Owners Policy (BOP)	
II. INSURANCE TERMS AND RELATED CONCEPTS 15	
A. Risk	
B. Hazards	
1. Moral	
2. Morale	
3. Physical	
C. Indemnity	
D. Insurable interest	
E. Loss valuation	
1. Actual cash value	
2. Replacement cost	
3. Market value	
4. Stated/agreed value	
5. Salvage value	
F. Negligence	
G. Liability	
H. Occurrence	
I. Binders	
J. Warranties	
K. Representations	
L. Concealment	
M. Deposit Premium/Audit	
N. Certificate of Insurance	
O. Law of Large Numbers	
P. Pure vs. Speculative Risk	
Q. Endorsements	
R. Damages	
1. Compensatory	
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–STATE SPECIFIC
CONTENT OUTLINE
State Statutes, Rules, and Regulations**

(45 scoreable questions plus 9 pretest questions)

Ref: All references are to sections in Title 18, Chapter 17 unless otherwise noted.

I. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE..... 13	
A. License Regulations 5	
1. Persons required to be licensed and responsibilities	
a. Producer/Agent and Broker	
b. Surplus lines broker	
c. Limited Lines producer	
d. Producer/Consultant	
<i>Ref: 1702 (i)</i>	
2. License requirements	
a. Fees and application	
b. Prerequisites	
c. Special qualifications	
d. Written examinations and exemptions	
e. Exemptions from licensing	
f. Insurer's appointment	
3. Authority	
a. Definitions	
<i>Ref: 902–908</i>	
b. License requirements	
<i>Ref: Title 18 Chapter 17</i>	
c. Lines of authority	
d. Termination of appointment	
4. Notice of address change	
5. Continuing education	
<i>Ref: Regulation 504</i>	
B. Marketing Practices 5	
1. Duties of licensed personnel	
2. Record keeping	
<i>Ref: 1707(m)</i>	
3. Compensation of licensees	
<i>Ref: 1714</i>	

4. Termination, suspension, fines	
C. Insurance Commissioner	3
1. Election and term	
<i>Ref: 301</i>	
2. General powers and duties	
<i>Ref: 309, 310, 311</i>	
3. Examination of insurers and producers	
<i>Ref: 318, 319, 322, 2306</i>	
4. Hearings	
<i>Ref: 323, 327, 328, 2307</i>	
5. Cease and desist orders and penalties	
<i>Ref: 2308, 2311</i>	
6. General penalties	
<i>Ref: 106</i>	
II. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS COMMON TO BOTH PROPERTY AND CASUALTY INSURANCE.....	5
A. Surplus Lines Broker	
1. Definitions	
<i>Ref: Chapter 17 and Ch. 19</i>	
2. Conditions for procurement	
<i>Ref: Chapter 19</i>	
3. Endorsement of policy	
<i>Ref: Chapter 19</i>	
4. Liability of insurer	
<i>Ref: Chapter 19</i>	
5. License suspension, revocation	
<i>Ref: Chapter 17 & 19</i>	
6. Records and annual statement	
<i>Ref: Chapter 19</i>	
7. Broker's affidavit	
<i>Ref: Chapter 19</i>	
B. Consent of rate filings	
<i>Ref: Regulation 1901</i>	
C. Fiduciary accounts	
<i>Ref: Reg 505</i>	
D. Guaranty Association Act	
<i>Ref: 4201–4206; 4208</i>	
E. Premium financing	
1. Definitions	
<i>Ref: 4801</i>	
2. Licensing	
<i>Ref: 4802</i>	
3. Form of agreement	
<i>Ref: 4806</i>	
F. Credit Scoring for Underwriting	
<i>Ref: Title 18, Chapter 83, Reg 906</i>	
1. Purpose	
2. Scope	
3. Applicability	
4. Written notice to consumers	
5. Prohibited practices	
III. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS PERTINENT TO CASUALTY INSURANCE ONLY	15
A. Delaware Motorist Protection Act	
<i>Ref: Title 21, 2118, Regulations 603, 901</i>	
1. Required coverage and limits	
2. Arbitration	
<i>Ref: Regulation 901</i>	
3. Insurance ID card	
<i>Ref: Regulation 606</i>	
4. Fines	
<i>Ref: Title 21, 2118(s)(1)</i>	
5. Form A	
<i>Ref: Regulation 603</i>	
B. Uninsured and Underinsured Motorists Coverage	
<i>Ref: 3902</i>	
1. Required coverage	
2. Option for additional coverage	
C. Cancellation and nonrenewal of auto insurance	
1. Reasons for	
<i>Ref: 3904</i>	
2. Notice	
<i>Ref: 3905</i>	
3. Hearing	
<i>Ref: 3906</i>	
4. Exclusion of designated person	
<i>Ref: 3909</i>	
5. Request for driving records	
<i>Ref: 3913</i>	
D. Delaware Automobile Insurance Plan	
<i>Ref: Delaware Automobile Insurance Plan</i>	
1. Producer and insurer responsibilities	
2. Eligibility	
3. Coverage and options	
<i>Ref: Title 21, 2118</i>	
4. Designation of carrier	
5. Binding authority	
6. Collection of placement fee	
E. Defensive driving course credit	
<i>Ref: Regulation 607</i>	
F. Private passenger automobile insurance rating information	
<i>Ref: Regulation 1902</i>	
G. Workers Compensation	
<i>Ref: Title 19</i>	
1. Applicability	
<i>Ref: 2301, 2306, 2321</i>	
2. Excluded employments	
<i>Ref: 2307</i>	
3. Executive offices, sole proprietors, partners	
<i>Ref: 2308</i>	
4. Requirement for insurance policy	
5. Minimum duration of incapacity	
<i>Ref: 2321</i>	
6. Medical benefits required	
<i>Ref: 2322</i>	
7. Compensation for total disability	

- Ref: 2324
- 8. Compensation for partial disability
Ref: 2325
- 9. Survivorship benefits
Ref: 2330
- 10. Burial expenses
Ref: 2331
- 11. Deductible options Form B
Ref: Regulation 801
- 12. Assigned Risk Plan
Ref: Title 18, 2527; Title 21, 2905
- 13. Workplace safety
Ref: Regulation 802
- 14. Worker's Compensation rating/classification
Ref: Title 18, 2602
- 15. Terrorism Risk Insurance Act
Ref: Domestic and Foreign Insurance Bulletin
- 16. Permanent Impairment and Disfigurement Settlements
Ref: Title 19

IV. INSURANCE ETHICS 12

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulation 904, Ethics (Kaplan), Ethical Practices (Kaplan), Ethics for the Insurance Professional (Kaplan), Ethics For the Field of Insurance (Cape Education, Inc.).

A. Definitions

- 1. Market Conduct
- 2. Authority
 - a. Express
 - b. Implied
 - c. Apparent
- 3. Agency versus individual licensee
Ref: Title 18 Chapter 17, 1714
- 4. Suitability
- 5. Ethical behavior and good moral standards

B. Market Conduct examination

C. Binding coverage

D. Disclosure letters and forms

E. Errors and Omissions insurance

F. Unfair practices

Ref: 2303, 2304, 2305, 2315, 2316, Regulation 902

- 1. Twisting
- 2. Churning
- 3. Commingling
- 4. Misrepresentation
- 5. Defamation
- 6. Coercion and intimidation
Ref: 2304(4)
- 7. Unfair discrimination
- 8. Rebating
- 9. Unfair claims settlement practices
Ref: Chapter 23
- 10. Coercion of debtors

- Ref: 2305(a)
- 11. Publicized Founded Complaints
Ref: 907

G. Insurance fraud and Fraud Prevention Bureau

Ref: Chapter 24

H. Advertisement procedures

I. Privacy

J. Conflict of issues and producer's responsibilities

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

(75 scoreable 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-owned
 - c. Hired
 - d. Temporary Substitute
 - e. Newly Acquired Autos

f. Transportation Expense and Rental Reimbursement Expense	
8. Exclusions	
B. Umbrella/Excess liability	
III. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS.....	28
A. Insurance	
1. Law of Large Numbers	
B. Insurable interest	
C. Risk	
1. Pure vs. Speculative Risk	
D. Hazard	
1. Moral	
2. Morale	
3. Physical	
E. Peril	
F. Loss	
1. Direct	
2. Indirect	
G. Loss Valuation	
1. Actual cash value	
2. Replacement cost	
3. Market value	
4. Stated value	
5. Salvage value	
H. Proximate cause	
I. Deductible	
J. Indemnity	
K. Limits of liability	
L. Coinsurance/Insurance to value	
M. Occurrence	
N. Cancellation	
O. Nonrenewal	
P. Vacancy and unoccupancy	
Q. Liability	
1. Absolute	
2. Strict	
3. Vicarious	
R. Negligence	
S. Binder	
T. Endorsements	
U. Blanket vs. Specific	
V. Burglary, Robbery, Theft, and Mysterious Disappearance	
W. Warranties	
X. Representations	
Y. Concealment	
Z. Deposit Premium/Audit	
AA. Certificate of Insurance	
BB. Damages	
1. Compensatory	
a. General	
b. Special	
2. Punitive	

