Click below for the appropriate content outline.

## **TEXAS**

Insurance Content Outlines

## **TEXAS**

Insurance Content Outlines

## TEXAS

## Insurance Supplement

## **Examination Content Outlines**

Effective: September 1, 2014

	3. Free look
LIFE-GENERAL KNOWLEDGE	4. Consideration
CONTENT OUTLINE	5. Owner's rights
Product Knowledge, Terms and Concepts	6. Beneficiary designations
(50 scoreable questions plus 10 pretest questions)	a. Primary and contingent
I. TYPES OF POLICIES12	b. Revocable and irrevocable
A. Traditional whole life products	c. Changes
Ordinary (straight) life	d. Common disaster
• • • •	e. Minor beneficiaries
Limited-pay and single-premium life     Adjustable life	7. Premium Payment
B. Interest/market-sensitive life products	a. Modes
Interestmarket-sensitive me products     In Universal life	b. Grace period
Variable whole life	c. Automatic premium Ioan
Variable whole life     Variable universal life	d. Level or flexible
A. Interest-sensitive whole life	8. Reinstatement
5. Equity-indexed life	9. Policy loans, withdrawals, partial surrenders
C. Term life	10. Non-forfeiture options
1. Types	11. Dividends and dividend options
a. Level	12. Incontestability
b. Decreasing	13. Assignments
c. Return of premium	14. Suicide
d. Annually renewable	<ol><li>15. Misstatement of age and gender</li></ol>
e. Increasing term	16. Settlement options
Special features	17. Accelerated death benefits
a. Renewable	C. Policy exclusions
b. Convertible	III. COMPLETING THE APPLICATION, UNDERWRITING,
D. Annuities	AND DELIVERING THE POLICY
Single and flexible premium	A. Completing the application
Immediate and deferred	Required signatures
Fixed and variable	Changes in the application
4. Indexed	Consequences of incomplete applications
E. Combination plans and variations	Warranties and representations
1. Joint life	5. Collecting the initial premium and issuing the
Survivorship life (second to die)	receipt
, ,	6. Replacement
II. POLICY RIDERS, PROVISIONS, OPTIONS, AND	7. Disclosures at point of sale (e.g., HIPAA, HIV
EXCLUSIONS19	consent)
A. Policy riders	8. USA PATRIOT Act/anti-money laundering
Waiver of premium and waiver of premium with	B. Underwriting
disability income	1. Insurable interest
Guaranteed insurability	2. Medical information and consumer reports
3. Payor benefit	Fair Credit Reporting Act
Accidental death and/or accidental death and	4. Risk classification
dismemberment	5. Stranger-originated life insurance (STOLI)
5. Term riders	6. Investor-originated life insurance (IOLI)
6. Other insureds (e.g., spouse, children, nonfamily)	C. Delivering the policy
7. Long term care	When coverage begins
8. Return of premium	Explaining the policy and its provisions, riders,
B. Policy provisions and options	exclusions, and ratings to the client
1 Entire contract	· · · · · · · · · · · · · · · · · · ·

2. Insuring clause

IV. TAXES, RETIREMENT, AND OTHER INSURANCE

CONCEPTS ...... 8

#### A. Third-party ownership

#### B. Group life insurance

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

#### C. Retirement plans

- 1. Tax-qualified plans
- 2. Nonqualified plans

#### D. Life insurance needs analysis/suitability

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

#### E. Social Security benefits and taxes

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

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

# LIFE AGENT STATE SPECIFIC CONTENT OUTLINE

(35 scoreable questions plus 5 pretest questions)

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

## I. TEXAS STATUTES AND RULES COMMON TO LIFE AND HEALTH INSURANCE ......23

A. Commissioner of Insurance

Ref.: Ins. 31.001-.002, 31.021, 38.001, 82.001-.056, 86.001-.002, 201.004, 401.051-.062, 404.051-.053, 481.001-.009, 491.051-.052, 521.003-.004, 4001.005, 4005 102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4. Penalties

#### B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text

- 1. Certificate of authority
- 2. Transacting insurance
- 3. Foreign, domestic, alien
- 4. Stock, mutual

