

**LIFE-GENERAL KNOWLEDGE
CONTENT OUTLINE**

Product Knowledge, Terms and Concepts
(50 scored 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
..... 15**

A. Policy riders

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

B. Policy provisions and options

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

6. Beneficiary designations

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

7. Premium Payment

- a. Modes
- b. Grace period
- c. Automatic premium loan
- d. Level or flexible

8. Reinstatement

9. Policy loans, withdrawals, partial surrenders

10. Non-forfeiture options

11. Dividends and dividend options (eg. participating, non-participating)

12. Incontestability

13. Assignments

14. Suicide

15. Misstatement of age and gender

16. Settlement options

17. Accelerated death benefits

C. Policy exclusions

1. War
2. Aviation
3. Dangerous Occupation

III. COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICES..... 12

A. Completing the application

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

B. Underwriting

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

C. Delivering the policy

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

D. Contract law

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

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

A. Third-party ownership

B. Life Settlements

C. Group life insurance

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

D. Retirement plans

- 1. Qualified plans
- 2. Nonqualified plans

E. Life insurance needs analysis/suitability

- 1. Personal insurance needs
- 2. Business insurance needs
 - a. Key person
 - b. Buy sell

F. Social Security benefits

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

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

**LIFE – NEVADA SPECIFIC
CONTENT OUTLINE
State Statutes and Codes**

(30 scored plus 5 pretest questions)

I. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE.....20

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted

A. Insurance Commissioner

- 1. General powers and duties
Ref: 679B.110, .120-.130, 679B.180-.190
- 2. Examinations
Ref: 679B.230-.250; 679B.290-.300
- 3. Notice and hearings, penalties
Ref: 679B.310-.370; 683A.461

B. Definitions

- 1. Insurer
Ref: 679A.100, 680A.030, .050
- 2. Authorized and unauthorized
Ref: 679A.030; 685B.030., .070
- 3. Domestic, foreign, and alien
Ref: 679A.090
- 4. Transacting insurance
Ref: 679A.130
- 5. Certificate of authority
Ref: 680A.060-.090
- 6. Premiums

Ref: 679A.115

C. Licensing

- 1. Persons required to be licensed
 - a. Producer
Ref: 679A.117; 683A.201, 683A.211
 - b. Nonresident
Ref: 683A.261, .271, .291
 - c. Prepaid Funeral contract agent
Ref: 689.225
 - d. Limited Lines producer
Ref: 683A.261
 - e. Insurance Consultant
Ref: 683C.010, .020, .080
 - f. Reinsurance intermediary
Ref: 681A.420
 - g. Administrator
Ref: 683A.025, .085-.0863, .0868-.0893
- 2. Obtaining a license
 - a. Insurance company appointment
Ref: 683A.321, .331
 - b. License requirements
Ref: 683A.251
- 3. Termination of license
Ref: 683A.451, .490
 - a. Renewal/Continuing Education
Ref: 683A.261; (NAC) 683A.320-.330
 - b. Suspension, revocation, and refusal of license
Ref: 683A.451
- 4. Name of licensee—true, fictitious
Ref: 683A.301

D. Marketing practices

- 1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Rebating - Inducement
Ref: 686A.110-.120
 - c. Twisting
Ref: 686A.050
 - d. Misrepresentation
Ref: 686A.030
 - e. Fraud
Ref: 686A.281-.295
 - f. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160
 - g. Defamation
Ref: 686A.080
- 2. Fiduciary responsibilities
Ref: 683A.400, .520; (NAC) 683A.390-.440
- 3. Commissions - payments, acceptance, sharing, prohibitions
Ref: 683A.361;683A.325
- 4. Required records and record retention
Ref: 683A.351

E. Nevada Life & Health Insurance Guaranty Association

Ref: 686C.020, .030, .210, .230

II. NEVADA STATUTES AND CODES COMMON TO LIFE AND HEALTH INSURANCE ONLY.....4

A. Credit life and health insurance

Ref: 690A.015 - .016

B. Group life and health insurance

Ref: 688B, (NAC) 679B.036

- 1. Eligible groups
- 2. Required provisions

C. Advertising

Ref: (NAC) 689A.010-.270

III. NEVADA STATUTES AND CODES PERTINENT TO LIFE INSURANCE ONLY.....6

A. Marketing methods and practices

- 1. Replacement
Ref: 686A.060; (NAC) 686A.510-..512, .514-.562, .564-.570
 - a. Definition
 - b. Duties of agents
- 2. Disclosure, statement of policy cost in benefit information, Buyer's Guide
Ref: (NAC) 686A.410-.455
- 3. Fraternal
Ref: 695A.010, .050, .180, .330, .550

B. Ten-day free look

Ref: 688A.165

C. Viaticals

Ref: 688c

ACCIDENT & HEALTH – GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms, and Concepts

(50 scored 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
- 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

**HEALTH – NEVADA SPECIFIC
CONTENT OUTLINE
State Statutes, Rules and Regulations**

(38 scored plus 5 pretest questions)

I. NEVADA STATUTES AND CODES COMMON TO LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE..20

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted

- A. Insurance Commissioner**
 - 1. General powers and duties
Ref: 679B.110, .120-.130, 679B.180-.190
 - 2. Examinations
Ref: 679B.230-.250; 679B.290-.300
 - 3. Notice and hearings, penalties
Ref: 679B.310-.370; 683A.461
- B. Definitions**
 - 1. Insurer
Ref: 679A.100, 680A.030 - .050
 - 2. Authorized and unauthorized
Ref: 679A.030; 685B.030,.070
 - 3. Domestic, foreign, and alien
Ref: 679A.090
 - 4. Transacting insurance
Ref: 679A.130
 - 5. Certificate of authority
Ref: 680A.060-.090
 - 6. Premiums
Ref: 679A.115
 - 7. Cost-sharing

Ref: NAC 695C.215

C. Licensing 8

1. Persons required to be licensed

- a. Producer
Ref: 679A.117;683A.201,683A.211
- c. Nonresident
Ref: 683A.261, .271, .291
- i. Limited Lines producer
Ref: 683A.261
- j. Insurance Consultant
Ref: 683C.010, .020, .080
- k. Reinsurance intermediary
Ref: 681A.420
- l. Administrator
Ref: 683A.025, .085-.0893
- m. Exchange Enrollment Facilitator
Ref: 695J

2. Obtaining a license

- a. Insurance company appointment
Ref: 683A.321, .331
- b. License requirements
Ref: 683A.251

3. Termination of license

- Ref: 683A.451, .490*
- a. Renewal/Continuing Education
Ref: 683A.261;(NAC) 683A.320-.330
- b. Suspension, revocation, and refusal of license
Ref: 683A.451