CC. Compliance with Provisions of Fair Credit Reporting Act

IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW	24
A. Declarations	
B. Insuring agreement	
C. Conditions	
D. Exclusions	
E. Definition of the insured	
F. Duties of the insured after a loss	
G. Obligations of the insurance company	
H. Mortgagee rights	
I. Proof of loss	
J. Notice of claim	
K. Appraisal	
L. Other Insurance Provision	
M. Subrogation	
N. Elements of a contract	
O. Sources of underwriting information	
P. Fair Credit Reporting Act	
Q. Privacy Protection (Gramm Leach Bliley)	
R. Policy Application	
S. Terrorism Risk Insurance Act (TRIA)	
T. Cancellation and nonrenewal provisions	
U. Supplementary payments	
V. Loss settlement provisions including consent to settle a loss	
W. Territory	

PERSONAL LINES—STATE SPECIFIC CONTENT OUTLINE

State Laws, Rules, and Regulations

(40 questions plus 8 pretest questions)

Ref: All references are to sections in Title 18, Chapter 17 unless otherwise noted.

I. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO LIFE, ACCIDENT AND HEALTH, PROPERTY, CASUALTY AND PERSONAL LINES INSURANCE	13
A. License Regulations	5
1. Persons required to be licensed and responsibilities	
a. Producer/Agent	
b. Limited Lines producer	
c. Producer/Consultant	
<i>Ref: 1702 (i)</i>	
2. License requirements	
a. Fees and application	
b. Prerequisites	
c. Special qualifications	
d. Written examinations and exemptions	
e. Exemptions from licensing	
f. Insurer's appointment	

3. Authority	
a. Definitions	<i>Ref: 902–908</i>
b. License requirements	<i>Ref: Title 18 Chapter 17</i>
c. Lines of authority	
d. Termination of appointment	
4. Notice of address change	
5. Continuing education	<i>Ref: Regulation 504</i>
B. Marketing Practices.....	5
1. Duties of licensed personnel	
2. Record keeping	<i>Ref: 1707(m)</i>
3. Compensation of licensees	<i>Ref: 1714</i>
4. Termination, suspension, fines	
C. Insurance Commissioner.....	3
1. Election and term	<i>Ref: 301</i>
2. General powers and duties	<i>Ref: 309, 310, 311</i>
3. Examination of insurers and producers	<i>Ref: 318, 319, 322, 2306</i>
4. Hearings	<i>Ref: 323, 327, 328, 2307</i>
5. Cease and desist orders and penalties	<i>Ref: 2308, 2311</i>
6. General penalties	<i>Ref: 106</i>
II. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE ONLY	5
A. Delaware FAIR Plan	<i>Ref: Chapter 41</i>
1. Purpose and definitions	<i>Ref: 4103, 4104</i>
2. Eligibility	
3. Coverage available	
4. Limits of coverage	
5. Effective date of coverage	
6. Binding authority of producers	
B. Declinations, renewal, and cancellation of Property insurance contracts	
1. Definitions	<i>Ref: 4121</i>
2. Notification and reasons for declination, non-renewal, and termination	<i>Ref: 4122, Regulation 703</i>
3. Permissible cancellations	<i>Ref: 4123</i>
4. Prohibited practices	<i>Ref: 4124</i>
5. Enforcement	
	<i>Ref: 4125</i>
6. Disclosures	<i>Ref: Regulation 702</i>
C. National Flood Insurance Program	<i>Ref: National Flood Insurance Program, Regulation 702</i>
1. Definitions	
2. Policies and Products Available	
3. Who needs flood insurance	
4. Flood Maps and Zone Determinations	
5. General Rules	
6. Claims Handling Process	
7. Write Your Own Company	
III. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS PERTINENT TO CASUALTY INSURANCE ONLY	10
A. Delaware Motorist Protection Act	<i>Ref: Title 21, 2118, Regulations 603, 901</i>
1. Required coverage and limits	
2. Arbitration	<i>Ref: Regulation 901</i>
3. Insurance ID card	<i>Ref: Regulation 606</i>
4. Fines	<i>Ref: Title 21, 2118(s)(1)</i>
5. Form A	<i>Ref: Regulation 603</i>
B. Uninsured and Underinsured Motorists Coverage	<i>Ref: 3902</i>
1. Required coverage	
2. Option for additional coverage	
C. Cancellation and nonrenewal of auto insurance	
1. Reasons for	<i>Ref: 3904</i>
2. Notice	<i>Ref: 3905</i>
3. Hearing	<i>Ref: 3906</i>
4. Exclusion of designated person	<i>Ref: 3909</i>
5. Request for driving records	<i>Ref: 3913</i>
D. Delaware Automobile Insurance Plan	<i>Ref: Delaware Automobile Insurance Plan</i>
1. Producer and insurer responsibilities	
2. Eligibility	
3. Coverage and options	<i>Ref: Title 21, 2118</i>
4. Designation of carrier	
5. Binding authority	
6. Collection of placement fee	
E. Defensive driving course credit	<i>Ref: Regulation 607</i>

F. Private passenger automobile insurance rating information

Ref: Regulation 1902

IV. INSURANCE ETHICS 12

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulation 904, Ethics (Kaplan), Ethical Practices (Kaplan), Ethics for the Insurance Professional (Kaplan), Ethics For the Field of Insurance (Cape Education, Inc.).

A. Definitions

1. Market Conduct
2. Authority
 - a. Express
 - b. Implied
 - c. Apparent
3. Agency versus individual licensee
Ref: Title 18 Chapter 17, 1714
4. Suitability
5. Ethical behavior and good moral standards

B. Market Conduct examination

C. Binding coverage

D. Disclosure letters and forms

E. Errors and Omissions insurance

F. Unfair practices

Ref: 2303, 2304, 2305, 2315, 2316, Regulation 902

1. Twisting
2. Churning
3. Commingling
4. Misrepresentation
5. Defamation
6. Coercion and intimidation
Ref: 2304(4)
7. Unfair discrimination
8. Rebating
9. Unfair claims settlement practices
Ref: Chapter 23
10. Coercion of debtors
Ref: 2305(a)
11. Publicized Founded Complaints
Ref: 907

G. Insurance fraud and Fraud Prevention Bureau

Ref: Chapter 24

H. Advertisement procedures

I. Privacy

J. Conflict of issues and producer’s responsibilities

**DELAWARE–PUBLIC ADJUSTER
CONTENT OUTLINE
PRODUCT KNOWLEDGE, LAWS, AND
REGULATIONS**

(50 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO PUBLIC ADJUSTERS

Ref: All references are to Title 18, Chapter 17A of the Delaware Insurance Code and to general product knowledge, unless otherwise noted.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions
3. Proof of Loss
4. Loss requirements and inventories
5. Appraisal
6. Company options
7. Cancellation
8. Additional coverages
9. Replacement costs
10. Increase in hazard

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)
3. Mobile Homes
4. Condominium policies

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Causes of loss forms
 - c. Business income
 - d. Extra expense
2. Commercial Package Policy (CPP)
3. Equipment Breakdown Coverage
4. Businessowners Policy (BOP)
5. Law and Ordinance Coverage
6. Condominium Association Coverage Form

D. Inland marine

1. Personal floaters
2. Commercial floaters
3. Nationwide Definition
4. Builders’ Risk coverage
5. Transportation coverage
6. Electronic Data Processing (EDP) coverage

E. Others

1. Aviation
2. National Flood Insurance Program
3. Personal Watercraft
4. Commercial Ocean Marine
5. Earthquake
6. Terrorism

F. Additional Coverages and Exclusions

1. Business Interruption
2. Time Element
3. Valuable Papers and Records

G. Crime

1. Employee Theft

2. Inside the Premises-Theft of Money and Securities
3. Inside the Premises-Robbery or Safe Burglary of Other Property
4. Inside the Premises - Robbery or Burglary of Other Property
5. Definitions
 - a. Custodian
 - b. Messenger
 - c. Guard or watchperson

H. Surety Bonding

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

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

- 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**
- M. Assignment**
- N. Subrogation**
- O. Elements of a contract**
- P. Sources of underwriting information**
- Q. Compliance with provisions of Fair Credit Reporting Act**
- R. Cancellation and Nonrenewal provisions**
- S. Additional (supplementary) payments**
- T. Loss settlement provisions including consent to settle a loss**
- U. Limitations**
- V. Representations and misrepresentations**
- W. Concealment**
- X. Arbitration**
- Y. Coinsurance**
- Z. Endorsements**
- AA. Warranties**
- BB. Replacement Cost**
- CC. Fraud**

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

Ref: Fundamentals of Risk and Insurance by Emmett and Therese Vaughn (Wiley), Businessowners Policy Coverage by George Krauss and Commercial Property Coverage Guide by Hillman & McCracken (National Underwriter), Property

Loss Adjusting (James Markham (IIA), BHM Insurance Services.

- A. Insurable interest**
- B. Risk**
- C. Hazard**
 - 1. Physical**
 - 2. Moral**
 - 3. Morale**
 - 4. Legal**
- D. Peril**
- E. Loss**
 1. Direct
 2. Indirect
- F. Proximate cause**
- G. Deductible**
- H. Indemnity**
- I. Actual cash value**
- J. Replacement cost**
- K. Limits of liability**
- L. Pair and set clause**
- M. Extensions of coverage**
- N. Additional coverages**
- O. Accident**
- P. Occurrence**
- Q. Vacancy and unoccupancy**
- R. Right of salvage**
- S. Abandonment**
- T. Liability**
- U. Negligence**
- V. Theft**
- W. Burglary**
- X. Robbery**
- Y. Mysterious disappearance**
- Z. Binders**
- AA. Apportionment clause**
- BB. Tariff Liability**
- CC. Waiver/Non-Waiver Agreement**
- DD. Value Policy**
- EE. Estoppel**
- FF. Reservation of Rights**

IV. PUBLIC ADJUSTER

- A. Loss Report**
 1. Essential Elements
 - a. Inception/Expiration Date
 - b. Occurrence Date
 - c. Identification of Parties Involved
 - d. Policy Form/Number
 - e. Description of Loss
 - f. Coverages
 - g. Deductible
 - h. Date of loss
- B. Loss/Damage Valuation**
 1. Direct Loss vs. Indirect Loss (Loss of Use)
 2. Damages
 3. Scope of Loss or Damages

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

All references are to Title 18 Chapter 17 and 17A of the Delaware Insurance Code except where otherwise specified below.

A. Definitions

1. Persons required to be licensed and their responsibilities
 - a. Adjuster
 - b. License
 - c. Licensee
 - d. Public Adjuster
2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Special qualifications
 - d. Written examinations and exemptions
 - e. Exceptions to licensing
 - f. Surety bonds
3. Authority
 - a. Definitions
 - b. License requirements
4. Notice of address change
5. Continuing education
Ref: Regulation 504
6. Ownership of other entities
7. Contracts and Solicitation of Contracts
8. Regulation and Scope

B. Marketing Practices

1. Duties of licensed personnel
2. Record keeping
3. Compensation of licensees
4. License denial, suspension, revocation, and penalties
5. Prohibited Acts

C. Insurance Commissioner

Ref: Chapter 3 unless otherwise specified

1. Election and term
2. General powers and duties
3. Maintenance of Records
Ref: Chapter 17, Section 1707
4. Hearings
5. Cease and desist orders and penalties
Ref: Chapters 17 and 23
6. General penalties
Ref: Chapters 1,3, and 17

VI. INSURANCE ETHICS

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulations 902 and 904, Ethics (Bisys), Ethical Practices (Bisys), Ethics for the Insurance Professional (Kaplan), Ethics For the Field of

Insurance (Cape Education, Inc.), The Claims Environment (Edited by James Markham IIA) and BHM Insurance Services.

A. Definitions

1. Business Practices
2. Authority
 - a. Express
 - b. Implied
 - c. Apparent
3. Agency versus individual licensee
Ref: Title 18 Chapter 17
4. Suitability
5. Ethical behavior and good moral standards

B. Market Conduct examination

C. Disclosure letters and forms

D. Errors and Omissions insurance

E. Unfair practices

1. Commingling
2. Misrepresentation
3. Defamation
4. Coercion and intimidation
5. Rebating
6. Unfair claims settlement practices
7. Publicized Founded Complaints
Ref: 907

F. Insurance fraud and Fraud Prevention Bureau

G. Privacy

H. Conflict of issues

VII. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE ONLY

DELAWARE-CASUALTY ADJUSTER CONTENT OUTLINE

(50 scoreable questions)

I. TYPES OF POLICIES, BONDS, AND RELATED TERMS

A. Commercial general liability

1. Basic Hazards
 - a. Premises and Operations
 - b. Products and Completed Operations
 - c. Independent Contractors
 - d. Contractual
2. Commercial General Liability Coverage Forms
 - 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. Conditions (The candidate also should be familiar with ISO's Common Policy Conditions)
 - h. Definitions
 - i. Extracontractual
- B. Automotive: personal auto and business (commercial) auto**
- 1. Liability
 - 2. Medical Payments
 - 3. Physical damage (collision and other than collision/comprehensive)
 - 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
 - 8. Garage Coverage Form, including Garagekeepers insurance
- 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
 - 2. Work-related vs. non-work-related
 - 3. Other states' insurance
- D. Crime**
- 1. Employee theft
 - 2. Inside the premises-Theft of Money and securities
 - 3. Inside the premises-Robbery or Safe Burglary of Other Property
 - 4. Inside the premises-Robbery or Burglary of Other Property
- E. Surety Bonding**
- 1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety
- F. Professional liability**
- 1. Errors and Omissions
- G. Umbrella/Excess liability**
- II. INSURANCE TERMS AND RELATED CONCEPTS**
- A. Risk**
 - B. Hazard**
 - C. Indemnity**
 - D. Insurable interest**
 - E. Actual cash value**
 - F. Negligence**
 - G. Liability**
- H. Accident**
 - I. Occurrence**
 - J. Burglary**
 - K. Robbery**
 - L. Theft**
 - M. Mysterious disappearance**
 - N. Binders**
 - O. Warranties**
 - P. Representations**
 - Q. Concealment**
 - R. Bodily injury liability**
 - S. Property damage liability**
 - T. Personal injury liability**
 - U. Limits of liability**
 - V. Deductibles**
 - W. Insured contract**
 - X. Deposit Premium/Audit**
 - Y. Certificate of Insurance**
- III. POLICY PROVISIONS**
- A. Declarations**
 - B. Insuring agreement**
 - C. Conditions**
 - D. Exclusions**
 - 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. Compliance with provisions of Fair Credit Reporting Act**
 - O. Claims made policy form**
 - P. Salvage**
 - Q. Loss settlement provisions including consent to settle a loss**
- IV. DUTIES OF THE CASUALTY ADJUSTER**
- A. Loss Report**
 - 1. Essential Elements
 - a. Inception/Expiration Date
 - b. Occurrence Date
 - d. Identification of Parties Involved
 - d. Policy Form/Number
 - e. Description of Loss
 - f. Coverages
 - g. Deductible
 - h. Date of loss
 - B. Loss/Damage Valuation**
 - 1. Direct Loss vs. Indirect Loss (Loss of Use)
 - 2. Damages
 - 3. Scope of Loss or Damages

V. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO CASUALTY INSURANCE AND THE LICENSING OF ADJUSTERS

All references are to Title 18 Chapter 17 of the Delaware Insurance Code except where otherwise specified below.

A. Definitions

1. Persons required to be licensed and their responsibilities
 - a. Adjuster
 - b. License
 - c. Licensee
 - d. Public Adjuster
2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Special qualifications
 - d. Written examinations and exemptions
 - e. Exceptions to licensing
 - f. Surety bonds
3. Authority
 - a. Definitions
 - b. License requirements
4. Notice of address change
5. Continuing education
Ref: Regulation 504
6. Ownership of other entities
7. Contracts and Solicitation of Contracts
8. Regulation and Scope

B. Marketing Practices

1. Duties of licensed personnel
2. Record keeping
3. Compensation of licensees
4. License denial, suspension, revocation, and penalties
5. Prohibited Acts

C. Insurance Commissioner

Ref: Chapter 3 unless otherwise specified

1. Election and term
2. General powers and duties
3. Maintenance of Records
Ref: Chapter 17, Section 1707
4. Hearings
5. Cease and desist orders and penalties
Ref: Chapters 17 and 23
6. General penalties
Ref: Chapters 1, 3, and 17

VI. INSURANCE ETHICS

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulations 902 and 904, Ethics (Bisys), Ethical Practices (Bisys), Ethics for the Insurance Professional (Kaplan), Ethics For the Field of Insurance (Cape Education, Inc.), Target Ethics (Pentera), The Claims Environment (Edited by James Markham IIA) and BHM Insurance Services.