4. Name of licensee—true, fictitious

Ref: 683A.301

D. Marketing practices

1. Unfair practices

- Ref: 686A (and other entries as noted)*
- a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
- b. Rebating - Inducement
Ref: 686A.110-.120
- c. Twisting
Ref: 686A.050
- d. Misrepresentation
Ref: 686A.030
- e. Fraud
Ref: 686A.281-.295
- f. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160
- g. Defamation
Ref: 686A.080

2. Fiduciary responsibilities

Ref: 683A.400, .520; (NAC) 683A.390-.440

3. Commissions - payments, acceptance, sharing, prohibitions

Ref: 683A.361; 683A.325

4. Required records and record retention

Ref: 683A.351

5. Silver State Health Insurance Exchange

Ref: 695.I

6. Affordable Care Act (ACA)

Ref: 695J

E. Nevada Life & Health Insurance Guaranty Association

II. NEVADA STATUTES AND CODES COMMON TO LIFE AND HEALTH INSURANCE ONLY.....4

A. Credit life and health insurance

Ref: 690A.014 - .016

B. Group life and health insurance

Ref: 688B, 689B;(NAC)679B.036

- 1. Eligible groups
- 2. Required provisions

C. Advertising

Ref: (NAC) 689A.010-.270

III. NEVADA STATUTES AND CODES PERTINENT TO HEALTH INSURANCE ONLY 14

A. Mandatory policy clauses and provisions

- 1. Coverage for physical handicap or intellectual disability for dependent children
Ref: 689B.035
- 2. Coverage for newborn children
Ref: 689A.043; 689B.033; 695B.193; 695C.173
- 3. Coverage for preventive healthcare services

B. Availability of coverage for mental health and treatment of alcohol abuse/drug abuse

Ref: 687B.404

C. Coverage for reconstructive surgery

Ref: 689A.041; 689B.0375; 695B.191; 695C.171

D. Hospice care

Ref: 689A.030; 689B.030; 695C.176; Related Laws 449.0115

E. Medicare

- 1. Medicare supplement regulation
(NAC) 687B.220, .226, .250
- 2. Medicare Advantage Plans

Ref: Pursuant to the Medicare Prescription Drug Improvement and Modernization Action
Ref: (NAC) 687B.2034

- 3. Prescription Drug Plan (PDP)
Ref: 687B.2036

F. Long Term Care

(NAC) 687B.030, .060, .070, .075, .090, .111, .113, .116

**PROPERTY – GENERAL KNOWLEDGE
Content outline**

Product Knowledge, Terms, and Concepts

(50 scored 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

- Ref: 697.055, .150, .173*
- g. Surplus lines broker
Ref: 685A.030, .040, .120
- h. Limited Lines producer
Ref: 683A.261
- i. Insurance Consultant
Ref: 683C.010, .020, .080
- j. Reinsurance intermediary
Ref: 681A.420
- k. Administrator
Ref: 683A.025, .085-.0893
- 2. Obtaining a license
 - a. Insurance company appointment
Ref: 683A.321, .331
 - b. License requirements
Ref: 683A.251
- 3. Termination of license
Ref: 683A.451, .490
 - a. Renewal/Continuing Education
Ref: 683A.261; (NAC) 683A.320-330
 - b. Suspension, revocation, and refusal of license
Ref: 683A.451
- 4. Name of licensee—true, fictitious
Ref: 683A.301

**PROPERTY – NEVADA SPECIFIC
CONTENT OUTLINE
State Statutes and Codes**

(32 scored plus 5-pretest questions)

I. NEVADA STATUTES AND CODES COMMON TO LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE...20

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted

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B. Definitions

- 1. Insurer
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- 2. Authorized and unauthorized
Ref: 679A.030; 685B.030,.070
- 3. Domestic, foreign, and alien
Ref: 679A.090
- 4. Transacting insurance
Ref: 679A.130
- 5. Certificate of authority
Ref: 680A.060-.090
- 6. Premiums
Ref: 679A.115

C. Licensing

- 1. Persons required to be licensed
 - a. Producer
Ref: 679A.117; ; 683A.201,683A.211
 - b. Managing general agent
Ref: 683A.060
 - c. Nonresident
Ref: 683A.261, .271, .291
 - d. Adjuster
Ref: 684A.020, 030
 - e. Bail agent
Ref: 697.040, .100, .150, .190
 - f. Bail enforcement agent

D. Marketing practices

- 1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Rebating - Inducement
Ref: 686A.130-140
 - c. Twisting
Ref: 686A.050
 - d. Misrepresentation
Ref: 686A.030
 - e. Fraud
Ref: 686A.281-.295
 - f. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.130-.140
 - g. Defamation
Ref: 686A.080
- 2. Fiduciary responsibilities; trusts
Ref: 683A.400, .520; (NAC) 683A.390-.440
- 3. Commissions - payments, acceptance, sharing, prohibitions
Ref: 683A.361; 683A.325; 683A.211
- 4. Required records and record retention
Ref: 683A.351

E. Nevada Insurance Guaranty Association (NIGA)

Ref: 687A.033, .035, .060, .090

II. NEVADA STATUTES AND CODES COMMON TO PROPERTY AND CASUALTY INSURANCE..... 10

A. Cancellation and nonrenewal of policies

Ref: 687B.310-.420

B. General rate standard and regulation

Ref: 686B.010-.175

C. Countersigning of policies

Ref: 680A.300

D. Surplus lines

Ref: (NAC) 685A

- 1. Definition
- 2. Fees and filing requirements
- E. Payment of motor vehicle physical damage claims**
Ref: 686A.300
- F. Binders**
Ref: 687B.015, .182-.187
- G. Motor vehicle physical damage appraiser**
Ref: 684B.010, .020, .030

III. NEVADA STATUTES AND CODES PERTINENT TO PROPERTY INSURANCE ONLY.....2

- A. Inland Marine and Transportation**
Ref: 681A.050
- B. Property insurance defined**
Ref: 681A.060
- C. Property insurance contracts**
Ref: 691A

**CASUALTY – GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**
(50 scored plus 5 pretest questions)

I. TYPES OF POLICIES, BONDS, AND RELATED TERMS23

- 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 Insured and Drive Other Car (DOC)
- 11. Mobile equipment
- C. Workers Compensation Insurance, Employers Liability Insurance, and Related Issues**
(This section does not deal with specifics of state law, which are addressed elsewhere in this outline.)

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

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

- E. Bonds**
 - 1. Surety
 - 2. Fidelity
- F. Professional liability**
 - 1. Errors and Omissions
 - 2. Medical Malpractice
 - 3. Directors and Officers (D&O)
 - 4. Employment Practices Liability (EPLI)
 - 5. Cyber liability and data breach, funds transfer
 - 6. Liquor liability

- G. Umbrella/Excess Liability**
- H. Businessowners Policy (BOP)**

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

- A. Risk**
- B. Hazards**
 - 1. Moral
 - 2. Morale
 - 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)**

- d. Adjuster
Ref: 684A.020, 030
- e. Bail agent
Ref: 697.040, .100, .150, .190
- f. Bail enforcement agent
Ref: 697.055, .150, .173
- g. Surplus lines broker
Ref: 685A.030, .040, .120
- h. Limited Lines producer
Ref: 683A.261
- i. Insurance Consultant
Ref: 683C.010, .020, .080
- j. Reinsurance intermediary
Ref: 681A.420
- k. Administrator
Ref: 683A.025, .085-.0893
- 2. Obtaining a license
 - a. Insurance company appointment
Ref: 683A.321, .331
 - b. License requirements
Ref: 683A.251
 - c. Authorization to act
- 3. Termination of license
Ref: 683A.451, .490
 - a. Renewal/Continuing Education
Ref: 683A.261; (NAC) 683A.320-.330
 - b. Suspension, revocation, refusal of license
Ref: 683A.451
- 4. Name of licensee—true, fictitious
Ref: 683A.301

**CASUALTY – NEVADA SPECIFIC
CONTENT OUTLINE
State Statute and Codes**

(39 scored plus 5 pretest questions)

I. NEVADA STATUTES AND CODES COMMON TO LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE...20

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted

- A. Insurance Commissioner**
 - 1. General powers and duties
Ref: 679B.110, .120-.130, 679B.180-.190
 - 2. Examinations
Ref: 679B.230-.250; 679B.290-.300
 - 3. Notice and hearings; penalties
Ref: 679B.310-.370; 683A.461

- B. Definitions**
 - 1. Insurer
Ref: 679A.100, 680A.030, .050
 - 2. Authorized and unauthorized
Ref: 679A.030; 685B.030,.070
 - 3. Domestic, foreign, and alien
Ref: 679A.090
 - 4. Transacting insurance
Ref: 679A.130
 - 5. Certificate of authority
Ref: 680A.060-.090
 - 6. Premiums
Ref: 679A.115

- C. Licensing**
 - 1. Persons required to be licensed
 - a. Producer
Ref: 679A.117; 683A.201, 683A.211
 - b. Managing general agent
Ref: 683A.060
 - c. Nonresident
Ref: 683A.261, .271, .291

D. Marketing practices

- 1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Rebating - Inducement
Ref: 686A.130-.140
 - c. Twisting
Ref: 686A.050
 - d. Misrepresentation
Ref: 686A.030
 - e. Fraud
Ref: 686A.281-.295
 - f. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160
 - g. Defamation
Ref: 686A.080
- 2. Fiduciary responsibilities, trusts
Ref: 683A.400, .520; (NAC) 683A.390-.440
- 3. Commissions - payments, acceptance, sharing, prohibitions
Ref: 683A.361; 683A.325
- 4. Required records and record retention
Ref: 683A.351

E. Nevada Insurance Guaranty Association (NIGA)
Ref: 687A.033, .035, .060, .090

II. NEVADA STATUTES AND CODES COMMON TO PROPERTY AND CASUALTY INSURANCE.....10

- A. Cancellation and nonrenewal of policies**
Ref: 687B.310-.420

**LIFE/HEALTH
LIFE-GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms and Concepts
(50 scored plus 5 pretest questions)**

B. General rate standard and regulation
Ref: 686B.010-.175

C. Countersigning of policies
Ref: 680A.300

D. Surplus lines
Ref: 685A (NAC) 685A.
1. Definition
2. Fees and filing requirements

E. Payment of motor vehicle physical damage claims
Ref: 686A.300

F. Binders
Ref: 687B.015, 182-.187

G. Motor vehicle physical damage appraiser
Ref: 684B.010, .020, .030

III. NEVADA STATUTES AND CODES PERTINENT TO CASUALTY INSURANCE ONLY.....9

A. Automobile insurance

1. Uninsured/underinsured motorists provisions
Ref: 687B.145; 690B.020
2. Proof of financial responsibility
Ref: 690B.023-.025; also Motor Vehicle Safety and Responsibility Act (Related Laws Chapter 485) 485.050, .105, .185-.186, .190, .210, .220, .306-308, .3091-.3099, NRS 690B.023, NAC 690B.030-.060
 - a. General requirements
 - b. Required limits
3. Premium determination
(NAC) 690B.210-.250
4. Premium reduction for older drivers
Ref: 690B.029
5. Policy coverages, limitations and exclusions of certain drivers from a policy
Ref: 687B.147

B. Casualty contracts
Ref: 681A.070; 681A.020

1. Vehicle Insurance
2. Liability
3. Theft/Burglary
4. Surety
Ref: 681A.070; 691B

C. Workers compensation
Ref: Related Laws 616A, B

1. Who is required to have coverage
Ref: 616B..612
2. Exceptions
Ref: 616A.110
3. Sole remedy
Ref: 616A.020
4. Compliance
Ref: 616D.110-.200
 - a. Self-insurance
Ref: 616B.300, (NAC) 616B.418, 424
5. Premium Rating
Ref: 616B.222

I. TYPES OF POLICIES..... 5

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.....15

A. Policy riders

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

B. Policy provisions and options

1. Entire contract
2. Insuring clause
3. Free look
4. Consideration
5. Owner's rights
6. Beneficiary designations
 - a. Primary and contingent
 - b. Revocable and irrevocable
 - c. Common disaster
 - d. Minor beneficiaries
 - e. Designation by class

7. Premium Payment
 - a. Modes
 - b. Grace period
 - c. Automatic premium loan
 - d. Level or flexible
2. Reinstatement
3. Policy loans, withdrawals, partial surrenders
4. Non-forfeiture options
5. Dividends and dividend options (eg. participating, non-participating)
6. Incontestability
7. Assignments
8. Suicide
9. Misstatement of age and gender
10. Settlement options
11. Accelerated death benefits

D. Policy exclusions

1. War
2. Aviation
3. Dangerous Occupation

III. COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICES..... 12

A. Completing the application

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

B. Underwriting

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

C. Delivering the policy

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

D. Contract law

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

IV. RETIREMENT, AND OTHER INSURANCE CONCEPT...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/HEALTH
ACCIDENT & HEALTH – GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts
(50 scored 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 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

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

**LIFE/HEALTH – NEVADA SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules, and Regulations

(44 scored plus 5 pretest questions)

I. NEVADA STATUTES AND CODES COMMON TO LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE...20

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted

A. Insurance Commissioner

1. General powers and duties
Ref: 679B.110, .120-.130, 679B.180-.190
2. Examinations
Ref: 679B.230-.250; 679B.290-.300
3. Notice and hearings, penalties
Ref: 679B.310-.370; 683A.461

B. Definitions

1. Insurer
Ref: 679A.100, 680A.030, - .050
2. Authorized and unauthorized
Ref: 679A.030; 685B.030,.07
3. Domestic, foreign, and alien
Ref: 679A.090
4. Transacting insurance
Ref: 679A.130
5. Certificate of authority
Ref: 680A.060-.090
6. Premiums
Ref: 679A.115
7. Cost-sharing