A. Definitions

1. Business Practices
2. Authority
 - a. Express
 - b. Implied
 - c. Apparent
3. Agency versus individual licensee
Ref: Title 18 Chapter 17
4. Suitability
5. Ethical behavior and good moral standards

B. Market Conduct examination

C. Disclosure letters and forms

D. Errors and Omissions insurance

E. Unfair practices

1. Commingling
2. Misrepresentation
3. Defamation
4. Coercion and intimidation
5. Rebating
6. Unfair claims settlement practices
7. Publicized Founded Complaints
Ref: 907

F. Insurance fraud and Fraud Prevention Bureau

G. Privacy

H. Conflict of issues

VII. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS PERTINENT TO CASUALTY INSURANCE ONLY

A. Delaware Motorist Protection Act

Ref: Title 21, 2118, Regulations 603, 901

1. Required coverage and limits
2. Arbitration
Ref: Regulation 901
3. Insurance ID card
Ref: Regulation 606
4. Fines
Ref: Title 21, 2118(s)(1)
5. Form A
Ref: Regulation 603
6. Learner's Permit Prohibitions
Ref: Title 21 Motor Vehicles

B. Uninsured and Underinsured Motorists Coverage

Ref: 3902

1. Required coverage
2. Option for additional coverage

C. Cancellation and nonrenewal of auto insurance

1. Reasons for
Ref: 3904
2. Notice
Ref: 3905
3. Hearing
Ref: 3906
4. Exclusion of designated person
Ref: 3909

5. Request for driving records
Ref: 3913

D. Delaware Automobile Insurance Plan

Ref: Delaware Automobile Insurance Plan

1. Producer and insurer responsibilities
2. Eligibility
3. Coverage and options
4. Designation of carrier
5. Binding authority
6. Collection of placement fee

E. Defensive driving course credit

Ref: Regulation 607

F. Private passenger automobile insurance rating information

Ref: Regulation 1902

G. Workers Compensation

Ref: Title 19

1. Applicability
Ref: 2301, 2306
2. Excluded employments
Ref: 2307
3. Executive offices, sole proprietors, partners
Ref: 2308
4. Requirement for insurance policy
5. Minimum duration of incapacity
Ref: 2321
6. Medical benefits required
Ref: 2322
7. Compensation for total disability
Ref: 2324
8. Compensation for partial disability
Ref: 2325
9. Survivorship benefits
Ref: 2330
10. Burial expenses
Ref: 2331
11. Deductible options Form B
Ref: Regulation 801
12. Assigned Risk Plan
Ref: Title 18, 2527; Title 21, 2905
13. Workplace safety
Ref: Regulation 802
14. Worker's Compensation rating/classification
Ref: Title 18, 2602
15. Terrorism Risk Insurance Act
Ref: Domestic and Foreign Insurance Bulletin
16. Permanent Impairment and Disfigurement Settlements
Ref: Title 19

**DELAWARE-PROPERTY ADJUSTER
CONTENT OUTLINE**

(50 scoreable questions)

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

Ref: All topics make reference to general product knowledge, unless otherwise noted.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions
3. Proof of Loss
4. Loss requirements and inventories
5. Appraisal
6. Company options
7. Cancellation
8. Additional coverages
9. Replacement costs
10. Increase in hazard

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)
3. Mobile Homes
4. Condominium policies

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Causes of loss forms
 - c. Business income
 - d. Extra expense
2. Commercial Package Policy (CPP)
3. Equipment Breakdown Coverage
4. Businessowners Policy (BOP)
5. Law and Ordinance Coverage
6. Condominium Association Coverage Form

D. Inland marine

1. Personal floaters
2. Commercial floaters
3. Nationwide Definition
4. Builders' Risk coverage
5. Transportation coverage
6. Electronic Data Processing (EDP) coverage

E. Others

1. Aviation
2. National Flood Insurance Program
3. Personal Watercraft
4. Commercial Ocean Marine
5. Earthquake
6. Terrorism

F. Additional Coverages and Exclusions

1. Business Interruption
2. Time Element
3. Valuable Papers and Records

G. Crime

1. Employee Theft

2. Inside the Premises-Theft of Money and Securities
3. Inside the Premises-Robbery or Safe Burglary of Other Property
4. Inside the Premises - Robbery or Burglary of Other Property
5. Definitions
 - a. Custodian
 - b. Messenger
 - c. Guard or watchperson

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

- 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
- M. Assignment
- N. Subrogation
- O. Elements of a contract
- P. Sources of underwriting information
- Q. Compliance with provisions of Fair Credit Reporting Act
- R. Cancellation and Nonrenewal provisions
- S. Additional (supplementary) payments
- T. Loss settlement provisions including consent to settle a loss
- U. Limitations
- V. Representations and misrepresentations
- W. Concealment
- X. Arbitration
- Y. Coinsurance
- Z. Endorsements
- AA. Warranties
- BB. Replacement Cost
- CC. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

Ref: Fundamentals of Risk and Insurance by Emmett and Therese Vaughn (Wiley), Businessowners Policy Coverage by George Krauss and Commercial Property Coverage Guide by Hillman & McCracken (National Underwriter), Property Loss Adjusting (James Markham (IIA), BHM Insurance Services.

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

2. Moral
3. Morale
4. Legal

D. Peril

E. Loss

1. Direct
2. Indirect

F. Proximate cause

G. Deductible

H. Indemnity

I. Actual cash value

J. Replacement cost

K. Limits of liability

L. Pair and set clause

M. Extensions of coverage

N. Additional coverages

O. Accident

P. Occurrence

Q. Vacancy and unoccupancy

R. Right of salvage

S. Abandonment

T. Liability

U. Negligence

V. Theft

W. Burglary

X. Robbery

Y. Mysterious disappearance

Z. Binders

AA. Apportionment clause

BB. Tariff Liability

CC. Waiver/Non-Waiver Agreement

DD. Value Policy

EE. Estoppel

FF. Reservation of Rights

IV. DUTIES OF THE PROPERTY ADJUSTER

A. Loss Report

1. Essential Elements
 - a. Inception/Expiration Date
 - b. Occurrence Date
 - c. Identification of Parties Involved
 - d. Policy Form/Number
 - e. Description of Loss
 - f. Coverages
 - g. Deductible
 - h. Date of loss

B. Loss/Damage Valuation

1. Direct Loss vs. Indirect Loss (Loss of Use)
2. Damages
3. Scope of Loss or Damages

V. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE AND THE LICENSING OF PROPERTY ADJUSTERS

All references are to Title 18 Chapter 17 of the Delaware Insurance Code except where otherwise specified below.

A. Definitions

- 1. Persons required to be licensed and their responsibilities
 - a. Adjuster
 - b. License
 - c. Licensee
 - d. Public Adjuster
- 2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Special qualifications
 - d. Written examinations and exemptions
 - e. Exceptions to licensing
 - f. Surety bonds
- 3. Authority
 - a. Definitions
 - b. License requirements
- 4. Notice of address change
- 5. Continuing education
Ref: Regulation 504
- 6. Ownership of other entities
- 7. Contracts and Solicitation of Contracts
- 8. Regulation and Scope

B. Marketing Practices

- 1. Duties of licensed personnel
- 2. Record keeping
- 3. License denial, suspension, revocation, and penalties
- 4. Prohibited Acts

C. Insurance Commissioner

Ref: Chapter 3 unless otherwise specified

- 1. Election and term
- 2. General powers and duties
- 3. Maintenance of Records
Ref: Chapter 17, Section 1707
- 4. Hearings
- 5. Cease and desist orders and penalties
Ref: Chapters 17 and 23
- 6. General penalties
Ref: Chapters 1, 3, and 17

VI. INSURANCE ETHICS

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulations 902 and 904, Ethics (Bisys), Ethical Practices (Bisys), Ethics for the Insurance Professional (Kaplan), Ethics For the Field of Insurance (Cape Education, Inc.), The Claims Environment (Edited by James Markham IIA) and BHM Insurance Services.