C. Licensing

1. Persons required to be licensed
 - a. Producer
Ref: 679A.117; 683A.201, 683A.211
 - b. Nonresident
Ref: 683A.261, .271, .291

c. Prepaid Funeral contract agent <i>Ref: 689.225</i>	
d. Limited Lines producer <i>Ref: 683A.261</i>	
e. Insurance Consultant <i>Ref: 683C.010, .020, .080</i>	
f. Reinsurance intermediary <i>Ref: 681A.420</i>	
g. Administrator <i>Ref: 683A.025, .085-.0863, .0868-.0893</i>	
h. Exchange Enrollment Facilitator <i>Ref: 695J</i>	
2. Obtaining a license	
a. Insurance company appointment <i>Ref: 683A.321, .331</i>	
b. License requirements <i>Ref: 683A.251</i>	
3. Termination of license <i>Ref: 683A.451, .490</i>	
a. Renewal/Continuing Education <i>Ref: 683A.261; (NAC) 683A.320-.330</i>	
b. Suspension, revocation, and refusal of license <i>Ref: 683A.451</i>	
4. Name of licensee—true, fictitious <i>Ref: 683A.301</i>	
D. Marketing practices8	
1. Unfair practices <i>Ref: 686A (and other entries as noted)</i>	
a. Unfair claims methods and practices; Settlement of claims <i>Ref: 686A.300-.310</i>	
b. Rebating - Inducement <i>Ref: 686A.110-.120</i>	
c. Twisting <i>Ref: 686A.050</i>	
d. Misrepresentation <i>Ref: 686A.030</i>	
e. Fraud <i>Ref: 686A.281-.295</i>	
f. Unfair discrimination <i>Ref: 686A.100-.120, (NAC) 686A.110-.160</i>	
g. Defamation <i>Ref: 686A.080</i>	
2. Fiduciary responsibilities <i>Ref: 683A.400, .520; (NAC) 683A.390-.440</i>	
3. Commissions - payments, acceptance, sharing, prohibitions <i>Ref: 683A.361; 683A.325</i>	
4. Required records and record retention <i>Ref: 683A.351</i>	
5. Silver State Health Insurance Exchange <i>Ref: 695.I</i>	
6. Affordable Care Act (ACA)	
E. Nevada Life & Health Insurance Guaranty Association <i>Ref: 686C.020, .030, .210, .230</i>	
F. Administrator.....	
II. NEVADA STATUTES AND CODES COMMON TO LIFE AND HEALTH INSURANCE ONLY..... 4	
A. Credit life and health insurance <i>Ref: 690A.014 - .016</i>	

B. Group life and health insurance <i>Ref: 688B, 689B; (NAC) 679B.036</i>	
1. Eligible groups	
2. Required provisions	
C. Advertising <i>Ref: (NAC) 689A.010-.270</i>	
III. NEVADA STATUTES AND CODES PERTINENT TO LIFE INSURANCE ONLY..... 6	
A. Marketing methods and practices	
1. Replacement <i>Ref: 686A.060; (NAC) 686A.510-.570</i>	
a. Definition	
b. Duties of agents	
2. Disclosure, statement of policy cost in benefit information, Buyer's Guide <i>Ref: (NAC) 686A.410-.455</i>	
3. Fraternal <i>Ref: 695A.010, .050, .180, .330, .550</i>	
B. Ten-day free look <i>Ref: 688A.165</i>	
C. Viaticals <i>Ref: NRS 688c</i>	
IV. NEVADA STATUTES AND CODES PERTINENT TO HEALTH INSURANCE ONLY..... 14	
A. Mandatory policy clauses and provisions	
1. Coverage for physical handicap or mental retardation for dependent children <i>Ref: 689B.035</i>	
2. Coverage for newborn children <i>Ref: 689A.043; 689B.033; 695B.193; 695C.173</i>	
3. Coverage for preventive healthcare services	
B. Availability of coverage for mental health and treatment of alcohol abuse/drug abuse <i>Ref: 687B.404</i>	
C. Coverage for reconstructive surgery <i>Ref: 689A.041; 689B.0375; 695B.191; 695C.171</i>	
D. Hospice care <i>Ref: 689A.030; 689B.030; 695C.176; Related Laws 449.0115</i>	
E. Medicare	
1. Medicare Supplement Regulation <i>(NAC) 687B.220, .226, .250</i>	
2. Medicare Advantage Plans <i>Ref: Pursuant to the Medicare Prescription Drug Improvement and Modernization Action Ref: (NAC) 687B.2034</i>	
3. Prescription Drug Plan (PDP) <i>Ref: 687B.2036</i>	
F. Long Term Care <i>(NAC) 687B.030, .060, .070, .075, .090, .111, .113, .116</i>	

**PROPERTY/CASUALTY
PROPERTY – GENERAL KNOWLEDGE
Content outline
Product Knowledge, Terms, and Concepts
(50 scored 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/CASUALTY
CASUALTY – GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scored 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 Insured and Drive Other Car (DOC)
11. Mobile equipment

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

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

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

D. Crime

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

E. Bonds

1. Surety
2. Fidelity

F. Professional liability

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

G. Umbrella/Excess Liability

H. Businessowners Policy (BOP)

II. INSURANCE TERMS AND RELATED CONCEPTS 15

A. Risk

B. Hazards

1. Moral
2. Morale
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)

PROPERTY/CASUALTY – NEVADA SPECIFIC CONTENT OUTLINE

State Statutes, Rules, and Regulations

(41 scored plus 5-pretest questions)

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3. Domestic, foreign, and alien
Ref: 679A.090
4. Transacting insurance

- Ref: 679A.130*
5. Certificate of authority
Ref: 680A.060-.090
 6. Premiums
Ref: 679A.115
- C. Licensing**
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 - b. Managing general agent
Ref: 683A.060
 - c. Nonresident
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 - d. Adjuster
Ref: 684A.020, 030
 - e. Bail agent
Ref: 697.040, .100, .150, .190
 - f. Bail enforcement agent
Ref: 697.055, .150, .173
 - g. Surplus lines broker
Ref: 685A.030, .040, .120
 - h. Limited Lines producer
Ref: 683A.261
 - i. Insurance Consultant
Ref: 683C.010, .020, .080
 - j. Reinsurance intermediary
Ref: 681A.420
 - k. Administrator
Ref: 683A.025, .085-.0893
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 - b. Suspension, revocation, and refusal of license
Ref: 683A.451
 4. Name of licensee—true, fictitious
Ref: 683A.301
- D. Marketing practices**
1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Rebating - Inducement
Ref: 686A.130-.140
 - c. Twisting
Ref: 686A.050
 - d. Misrepresentation
Ref: 686A.030
 - e. Fraud
Ref: 686A.281-.295
 - f. Unfair discrimination
Ref: 686A.100-.120, (NAC)130-.140
 - g. Defamation
Ref: 686A.080
 2. Fiduciary responsibilities, trusts