A. Definitions

- 1. Business Practices
- 2. Authority
 - a. Express
 - b. Implied
 - c. Apparent
- 3. Suitability

- 4. Ethical behavior and good moral standards

B. Market Conduct examination

C. Disclosure letters and forms

D. Errors and Omissions insurance

E. Unfair practices

- 1. Misrepresentation
- 2. Defamation
- 3. Coercion and intimidation
- 4. Rebating
- 5. Unfair claims settlement practices
- 6. Publicized Founded Complaints

Ref: 907

F. Insurance fraud and Fraud Prevention Bureau

G. Privacy

H. Conflict of issues

**DELAWARE–MOTOR VEHICLE
ADJUSTER
CONTENT OUTLINE**

(50 scoreable questions)

I. BASIC CONCEPTS OF AUTOMOBILE INSURANCE

Ref: Policy

A. Coverages

- 1. Bodily injury and property damage
- 2. Medical payments
- 3. Physical damage
- 4. Extracontractual
 - a. Punitive damages
- 5. Personal Injury Protection

B. Definitions

- 1. Insured/covered person
- 2. Owned automobiles/covered automobiles
- 3. Non-owned automobiles
- 4. Temporary substitute automobiles
- 5. Actual Cash Value
- 6. Tort
- 7. Salvage

C. Policy Components

II. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE AND THE LICENSING OF ADJUSTERS

All references are to Title 18 Chapter 17 of the Delaware Insurance Code except where otherwise specified below.

A. Definitions

- 1. Persons required to be licensed and their responsibilities
 - a. Adjuster
 - b. License
 - c. Licensee
 - d. Public Adjuster
- 2. License requirements
 - a. Fees and application

- b. Prerequisites
 - c. Special qualifications
 - d. Written examinations and exemptions
 - e. Exceptions to licensing
 - f. Surety bonds
 - 3. Authority
 - a. Definitions
 - b. License requirements
 - 4. Notice of address change
 - 5. Continuing education
Ref: Regulation 504
 - 6. Ownership of other entities
 - 7. Contracts and Solicitation of Contracts
 - 8. Regulation and Scope
 - B. Marketing Practices**
 - 1. Duties of licensed personnel
 - 2. Record keeping
 - 3. Compensation of licensees
 - 4. License denial, suspension, revocation, and penalties
 - 5. Prohibited Acts
 - C. Insurance Commissioner**
Ref: Chapter 3 unless otherwise specified
 - 1. Election and term
 - 2. General powers and duties
 - 3. Maintenance of Records
Ref: Chapter 17, Section 1707
 - 4. Hearings
 - 5. Cease and desist orders and penalties
Ref: Chapters 17 and 23
 - 6. General penalties
Ref: Chapters 1,3, and 17
- III. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS PERTINENT TO CASUALTY INSURANCE ONLY**
- A. Delaware Motorist Protection Act**
Ref: Title 21, 2118, Regulations 603, 901
 - 1. Required coverage and limits
 - 2. Arbitration
Ref: Regulation 901
 - 3. Insurance ID card
Ref: Regulation 606
 - 4. Fines
Ref: Title 21, 2118(s)(1)
 - 5. Form A
Ref: Regulation 603
 - 6. Learner's Permit Prohibitions
Ref: Title 21 Motor Vehicles
 - B. Uninsured and Underinsured Motorists Coverage**
Ref: 3902
 - 1. Required coverage
 - 2. Option for additional coverage
 - C. Cancellation and nonrenewal of auto insurance**
- 1. Reasons for
Ref: 3904
 - 2. Notice
Ref: 3905
 - 3. Hearing
Ref: 3906
 - 4. Exclusion of designated person
Ref: 3909
 - 5. Request for driving records
Ref: 3913
- D. Delaware Automobile Insurance Plan**
Ref: Delaware Automobile Insurance Plan
 - 1. Producer and insurer responsibilities
 - 2. Eligibility
 - 3. Coverage and options
 - 4. Designation of carrier
 - 5. Binding authority
 - 6. Collection of placement fee
 - E. Defensive driving course credit**
Ref: Regulation 607
 - F. Private passenger automobile insurance rating information**
Ref: Regulation 1902
- V. INSURANCE ETHICS**
Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulations 902 and 904, Ethics (Bisys), Ethical Practices (Bisys), Ethics for the Insurance Professional (Kaplan), Ethics For the Field of Insurance (Cape Education, Inc.), The Claims Environment (Edited by James Markham IIA) and BHM Insurance Services.
- A. Definitions**
 - 1. Business Practices
 - 2. Authority
 - a. Express
 - b. Implied
 - c. Apparent
 - 3. Agency versus individual licensee
Ref: Title 18 Chapter 17
 - 4. Suitability
 - 5. Ethical behavior and good moral standards
 - B. Market Conduct examination**
 - C. Disclosure letters and forms**
 - D. Errors and Omissions insurance**
 - E. Unfair practices**
 - 1. Commingling
 - 2. Misrepresentation
 - 3. Defamation
 - 4. Coercion and intimidation
 - 5. Rebating
 - 6. Unfair claims settlement practices
 - 7. Publicized Founded Complaints
Ref: 907
 - F. Insurance fraud and Fraud Prevention**

- Bureau
- G. Privacy
- H. Conflict of issues

VI. DUTIES OF THE MOTOR VEHICLE ADJUSTER

- A. Loss Report**
 - 1. Essential Elements
 - a. Inception/Expiration Date
 - b. Occurrence Date
 - c. Identification of Parties Involved
 - d. Policy Form/Number
 - e. Description of Loss
 - f. Coverages
 - g. Deductible
 - h. Date of loss
- B. Loss/Damage Valuation**
 - 1. Direct Loss vs. Indirect Loss (Loss of Use)
 - 2. Damages
 - 3. Scope of Loss or Damages

- L. Assignment
- M. Subrogation
- N. Elements of a contract
- O. Sources of underwriting information
- P. Cancellation and Nonrenewal provisions
- Q. Additional (supplementary) payments
- R. Loss settlement provisions including consent to settle a loss
- S. Limitations
- T. Representations and misrepresentations
- U. Concealment
- V. Arbitration
- W. Coinsurance
- X. Endorsements
- Y. Warranties
- Z. Replacement Cost
- AA. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

Ref: Fundamentals of Risk and Insurance by Emmett and Therese Vaughn (Wiley), Businessowners Policy Coverage by George Krauss and Commercial Property Coverage Guide by Hillman & McCracken (National Underwriter), Property Loss Adjusting (James Markham (IIA), BHM Insurance Services.

- A. Insurable interest**
- B. Risk**
- C. Hazard**
 - 1. Physical
 - 2. Moral
 - 3. Morale
 - 4. Legal
- D. Peril**
- E. Loss**
 - 1. Direct
 - 2. Indirect
- F. Proximate cause**
- G. Deductible**
- H. Indemnity**
- I. Actual cash value**
- J. Replacement cost**
- K. Limits of liability**
- L. Pair and set clause**
- M. Extensions of coverage**
- N. Additional coverages**
- O. Accident**
- P. Occurrence**
- Q. Right of salvage**
- R. Abandonment**
- S. Liability**
- T. Negligence**
- U. Theft**
- V. Burglary**
- W. Robbery**
- X. Mysterious disappearance**

DELAWARE—MARINE AND TRANSPORTATION ADJUSTER CONTENT OUTLINE

(50 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO MARINE AND TRANSPORTATION ADJUSTERS

Ref: All topics make reference to general product knowledge, unless otherwise noted.

- A. Inland marine**
 - 1. Personal floaters
 - 2. Commercial floaters
 - 3. Nationwide Definition
 - 4. Builders' Risk coverage
 - 5. Transportation coverage
 - 6. Electronic Data Processing (EDP) coverage
- B. Other terms and related concepts**
 - 1. Commercial Ocean Marine
 - 2. Terrorism

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

- 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. Proof of loss**
- I. Notice of claim**
- J. Appraisal**
- K. Other Insurance**

- Y. Binders
- Z. Apportionment clause
- AA. Tariff Liability
- BB. Waiver/Non-Waiver Agreement
- CC. Estoppel
- DD. Reservation of Rights

IV. DUTIES OF THE MARINE AND TRANSPORTATION ADJUSTER

A. Loss Report

1. Essential Elements
 - a. Inception/Expiration Date
 - b. Occurrence Date
 - c. Identification of Parties Involved
 - d. Policy Form/Number
 - e. Description of Loss
 - f. Coverages
 - g. Deductible
 - h. Date of loss

B. Loss/Damage Valuation

1. Direct Loss vs. Indirect Loss (Loss of Use)
2. Damages
3. Scope of Loss or Damages

V. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE AND THE LICENSING OF MARINE AND TRANSPORTATION ADJUSTERS

All references are to Title 18 Chapter 17 of the Delaware Insurance Code except where otherwise specified below.