- Ref: 683A.400, .520; (NAC) 683A.390-.440*
3. Commissions - payments, acceptance, sharing, prohibitions
Ref: 683A.361; 683A.325
 4. Required records and record retention
Ref: 683A.351
- E. Nevada Insurance Guaranty Association (NIGA)**
Ref: 687A.033, .035, .060, .090
- II. NEVADA STATUTES AND CODES COMMON TO PROPERTY AND CASUALTY INSURANCE.....10**
- A. Cancellation and nonrenewal of policies**
Ref: 687B.310-.420
 - B. General rate standard and regulation**
Ref: 686B.010-.175
 - C. Countersigning of policies**
Ref: 680A.300
 - D. Surplus lines**
Ref:685A . (NAC) 685A.
 1. Definition
 2. Fees and filing requirements
 - E. Payment of motor vehicle physical damage claims**
Ref: 686A.300
 - F. Binders**
Ref: 687B.015, .182-.187
 - G. Motor vehicle physical damage appraiser**
Ref: 684B.010, .020, .030
- III. NEVADA STATUTES AND CODES PERTINENT TO PROPERTY INSURANCE ONLY.....2**
- A. Inland Marine and Transportation**
Ref: 681A.050
 - B. Property insurance defined**
Ref: 681A.060
 - C. Property insurance contracts**
Ref: 691A
- IV. NEVADA STATUTES AND CODES PERTINENT TO CASUALTY INSURANCE ONLY.....9**
- A. Automobile insurance**
 1. Uninsured/underinsured motorists provisions
Ref: 687B.145; 690B.020, NAC 690B.030-.060
 2. Proof of financial responsibility
Ref: 690B.023-.025; also Motor Vehicle Safety and Responsibility Act (Related Laws Chapter 485) 485.050, .105, .185-.186, .190, .210, .220, .306-308, .3091-.3099
 - a. General requirements
 - b. Required limits
 3. Premium determination
(NAC) 690B.210-.250
 4. Premium reduction for older drivers
Ref: 690B.029
 5. Policy coverages, limitations and exclusions of certain drivers from a policy
Ref: 687B.147
 - B. Casualty contracts**
Ref: 681A.070
 1. Vehicle Insurance
 2. Liability
 3. Theft/Burglary
 4. Surety

Ref: 681A.070; 691B

C. Workers compensation

Ref: Related Laws 616A, B

- 1. Who is required to have coverage

Ref: 616B.612

- 2. Exceptions

Ref: 616A.110

- 3. Sole remedy

Ref: 616A.020

- 4. Compliance

Ref: 616D.110-.200

- a. Self-insurance

Ref: 616B.300 (NAC) 616B.418, 424

- 5. Premium Rating

Ref: 616B.222

- 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

PERSONAL LINES- GENERAL KNOWLEDGE CONTENT OUTLINE

General Product Knowledge, Terms, and Concepts

(75 scored 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

- 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

- Ref: 684A.030, .070,*
- e. Insurance Consultant
Ref: 683C.010, .020, .080
- f. Administrator
Ref: 683A.025, .085-.0893
- 2. Obtaining a license
 - a. Insurance company appointment
Ref: 683A.321, .331
 - b. License requirements
Ref: 683A.251
- 3. Termination of license
Ref: 683A.490, 683A.451
 - a. Renewal/Continuing Education
Ref: 683A.261; (NAC) 683A.320-.330
 - b. Suspension, revocation, and refusal of license
Ref: 683A.451, .461

D. Marketing practices

- 1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Rebating - Inducement
Ref: 686A.130-.140
 - c. Twisting
Ref: 686A.050
 - d. Misrepresentation
Ref: 686A.030
 - e. Fraud
Ref: 686A.281-.295
 - f. Unfair discrimination
Ref: 686A.130-.140
 - g. Defamation
Ref: 686A.080
- 2. Fiduciary responsibilities, trusts
Ref: 683A.400, .520; (NAC) 683A.390-.440
- 3. Commissions - payments, acceptance, sharing, prohibitions
Ref: 683A.361; 683A.325
- 4. Required records and record retention
Ref: 683A.351

E. Nevada Insurance Guaranty Association (NIGA)

Ref: 687A.033, .035, .060, .090

F. Cancellation and nonrenewal of policies

Ref: 687B.310-.420

G. General rate standard and regulation

Ref: (NAC) 686B.010-.175

H. Countersigning of policies

Ref: 680A.300

I. Payment of motor vehicle physical damage claims

Ref: 686A.300

J. Binders

Ref: 687B.015, 182-.187

K. Motor vehicle physical damage appraiser

Ref: 684B.010, .020, .030

II. NEVADA STATUTES AND CODES PERTINENT TO PERSONAL LINES INSURANCE ONLY 5

A. Automobile insurance

- 1. Uninsured/underinsured motorists provisions
Ref: 687B.145; 690B.020
- 2. Proof of financial responsibility

PERSONAL LINES - NEVADA SPECIFIC CONTENT OUTLINE

State Statutes, Rules, and Regulations

(25 scored plus 2 pretest questions)

I. NEVADA STATUTES AND CODES COMMON TO PROPERTY, AND CASUALTY INSURANCE 20

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted

A. Insurance Commissioner

- 1. General powers and duties
Ref: 679B.110, .120, .130, 679B.180, .190
- 2. Examinations
Ref: 679B.230-.250; 679B.290-.300
- 3. Notice and hearings; penalties
Ref: 679B.310-.370; 683A.461

B. Definitions

- 1. Insurer
Ref: 679A.100, 680.030 - .050
- 2. Authorized and unauthorized
Ref: 679A.030; 685B.030.070
- 3. Domestic, foreign, and alien
Ref: 679A.090
- 4. Transacting insurance
Ref: 679A.130
- 5. Certificate of authority
Ref: 680A.060-.090
- 6. Premiums
Ref: 679A.115

C. Licensing

- 1. Persons required to be licensed
 - a. Producer
Ref: 679A.117; 683A.211; 683A.201
 - b. Managing general agent
Ref: 683A.060
 - c. Nonresident
Ref: 683A.261, .271, .291
 - d. Adjuster

Ref: 690B.023-.025; also Motor Vehicle Safety and Responsibility Act (Related Laws Chapter 485) 485.050, .105, .185-.186, .190, .210, .220, .306-308, .3091-.3099

- a. General requirements
- b. Required limits
- 3. Premium determination
Ref: 690B.210-.250
- 4. Premium reduction for older drivers
Ref: 690B.029
- 5. Policy coverages, limitations and exclusions of certain drivers from a policy
Ref: 687B.147
- B. Inland Marine and Transportation**
Ref: 681A.050
- C. Property insurance defined**
Ref: 681A.060
- D. Property insurance contracts**
Ref: 691A