A. Definitions

1. Persons required to be licensed and their responsibilities
 - a. Adjuster
 - b. License
 - c. Licensee
2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Special qualifications
 - d. Written examinations and exemptions
 - e. Exceptions to licensing
3. Authority
 - a. Definitions
 - b. License requirements
4. Notice of address change
5. Ownership of other entities
6. Contracts and Solicitation of Contracts
7. Regulation and Scope

B. Marketing Practices

1. Duties of licensed personnel
2. Record keeping
3. License denial, suspension, revocation, and penalties
4. Prohibited Acts

C. Insurance Commissioner

Ref: Chapter 3 unless otherwise specified

1. Election and term
2. General powers and duties
3. Maintenance of Records
Ref: Chapter 17, Section 1707
4. Hearings
5. Cease and desist orders and penalties
Ref: Chapters 17 and 23
6. General penalties
Ref: Chapters 1, 3, and 17

VI. INSURANCE ETHICS

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulations 902 and 904, Ethics (Bisys), Ethical Practices (Bisys), Ethics for the Insurance Professional (Kaplan), Ethics For the Field of Insurance (Cape Education, Inc.), The Claims Environment (Edited by James Markham IIA) and BHM Insurance Services.

A. Definitions

1. Business Practices
2. Authority
 - a. Express
 - b. Implied
 - c. Apparent
3. Agency versus individual license
Ref: Title 18, Chapter 17
4. Suitability
5. Ethical behavior and good moral standards

B. Market Conduct examination

C. Disclosure letters and forms

D. Errors and Omissions insurance

E. Unfair practices

1. Misrepresentation
2. Defamation
3. Coercion and intimidation
4. Rebating
5. Unfair claims settlement practices
6. Publicized Founded Complaints
Ref: 907

F. Insurance fraud and Fraud Prevention Bureau

G. Privacy

H. Conflict of issues

DELAWARE–MARINE AND TRANSPORTATION PRODUCER CONTENT OUTLINE

State Statutes, Rules, and Regulations

(25 scoreable questions)

I. TERMS AND CONCEPTS

A. Nation-wide marine definition

B. Indemnity

- C. General average loss
- D. Bailment
- E. Franchise clause
- F. Coinsurance
- G. Salvage

II. TYPES OF POLICIES

- A. Inland Marine Block
- B. Bailee's Customers
- C. Motor Truck Cargo
- D. Packaged Yacht
- E. Protection and Indemnity
- F. Hull policy
- G. Inland Marine Floaters
 - a. Personal Property
 - b. Personal Effects
 - c. Furs and Jewelry
 - d. Fine Arts
 - e. Physicians and Surgeons Equipment
 - f. Wedding Present
 - g. Salesmen
 - h. Jeweler's
 - i. Contractors Equipment

III. COVERAGES

- A. Jewelry
- B. Transportation
- C. Communication
- D. Collapse of bridges
- E. Flood
- F. Collision

IV. COMMON EXCLUSIONS

- A. Wear and tear
- B. Gradual deterioration
- C. Vermin

V. STATE STATUTES AND REGULATIONS PERTINENT TO ALL LINES

- A. License Regulations
 - 1. Persons required to be licensed and responsibilities
 - a. Producer/Agent and Broker
 - b. Producer/Consultant
Ref: 1702 (i)
 - 2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Written examinations and exemptions
 - d. Exemptions from licensing
 - e. Insurer's appointment
 - 3. Authority
 - a. Definitions
Ref: 902-908
 - b. License requirements
Ref: Title 18 Chapter 17
 - c. Lines of authority
 - d. Termination of appointment
 - 4. Notice of address change
 - 5. Continuing education

Ref: Regulation 504

B. Marketing Practices

- 1. Duties of licensed personnel
- 2. Record keeping
- 3. Compensation of licensees
- 4. Termination, suspension, fines

C. Insurance Commissioner

- 1. Election and term
Ref: 301
- 2. General powers and duties
Ref: 309, 310, 311
- 3. Examination of insurers and producers
Ref: 318, 319, 322, 2306
- 4. Hearings
Ref: 323, 327, 328, 2307
- 5. Cease and desist orders and penalties
Ref: 2308, 2311
- 6. General penalties
Ref: 106, 1712

DELAWARE-SURETY CONTENT OUTLINE

(25 scoreable questions)

References include: Surety Association of America, Surety Information Office, National Association of Surety Bond Producers; Delaware Code Chapter 77 Title 18 on Suretyship, Chapter 9 Title 18.

I. TERMS AND CONCEPTS

- A. Definition of fidelity
- B. Definition of surety

II. PURPOSE AND TYPE OF SURETY BONDS

- A. Parties to a surety bond
 - 1. Principal
 - 2. Obligee
 - 3. Surety
- B. Obligation of the surety
- C. Contract bonds
- D. License and permit bonds
- E. Public official bonds
- F. Court bonds
 - 1. Judicial
 - 2. Fiduciary
- G. Miscellaneous bonds
- H. Forms of Suretyship
 - 1. Individual
 - 2. Corporate
- I. Premiums and terms of obligations

III. PURPOSE AND TYPE OF FIDELITY BONDS

- A. Individual
- B. Schedule
- C. Blanket
- D. Financial institutions

E. Premiums and terms of obligations

IV. DELAWARE STATUTES AND REGULATIONS

All references are to Title 18 Chapter 17 of the Delaware Insurance Code except where otherwise specified below.

A. Definitions

1. Persons required to be licensed and their responsibilities
 - a. Adjuster
 - b. License
 - c. Licensee
 - d. Surety Producer/Adjuster
2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Special qualifications
 - d. Written examinations and exemptions
 - e. Exceptions to licensing
 - f. Surety bonds
3. Authority
 - a. Definitions
 - b. License requirements
4. Notice of address change
5. Continuing education
Ref: Regulation 504
6. Ownership of other entities
7. Contracts and Solicitation of Contracts
8. Regulation and Scope

B. Marketing Practices

1. Duties of licensed personnel
2. Record keeping
3. Compensation of licensees
4. License denial, suspension, revocation, and penalties
5. Prohibited Acts

C. Insurance Commissioner

Ref: Chapter 3 unless otherwise specified

1. Election and term
2. General powers and duties
3. Maintenance of Records
Ref: Chapter 17, Section 1707
4. Hearings
5. Cease and desist orders and penalties
Ref: Chapters 17 and 23
6. General penalties
Ref: Chapters 1, 3, and 17

**DELAWARE-SURETY ADJUSTER
CONTENT OUTLINE**

(75 scoreable questions)

References include: Surety Association of America, Surety Information Office, National Association of Surety Bond Producers; Delaware Code Chapter 77 Title 18 on Suretyship, Chapter 9 Title 18.

I. TERMS AND CONCEPTS

- C. Definition of fidelity**
- D. Definition of surety**

II. PURPOSE AND TYPE OF SURETY BONDS

A. Parties to a surety bond

1. Principal
2. Obligee
3. Surety

B. Obligation of the surety

C. Contract bonds

D. License and permit bonds

E. Public official bonds

F. Court bonds

1. Judicial
2. Fiduciary

G. Miscellaneous bonds

H. Forms of Suretyship

1. Individual
2. Corporate

J. Premiums and terms of obligations

III. PURPOSE AND TYPE OF FIDELITY BONDS

A. Individual

B. Schedule

C. Blanket

D. Financial institutions

E. Premiums and terms of obligations

IV. DELAWARE STATUTES AND REGULATIONS

All references are to Title 18 Chapter 17 of the Delaware Insurance Code except where otherwise specified below.