BAIL – NEVADA SPECIFIC CONTENT OUTLINE

State Laws, Rules, and Regulations

(50 scoreable questions plus 5 pretest questions)

- I. General Knowledge**
 - A. Division Bulletins**
 - B. Violent Crime Control Act**
Ref: 18 USC 1033, 1044
- II. Nevada Revised Statutes Title 14, Procedures In Criminal Cases**
 - A. General provisions–Bail**
Ref: Chapter 178.484–.548
 - B. General provision–Motions**
Ref: Chapter 178.552
- III. Nevada Revised Statutes Title 57, Nevada Insurance Code**
Ref: NRS & NAC Chapter 697
 - A. Scope and definitions**
Ref: NRS 679A.130–.140
Ref: NRS 697 & NAC 697
 - B. Commissioner of Insurance**
Ref: Chapter 679B.130, .180, .240, .320, .330
 - C. Provisions of Producers of Insurance applicable to Bail licensees**
Ref: NRS 683A.261, .301, .311, .331, .341, .361, .400, .451, .461, .500, .520
 - D. Applicability of Other Provisions**
Ref: NRS 697.360 (various provisions)
 - E. Trade Practices and frauds**
Ref: NRS 686A .010-.310
 - F. Bail Agent**
Ref: NRS 697
 - G. License Qualifications and Disqualifications**
Ref: NRS 683A.451; NRS 697.150, .170, .173; NRS 697.183 - .186
- IV. Nevada Administrative Code (Regulation)**
 - A. Bail Agent**
Ref: NAC 697, NAC 683A, NAC 686A, NAC 679A, NAC 679B

EXCHANGE ENROLLMENT FACILITATOR CONTENT OUTLINE

Product Knowledge, Terms and Concepts

(50 scoreable questions plus 5 pretest questions)

- I. AFFORDABLE CARE ACT**
 - A. Intent of the Law**
 - B. Major Provisions**
 - C. Essential Health Benefits**
 - D. Exemptions**
 - E. Financial assistance availability and determination**
 - 1. Individuals and families
 - 2. Public programs (i.e., Medicaid and CHIP)
 - 3. Subsidies and tax credits for small businesses
 - 4. Groups and financial subsidies
 - 5. Calculating the Advanced Premium Tax Credit (APTC)
 - F. Tax Penalties**
 - G. Special Populations**
 - 1. Identifying and reaching (demographic and geographic)
 - 2. Cultural and linguistic approaches and materials
 - H. Tribal Considerations**
- II. BASIC HEALTH CONCEPTS**
 - A. Health care options**
 - 1. Health Maintenance Organizations (HMO)
 - 2. Preferred Provider Organizations (PPO)
 - 3. Point of Service (POS) plans
 - 4. Exclusive Provider Organizations (EPO)
 - 5. High Deductible Health Plans (HDHPs)
 - 6. Health Savings Account (HSA) / Health Reimbursement Arrangement (HRA)
 - B. Cost-sharing, premiums, payments**
 - 1. Copayments
 - 2. Deductibles
 - 3. Coinsurance
 - 4. Low cost and no-cost care available in the Exchange
- III. HEALTH INSURANCE EXCHANGES**
 - A. Types of Exchanges**
 - 1. State Based Marketplace (SBM)
 - 2. State Partnership Marketplace (SPM)
 - 3. Federally-Facilitated Marketplace (FFM)
 - 4. Supported State Based Marketplace (SSBM)
 - B. Functions of Exchanges**
 - 1. One-stop marketplace
 - 2. Eligibility & Enrollment
 - 3. Single Streamlined Application Process
 - 4. Federal Subsidies
 - C. Individual Exchanges**
 - D. Small Business Health Options (SHOP) Exchanges**
 - E. Qualified Health Plans (QHPs)**
 - 1. Essential Health Benefits
 - 2. Preventive Health Services
 - 3. Children's Coverage
 - 4. Dental and Vision Benefits
- IV. EXCHANGE ENROLLMENT FACILITATORS**
 - A. Types**
 - 1. Navigators
 - 2. Enrollment Assistors
 - 3. Certified Application Counselors
 - B. Roles and Responsibilities**
 - 1. Definition and eligible entities
 - 2. Training and certification of Enrollment Facilitators
 - 3. Provide information fairly, accurately and impartially
 - 4. Plan eligibility and overview
 - 5. Plan enrollment procedures (signatures)
 - 6. Exchange eligibility and changes (individuals and families)
 - 7. Expanded Medicaid eligibility
 - 8. Medicare disqualification
 - 9. Consumer questions
 - 10. Compensation
 - 11. QHP selection (referrals and information)

12. Conflicts of interest

C. Privacy and security of health information

1. HIPAA
2. Confidentiality, integrity, and availability of Protected Health Information (PHI)
3. Penalties for violations or noncompliance with HHS regulations
4. Criminal acts

V. BROKERS, AGENTS, AND PRODUCERS

A. Roles and responsibilities

1. Ineligibility as a Navigator or Assister due to compensation
2. Producer licensing, certification and training
3. Compensation
4. Performance metrics

VI. OUTREACH AND EDUCATION

A. Identify goals (role of Producers, Navigators and Assistors)

B. Digital literacy

1. Computer use
2. Identify best practices for assisting customers who are not online
3. Community computer resources
4. Tracking and reporting results

C. Medicare and Medicaid

D. Employer-sponsored plans

1. Large Group Employers (51+ employees)
2. Self-insured plans and MEWAs and METs
3. Fully insured plans
4. Small Group Employers

VII. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE, HEALTH, PROPERTY, AND CASUALTY INSURANCE

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as a Regulation in Nevada Administrative Code (NAC)

A. Insurance Commissioner

1. General powers and duties
Ref: 679B.110, .120-.130, 679B.180-.190, (NAC) 679B.154
2. Examinations
Ref: 679B.230-.250; 679B.290-.300
3. Notice and hearings
Ref: 679B.310-.370; 683A.461

B. Definitions

1. Insurer
Ref: 679A.100, 680A.030, -.050
2. Authorized and unauthorized
Ref: 679A.030; 685B.030, .070
3. Domestic, foreign, and alien
Ref: 679A.090
4. Transacting insurance
Ref: 679A.130
5. Certificate of authority
Ref: 680A.060-.090
6. Premiums
Ref: 679A.115

C. Licensing

1. Persons required to be licensed/certified
 - a. Producer
Ref: 679A.117; 683A.201, 683A.211
 - b. Insurance Consultant
Ref: 683C.010, .020, .080