A. Definitions

1. Persons required to be licensed and their responsibilities
 - a. Adjuster
 - b. License
 - c. Licensee
 - d. Surety Producer/Adjuster
2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Special qualifications
 - d. Written examinations and exemptions
 - e. Exceptions to licensing
 - f. Surety bonds
3. Authority
 - a. Definitions
 - b. License requirements
4. Notice of address change
5. Continuing education
Ref: Regulation 504
6. Ownership of other entities
7. Contracts and Solicitation of Contracts
8. Regulation and Scope

B. Marketing Practices

1. Duties of licensed personnel

- 2. Record keeping
- 3. Compensation of licensees
- 4. License denial, suspension, revocation, and penalties
- 5. Prohibited Acts
- C. Insurance Commissioner**
Ref: Chapter 3 unless otherwise specified
 - 1. Election and term
 - 2. General powers and duties
 - 3. Maintenance of Records
Ref: Chapter 17, Section 1707
 - 4. Hearings
 - 5. Cease and desist orders and penalties
Ref: Chapters 17 and 23
 - 6. General penalties
Ref: Chapters 1, 3, and 17

**DELAWARE–TITLE INSURANCE
 CONTENT OUTLINE**
Product Knowledge, Terms, and Concepts
State Statutes, Rules, and Regulations
 (40 questions)

Note: All references are to General Product Knowledge unless otherwise noted. For more information on Title Insurance, contact the American Title Land Association (ALTA).

<ul style="list-style-type: none"> I. TITLE INSURANCE TERMS AND CONCEPTS 10 <ul style="list-style-type: none"> A. Commitment B. Policy C. Exception D. Requirement E. Endorsement F. Insurer/Underwriter G. Chain of Title H. Closing and Settlement I. Title Agent J. Fiduciary Responsibilities K. Search and Examination L. Premium rates M. Insurable Interest N. Title Insurance O. Certificate of Title P. Gap coverage II. TITLE INSURANCE POLICIES 6 <ul style="list-style-type: none"> A. Approved Policy Forms <ul style="list-style-type: none"> 1. ALTA Owners policy 2. ALTA Loan policy 3. ALTA U.S. Policy 4. ALTA Short Form and Residential Loan 5. ALTA Homeowners Policy of Title Insurance 6. ALTA Expanded Coverage Residential Loan B. Policy Provisions <ul style="list-style-type: none"> 1. Covered risks 2. Terms and Conditions 	<ul style="list-style-type: none"> 3. Exclusions III. REAL ESTATE OWNERSHIP..... 3 <ul style="list-style-type: none"> A. Joint Tenancy B. Tenants In Common C. Fee Simple D. Life Estate E. Lease Hold IV. RIGHTS AND INTERESTS 4 <ul style="list-style-type: none"> A. Easement and Right of Way B. Liens <ul style="list-style-type: none"> 1. Voluntary 2. Involuntary 3. Attachment of liens and judgments C. Covenants, Conditions, and Restrictions D. Adverse possession V. LEGAL DESCRIPTIONS 2 <ul style="list-style-type: none"> A. Platted and Unplatted B. Metes and Bounds C. Lot and Block VI. METHODS OF TRANSFER/CONVEYANCES 4 <ul style="list-style-type: none"> A. Warranty Deeds B. Quitclaim Deeds C. Mortgage D. Foreclosure E. Probate F. Assumption deeds G. Power of Attorney VII. DELAWARE STATUTES, REGULATIONS, AND BULLETINS COMMON TO ALL LINES OF INSURANCE..... 8 <ul style="list-style-type: none"> A. License Regulations <ul style="list-style-type: none"> 1. Persons required to be licensed and responsibilities <ul style="list-style-type: none"> a. Producer/Agent and Broker 2. License requirements <ul style="list-style-type: none"> a. Fees and application b. Prerequisites c. Special qualifications d. Written examinations and exemptions e. Exemptions from licensing f. Insurer’s appointment 3. Authority <ul style="list-style-type: none"> a. Definitions <i>Ref: 902–908</i> b. License requirements <i>Ref: Title 18 Chapter 17</i> c. Lines of authority d. Termination of appointment 4. Notice of address change B. Marketing Practices <ul style="list-style-type: none"> 1. Duties of licensed personnel 2. Record keeping
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- 3. Compensation of licensees
- 4. Termination, suspension, fines
- C. Insurance Commissioner**
 - 1. Election and term
Ref: 301
 - 2. General powers and duties
Ref: 309, 310, 311
 - 3. Examination of insurers and producers
Ref: 318, 319, 322, 2306
 - 4. Hearings
Ref: 323, 327, 328, 2307
 - 5. Cease and desist orders and penalties
Ref: 2308, 2311
 - 6. General penalties
Ref: 106

VIII. DELAWARE RULES AND STATUTES PERTINENT TO TITLE INSURANCE.....3
Ref: Delaware Title Insurance Rating Bureau Manual.

**DELAWARE–BAIL BONDS
INSURANCE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts
State Statutes, Rules, and Regulations
(50 questions)**

I. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO BAIL AND BAIL AGENTS

- A. License Regulations**
 - 1. Persons required to be licensed and responsibilities
Ref: Title 18, Chapter 43
 - 2. License requirements
 - a. Fees and application
 - b. Prerequisites
Ref: 4333
 - 3. Special qualifications
Ref: 4344
 - 4. Written examinations
Ref: 4337
 - 5. Insurer’s appointment
Ref: 4342, 4343
 - 6. License renewal
Ref: 4335
 - 7. Bonds
Ref: 4336
 - 8. Issues of license; notice of refusal
Ref: 4338
 - 9. Waiver of license fee
Ref: 4339
 - 10. Business entity

- 11. Authority
 - a. Definitions
Ref: 4332
 - b. Termination of appointment
Ref: 4343
 - c. License required
Ref: 4332, 4333
- 12. Notice of address change
- 13. Continuing education
Ref: Regulation 504

B. Marketing Practices
Ref: Title 18, Chapter 43

- 1. Duties of licensed personnel
Ref: 4344
- 2. Record keeping
Ref: 4341
- 3. Collections and charges permitted
Ref: 4347
- 4. Termination, suspension, fines
Ref: 4343, 4354
- 5. Display of license
Ref: 4346
- 6. Prohibited Practices
Ref: 4350
- 7. Collateral; fiduciary capacity
Ref: 4348
- 8. Court Registration Process
Ref: 4345
- 9. Trade Names
Ref: 4350

C. Insurance Commissioner

- 1. Election and Terms
Ref: 301
- 2. General powers and duties
Ref: 309, 310, 311
- 3. Examination of insurers and producers
Ref: 318, 319, 322, 2306
- 4. Hearings
Ref: 323, 327, 328, 2307
- 5. Cease and desist orders and penalties
Ref: 2308, 2311
- 6. General penalties
Ref: 106
- 7. Renewal/Continuing Education
Ref: Title 18, Chapter 17

II. INSURANCE ETHICS

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 43, Regulation 504.

A. Definitions

- 1. Market Conduct
- 2. Authority
 - a. Express
 - b. Implied

- c. Lingering implied
- d. Apparent
- 3. Agency versus individual licensee
Ref: Title 18 Chapter 43
- 4. Power of Attorney
Ref: 4351
- 5. Ethical behavior and good moral standards
- B. Market Conduct examination**
- C. Binding coverage**
- D. Disclosure letters and forms**
- E. Errors and Omissions insurance**
- F. Unfair practices**
Ref: 2303, 2304, 2305, 2315, 2316, Regulation 902
 - 1. Commingling
 - 2. Misrepresentation
 - 3. Defamation
 - 4. Coercion, and intimidation
Ref: 2304(4)
 - 5. Unfair discrimination
 - 6. Rebating
 - 7. Unfair trade practice
Ref: Chapter 23
 - 8. Coercion of debtors
Ref: 2305(a)
- G. Insurance fraud and Fraud Prevention Bureau**
Ref: Chapter 24
- H. Advertisement procedures**
- I. Consumer reports**
- J. Privacy**
- K. Conflict of issues and bail agents responsibilities**
- L. Designated Responsible Bail Agents**
- III. BAIL BOND PROCEDURES**
 - A. General Duties**
 - 1. Discharging bail/collateral
 - 2. Posting bail
 - 3. Application process for indemnitor
 - B. Recommitment of defendant**
 - C. Bond forfeitures**
 - D. Bond posting/transfers**
 - E. Arrests/ Surrenders**
- IV. FIDUCIARY RESPONSIBILITIES**
Ref: Title 18 Chapter 43
 - A. Commissions, fees, premiums**
 - B. Recordkeeping**
 - C. Qualification bond**
 - D. Forfeitures**
 - E. Collateral**
 - 1. Receipts
 - 2. Maintenance
 - F. Bond principal limits**
 - G. Limits**
- V. DEFINITIONS**
Ref: Black's Law Dictionary, Dictionary of Insurance Terms

- A. Bail**
- B. Bail bonds**
 - 1. Qualification bond
 - 2. Surety bond
 - 3. Appearance bond
 - 4. Cash bond
 - 5. Civil bond
 - 6. Personal Recognizance bond
- C. Collateral**
- D. Forfeitures**
- E. Power of attorney**
- F. Recognizance**
- G. Extradition**
- H. Exoneration**
- I. Surety**
- J. Premium**
- K. Indemnitor**
- L. Principal/Defendant**

DELAWARE-ADJUSTER WORKERS' COMPENSATION CONTENT OUTLINE State Statutes, Rules, and Regulations

(50 scoreable questions)

All references are to sections in Title 18, Chapter 17 of the Delaware Insurance Code and to general product knowledge, unless otherwise noted.