- c. Exchange Enrollment Facilitator; Navigator; Certified Application Counselor

Ref: AB425

2. Obtaining a license/certification
3. Termination of license/certification
Ref: 683A.451, .490
 - a. Renewal/Continuing Education
Ref: (NAC) 683A.320-.330, NRS 683A.261
 - b. Suspension
Ref: 683A.451
 - c. Revocation
Ref: 683A.451
 - d. Limitation and refusal of license/certification
Ref: 683A.451; AB425 Sec. 2-26

D. Marketing practices

1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Rebating - Inducement
Ref: 686A.110-.140
 - c. Twisting
Ref: 686A.050
 - d. Misrepresentation
Ref: 686A.030
 - e. Fraud
Ref: 686A.281-.295
 - f. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160
 - g. Defamation
Ref: 686A.080
2. Commissions - payments, acceptance, sharing
Ref: 683A.361
3. Required records and record retention
Ref: 683A.351

E. Insurance Guaranty Associations

1. Nevada Life & Health Insurance Guaranty Association
Ref: 686C.020, .030, .210, .230

VIII. NEVADA STATUTES AND REGULATIONS COMMON TO LIFE AND HEALTH INSURANCE ONLY

A. Advertising

Ref: (NAC) 689A.010-.270

IX. NEVADA STATUTES AND REGULATIONS PERTINENT TO HEALTH INSURANCE ONLY

A. Mandatory policy clauses and provisions

1. Coverage for physical handicap or intellectual disability for dependent children
Ref: 689A.045; 689B.035
2. Coverage for newborn children
Ref: 689A.043; 689B.033; 695B.193; 695C.173

B. Coverage for reconstructive surgery

Ref: 689A.041; 689B.0375; 695B.191; 695C.171

C. Hospice care

Ref: 689A.030; 689B.030; 695C.176; Related Laws 449.0115

**NEVADA PROPERTY AND CASUALTY
ADJUSTER
EXAMINATION CONTENT OUTLINE
PRODUCT KNOWLEDGE, LAWS, AND
REGULATIONS**

(90 scoreable questions)

- I. **PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS20**
 - A. Abandonment
 - B. Accident
 - C. Actual cash value
 - D. Additional coverages
 - E. Appraisal
 - F. Binders
 - G. Burglary
 - H. Deductible
 - I. Depreciation
 - J. Earnings
 - K. Estimating
 - L. Estoppel
 - M. Extensions of coverage
 - N. Hazard
 - 1. Moral
 - 2. Morale
 - O. Indemnity
 - P. Insurance
 - Q. Insurable interest
 - R. Liability
 - S. Limits of liability
 - T. Loss
 - 1. Direct
 - 2. Indirect
 - U. Mysterious disappearance
 - V. Negligence
 - 1. Comparative vs. Modified Comparative
 - 2. Contributory
 - 3. Elements of Negligence/Torts
 - a. Proximate Cause
 - b. Foreseeability
 - W. Obsolescence
 - X. Occurrence
 - Y. Pair and set clause
 - Z. Peril
 - AA. Proximate cause
 - BB. Replacement cost
 - CC. Right of salvage
 - DD. Risk
 - EE. Robbery
 - FF. Tariff Liability
 - GG. Theft
 - HH. Vacancy and unoccupancy
 - II. Value Policy
 - JJ. Voiding and suspension of policy: differences
 - KK. Waiver/Non-Waiver Agreement
- II. **PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW20**
 - A. Additional (supplementary) payments
 - B. Apportionment clause
 - C. Appraisal

- D. Arbitration
 - E. Assignment
 - F. Cancellation and Nonrenewal provisions
 - G. Claims Made policy form
 - H. Coinsurance
 - I. Concealment
 - J. Conditions
 - K. Declarations
 - L. Definition of the insured
 - M. Duties of the insured after a loss
 - N. Elements of a contract
 - O. Endorsements
 - P. Exclusions
 - Q. Fair Credit Reporting Act (Compliance)
 - R. Insuring agreement
 - S. Limitations
 - T. Loss settlement provisions including consent to settle a loss
 - U. Mortgagee rights
 - V. Nonconcurrency
 - W. Notice of claim
 - X. Obligations of the insurance company
 - Y. Other Insurance provision
 - Z. Proof of loss
 - AA. Representations and misrepresentations
 - BB. Salvage
 - CC. Sources of underwriting information
 - DD. Statute of limitations
 - EE. Subrogation
 - FF. Voiding and suspension of policies
 - GG. Warranties
 - HH. Bodily injury liability
 - II. Deposit premium/audit
 - JJ. Personal injury liability
 - KK. Property damage liability
- III. **GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO ADJUSTERS.....20**

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

 - A. **Standard Fire Policy**

Ref: New York Standard Fire Policy

 - 1. Basic coverages, provisions, and clauses
 - 2. Limitations, restrictions and exclusions
 - 3. Proof of Loss
 - a. Periods of Limitation Tolled
 - 4. Loss requirements and inventories
 - a. Taxes and Demolition Expenses
 - 5. Appraisal
 - 6. Duties of the insured/insurer
 - 7. Cancellation
 - 8. Additional coverages
 - 9. Replacement costs
 - 10. Actual cash value
 - 11. Assignment
 - 12. Claims payment
 - B. **Personal lines**

Ref: ISO Homeowners policies

 - 1. Dwelling and contents (DP forms)
 - 2. Personal liability
 - 3. Homeowners and forms/coverages

- a. Policy provisions
- b. Replacement costs
- c. Appraisal
- d. Optional provisions
- e. Special limits of liability
- f. Proof of Loss
- g. Exclusions
- 4. Mobile Homes

C. Commercial lines

Ref: ISO Business Policies, Standard Boiler and Machinery policies

- 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. Commercial and Special Multi-peril
- 6. Builder's Risk

D. Inland marine

Ref: Personal Article Floaters, Personal Property Floaters, Commercial Property Floaters

- 1. Nationwide Definition
- 2. Policies
 - a. Personal floaters
 - b. Commercial floaters
 - c. Commercial inland marine

E. Others

- 1. Flood
- 2. Personal Watercraft
- 3. Commercial Ocean Marine
- 4. Earthquake

IV. GENERAL CASUALTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO ADJUSTERS.....20

A. Automotive: Personal auto and Business 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
 - a. Standard coverages
 - (1) Liability
 - (2) Garagekeepers
 - (3) Physical damage
 - b. Garagekeepers options
- 9. Truckers coverage form

B. Additional Coverages and Exclusions

- 1. Business Interruption
- 2. Time Element

- 3. Law and Ordinance exclusion
- 4. Law and Ordinance coverage
- 5. Valuable Papers and Records
- 6. Vandalism and Malicious Mischief
- 7. Broad Form

C. 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

D. Surety Bonding

- 1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety
- 2. Types
 - a. Performance

E. Professional liability

- 1. Errors and Omissions
- 2. Directors and Officers

F. Umbrella/Excess liability

V. NEVADA STATUTES, RULES, AND REGULATIONS PERTINENT TO ADJUSTERS..... 10

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as a Regulation in Nevada Administrative Code. (NAC)

A. Insurance Commissioner

- 1. General powers and duties

Ref: 679B.110, .120-.130, 679B.180-.190, (NAC) 679B.154
- 2. Examinations

Ref: 679B.230-.250; 679B.290-.300
- 3. Notice and hearings

Ref: 679B.310-.370; 683A.461

B. Definitions

- 1. Insurer

Ref: 679A.100, 680A.030 - .050
- 2. Authorized and unauthorized

Ref: 679A.030; 685B.030.,070
- 3. Domestic, foreign, and alien

Ref: 679A.090
- 4. Transacting insurance

Ref: 679A.130
- 5. Certificate of authority

Ref: 680A.060-.090
- 6. Premiums

Ref: 679A.115

C. Licensing

- 1. Persons required to be licensed
 - a. Adjuster

Ref: 684A.020, 030
- 2. Termination of license

Ref: 683A.451, .490

 - a. Renewal/Continuing Education

- Ref: (NAC) 683A.320-.330, NRS 683A.261*
- b. Suspension
Ref: 683A.451
 - c. Revocation
Ref: 683A.451
 - d. Limitation and refusal of license
Ref: 683A.451
3. Name of licensee—true, fictitious
Ref: 683A.301
- D. Marketing practices**
- 1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Fraud
Ref: 686A.281-.295
 - c. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160
 - d. Defamation
Ref: 686A.080
 - 2. Required records and record retention
Ref: 683A.351
- E. Administrator**
Ref: 683A.025, .085-.0866, .0868-.0893
- F. Cancellation and nonrenewal of policies**
Ref: 687B.310-.420
- G. Payment of motor vehicle physical damage claims**
Ref: 686A.300
- H. Motor vehicle physical damage appraiser**
Ref: 684B.010, .020, .030
- I. Inland Marine and Transportation**
Ref: 681A.050
- J. Property insurance defined**
Ref: 681A.060
- K. Property insurance contracts**
Ref: 691A
- L. Automobile insurance**
- 1. Uninsured/underinsured motorists provisions
Ref: 687B.145; 690B.020, NAC 690B.030-.060
 - 2. Policy coverages, limitations and exclusions of certain drivers from a policy
Ref: 687B.147
- M. Casualty contracts**
Ref: 681A.070
- 1. Vehicle Insurance
 - 2. Liability
 - 3. Theft/Burglary
 - 4. Surety
Ref: NRS 681A.070; 691B

NEVADA WORKERS COMPENSATION ADJUSTER CONTENT OUTLINE

(50 scoreable questions)

- I. **INSURANCE TERMS AND CONCEPTS** 5
 - A. Arbitration
 - B. Binder
 - C. Concealment
 - D. Coinsurance
 - E. Deductible
 - F. Definition of Insured
 - G. Endorsement
 - H. Estoppel
 - I. Hazard
 - J. Indemnity
 - K. Insurable Interest
 - L. Liability
 - M. Misrepresentation
 - N. Perils:
 - 1. Definition
 - 2. Named vs. Open
 - O. Negligence
 - 1. Comparative vs. Modified Comparative
 - 2. Contributory
 - 3. Elements of Negligence/Torts
 - a. Proximate Cause
 - b. Foreseeability
 - P. "Other Insurance"
 - Q. Peril
 - R. Risk
 - S. Subrogation
 - T. Warranties
- II. **THE INSURANCE CONTRACT** 4
 - A. Declaration Sheet
 - B. Insuring Agreement, Conditions and Exclusions
 - C. Replacement Cost Provision and Actual Cash Value
 - D. Liberalization Clause
 - E. Endorsement
 - F. Limitations
- III. **ADJUSTER**..... 1
 - 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/Damage Valuation
 - 1. Direct Loss vs. Indirect Loss (Loss of Use)
 - 2. Damages
 - a. Special
 - b. General
 - c. Physical Damage Estimates
 - d. Diminution of Value
 - 3. Valuation Clause

1. Replacement Cost Provisions
2. Actual Cash Value
3. Stated Value
4. Reproduction Cost

IV. WORKERS COMPENSATION INSURANCE, EMPLOYERS LIABILITY INSURANCE, AND RELATED ISSUES.....30

- A. Standard policy concepts**
- B. Self-insurers**
- C. Work-related vs. non-work-related**
- D. Other states' insurance**

V. NEVADA LAWS, RULES AND REGULATIONS PERTINENT TO WORKERS COMPENSATION ADJUSTERS.....10

Ref: All references refer to the Nevada Revised Statute (NRS) unless otherwise noted as a Regulation in Nevada Administrative Code. (NAC)

A. Insurance Commissioner

1. General powers and duties
Ref: 679B.110, .120-.130, 679B.180-.190, (NAC) 679B.154
2. Examinations
Ref: 679B.230-.250; 679B.290-.300
3. Notice and hearings
Ref: 679B.310-.370; 683A.461

B. Definitions

1. Insurer
Ref: 679A.100, 680A.030 - .050
2. Authorized and unauthorized
Ref: 679A.030; 685B.030.,070
3. Domestic, foreign, and alien
Ref: 679A.090
4. Transacting insurance
Ref: 679A.130
5. Certificate of authority
Ref: 680A.060-.090
6. Premiums
Ref: 679A.115

C. Licensing

1. Persons required to be licensed
 - a. Adjuster
Ref: 684A.020, 030
2. Termination of license
Ref: 683A.451, .490
 - a. Renewal/Continuing Education
Ref: (NAC) 683A.320-.330, NRS 683A.261
 - b. Suspension
Ref: 683A.451
 - c. Revocation
Ref: 683A.451
 - d. Limitation and refusal of license
Ref: 683A.451
3. Name of licensee—true, fictitious
Ref: 683A.301

D. Marketing practices

1. Unfair practices
Ref: 686A (and other entries as noted)
 - a. Unfair claims methods and practices; Settlement of claims
Ref: 686A.300-.310
 - b. Fraud
Ref: 686A.281-.295

- c. Unfair discrimination
Ref: 686A.100-.120, (NAC) 686A.110-.160

- d. Defamation
Ref: 686A.080

2. Required records and record retention
Ref: 683A.351

E. Administrator

Ref: 683A.025, .085-.0866, .0868-.0893

F. Cancellation and nonrenewal of policies

Ref: 687B.310-.420

G. Workers compensation

Ref: Related Laws 616A, B

1. Who is required to have coverage
Ref: 616B.612
2. Exceptions
Ref: 616A.110
3. Sole remedy
Ref: 616A.020
4. Compliance
Ref: 616D.110-.200
 - a. Self-insurance
Ref: 616B.300 (NAC) 616B.141, .418, 424
5. Premium Rating
Ref: 616B.222