- I. INSURANCE TERMS AND CONCEPTS**
 - A. Arbitration**
 - B. Binder**
 - C. Concealment**
 - D. Deductible**
 - E. Definition of Insured**
 - F. Employer Classification**
 - G. Endorsement**
 - H. Hazard**
 - I. Indemnity**
 - J. Insurable Interest**
 - K. Liability**
 - L. Misrepresentation**
 - M. Risk**
 - N. Subrogation**
- II. THE INSURANCE CONTRACT**
 - A. Information Page**
 - B. Insuring Agreement, Conditions, and Exclusions**
 - C. Endorsement**
 - D. Limitations**
- III. ADJUSTER**
 - A. Roles and Responsibilities of Adjuster**
 - B. Loss Report**
 - 1. Essential Elements

- a. Inception/Expiration Date
- b. Occurrence Date
- c. Identification of Parties Involved
- d. Policy Form/Number
- e. Description of Loss
- f. Coverages
- g. Deductible
- h. Tort/Tort Feasors

C. Loss Valuation

- 1. Damages
 - a. Part of Body
 - b. Nature of Accident
 - c. Cause of Accident

IV. WORKERS' COMPENSATION INSURANCE, EMPLOYERS LIABILITY INSURANCE, AND RELATED ISSUES

(This section does not deal with specifics of state law.)

A. Standard Policy Concepts

B. Self-Insurers

C. Work-Related vs. Non-Work-Related

D. Other States' Coverage Insurance

V. DELAWARE STATUTES AND REGULATIONS COMMON TO ALL LINES OF INSURANCE

A. License Regulations

- 1. Persons Required to be Licensed and Responsibilities
 - a. Producer/Agent and Broker
 - b. Producer/Consultant
Ref: 1702 (i)
- 2. License Requirements
 - a. Fees and Application
 - b. Prerequisites
 - c. Written Examinations and Exemptions
 - d. Exemptions from Licensing
 - e. Insurer's Appointment
- 3. Authority
 - a. Definitions
Ref: 902-908
 - b. License Requirements
Ref: Title 18, Chapter 17
 - c. Lines of Authority
 - d. Termination of Appointment
- 4. Notice of Address Change
- 5. Continuing Education
Ref: Regulation 504

B. Marketing Practices

- 1. Duties of Licensed Personnel
- 2. Record Keeping
- 3. Compensation of Licensees
- 4. Termination, Suspension, Fines

C. Insurance Commissioner

- 1. Election and Term
Ref: 301
- 2. General Powers and Duties
Ref: 309, 310, 311

- 3. Examination of Insurers and Producers
Ref: 318, 319, 322, 2306
- 4. Hearings
Ref: 323, 327, 328, 2307
- 5. Cease and Desist Orders and Penalties
Ref: 2308, 2311
- 6. General Penalties
Ref: 106, 1712

VI. DELAWARE LAWS, RULES, AND REGULATIONS PERTINENT TO WORKERS' COMPENSATION

All references are to sections in Title 19, Chapter 23 of the Delaware Insurance Code.

A. Purpose

B. Definitions

- 1. Employer
- 2. Employee
- 3. Total Disability
- 4. Partial Disability
- 5. Permanent Disability

C. Requirements/Procedures

- 1. Exclusiveness of Right to Compensation
- 2. Injury Reports
- 3. Compensation Claims

D. Coverages

- 1. Injuries Covered
- 2. Employment Covered
- 3. Employment Excluded
- 4. Sole Proprietors and Partners
- 5. Waiting Period
- 6. Who Must Provide

E. Benefits

- 1. Medical Care Services and Supplies
- 2. Income
 - a. Total Disability
 - b. Partial Disability
 - c. Weekly Wages
 - d. Payment
- 3. Vocational Rehabilitation
- 4. Death and Burial
- 5. Right to Sue

F. Audits

G. Workers' Compensation Assigned Risk Plan

H. Industrial Accident Board

VII. DELAWARE WORKERS' COMPENSATION ADJUSTING

A. Claims Practices

B. Hearing

C. Medical Examinations

D. Settlements/Awards

DELAWARE-CROP PRODUCER CONTENT OUTLINE

State Statutes, Rules, and Regulations

(50 scoreable questions)

References for this examination can be found at the following sources:

- Risk Management Agency Web site:

www.rma.usda.gov/publications

- National Crop Insurance Services Web site: www.ag-risk.org

- Individual crop insurance companies

I. GENERAL INSURANCE TERMS AND CONCEPTS

- A. Assignment
- B. Insurance Application
- C. Coinsurance
- D. Hazard
- E. Indemnity
- F. Insurable interest
- G. Insuring Agreement
- H. Limits of Liability
- I. Loss
 - 1. Direct
 - 2. Indirect
- J. Negligence
- K. Occurrence
- L. Peril
- M. Pro-rata liability
- N. Risk
- O. Crop Hail organizations
- P. Federal Crop Act of 1980

II. CROP HAIL INSURANCE

- A. Policy rates
- B. Coverages available
- C. Policy provisions
 - 1. NCIS general provisions
 - 2. NCIS Special provisions
- D. Liability
- E. Claim Settlement Practices
 - 1. Claims site assessment
 - a. Site testing
 - b. Standard measures
 - c. Location
 - 2. Notice of loss
 - 3. Insured's duties
 - 4. Agent's duties (Agent Only)
 - 5. Percentage Plan (Agent Only)
 - 6. Arbitration and appraisal (Agent Only)
 - 7. Loss payment
- F. Cancellation and nonrenewal
- G. NCIS policies

III. MULTIPLE PERIL CROP INSURANCE

- A. Fundamentals of Multiple Peril Crop Insurance
MPCI
 - 1. Actual Production History (APH)
 - 2. Production Reporting
 - 3. Acreage Reporting
 - 4. Important Dates

- 5. Written Agreements
- 6. Actuarial Documents
- 7. Insured Eligibility
- 8. Unit Structure
- 9. Coverage Levels
- 10. Administrative Fees
- 11. Life of the Policy
- 12. Yield/Revenue Guarantees

B. Plans of Insurance

- 1. Actual Production History (APH)
 - a. Buy-up Coverage
 - b. Catastrophic Risk Protection Coverage (CAT)
- 2. Crop Revenue Coverage (CRC)
- 3. Revenue Assurance (RA)
- 4. Income Protection (IP)
- 5. Group Risk Plan (GRP)
- 6. Group Risk Income Protection (GRIP)
- 7. Livestock Risk Protection (LRP)
- 8. Livestock Gross Margin (LGM)

C. Policy Provisions

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

D. Claims

- 1. Covered Perils
- 2. Loss Reporting Requirements
- 3. Duties after a Loss

IV. DELAWARE LAWS, RULES, AND REGULATIONS PERTINENT TO CROP INSURANCE

A. License Regulations

- 1. Persons required to be licensed and responsibilities
 - a. Producer/Agent and Broker
 - b. Producer/Consultant
Ref: 1702 (i)
- 2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Written examinations and exemptions
 - d. Exemptions from licensing
 - e. Insurer's appointment
- 3. Authority
 - a. Definitions of insurance
Ref: 902-908
 - b. License requirements
Ref: Title 18 Chapter 17
 - c. Lines of authority
 - d. Termination of appointment
- 4. Notice of address change
- 5. Continuing education

Ref: Regulation 504

B. Marketing Practices

1. Duties of licensed personnel
2. Record keeping
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C. Insurance Commissioner

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Ref: 323, 327, 328, 2307
5. Cease and desist orders and penalties
Ref: 2308, 2311
6. General penalties
Ref: 106, 1712

D. Producer fiduciary responsibilities