#### C. Licensing requirements

Ref.: Ins. 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.254, 4003.001, 4003.004, 4003.006-.007, 4004.051-.054, 4005.101-.102, 4005.105, 4052.001, 4054.301-.304, 1115.056; TAC §\$1.502, 19.1001-.1030

- 1. Types
  - a. Agent
  - b. Temporary
  - c. Counselor
- 2. Exemptions/exceptions
- 3. Appointment
- 4. Continuing education
- 5. License denial, renewal, expiration
- 6. License termination, revocation, suspension

### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4005.053(c), 4005.101; TAC §§21.4, 21.115, 21.201-.205

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. False advertising
  - c. Misrepresentation
  - d. Defamation
  - e. Rebating
  - f. Fraud
  - g. Boycott, coercion, intimidation

#### E. Agent duties/responsibilities

Ref.: Ins.4001.157, 4005.053-.054; TAC §3.120

1. Commission sharing

# II. TEXAS STATUTES AND RULES PERTINENT TO LIFE INSURANCE ONLY .......12

#### A. Marketing and Solicitation

Ref.: TAC §§3.303, 21.104-.105, 21.107, 21.111, 21.114, 21.122, 21.2201-.2214

1. Advertising/Illustrations

#### **B.** Policy provisions

Ref: Ins.1101.003-.008, 1101.011, 1111.052, 1551.254; TAC §§ 3.101-.106, 3.111-.112, 3.119, 3.123, 3.1708, 3.4301-.4317

### C. Group life

Ref: Ins. 1131.002, 1131.110-.112

#### D. Credit life

Ref.: Ins. 1153.204, TAC § 3.5104

#### E. Nonforfeiture law

Ref.: Ins. 1105.055, TAC § 3.3844

# LIFE AND HEALTH-GENERAL KNOWLEDGE CONTENT OUTLINE

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

#### I. TYPES OF LIFE POLICIES ...... 12

## A. Traditional whole life products

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

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

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

#### C. Term life

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

b. Convertible	4. Warranties and representations
D. Annuities	5. Collecting the initial premium and issuing the
Single and flexible premium	receipt
2. Immediate and deferred	6. Replacement
3. Fixed and variable	7. Disclosures at point of sale (e.g., HIPAA, HIV
4. Indexed	consent)
E. Combination plans and variations	<ol><li>USA PATRIOT Act/anti-money laundering</li></ol>
1. Joint life	B. Underwriting
Survivorship life (second to die)	1. Insurable interest
II. LIFE POLICY RIDERS, PROVISIONS, OPTIONS, AND	<ol><li>Medical information and consumer reports</li></ol>
EXCLUSIONS19	Fair Credit Reporting Act
A. Policy riders	Risk classification
Waiver of premium and waiver of premium with	<ol><li>Stranger-originated life insurance (STOLI)</li></ol>
disability income	<ol><li>Investor-originated life insurance (IOLI)</li></ol>
Guaranteed insurability	C. Delivering the policy
3. Payor benefit	When coverage begins
Accidental death and/or accidental death and	<ol><li>Explaining the policy and its provisions, riders,</li></ol>
dismemberment	exclusions, and ratings to the client
5. Term riders	IV. TAXES, RETIREMENT, AND OTHER LIFE
6. Other insureds (e.g., spouse, children, nonfamily)	INSURANCE CONCEPTS8
7. Long term care	A. Third-party ownership
8. Return of premium	B. Group life insurance
B. Policy provisions and options	Conversion privilege
1. Entire contract	2. Contributory vs. noncontributory
2. Insuring clause	C. Retirement plans
3. Free look	1. Tax-qualified plans
4. Consideration	2. Nonqualified plans
5. Owner's rights	D. Life insurance needs analysis/suitability
6. Beneficiary designations	Personal insurance needs
a. Primary and contingent	2. Business insurance needs
b. Revocable and irrevocable	a. Key person
c. Changes	E. Social Security benefits and taxes
d. Common disaster	F. Tax treatment of insurance premiums, proceeds,
e. Minor beneficiaries	and dividends
7. Premium Payment	1. Individual life
a. Modes	2. Group life
b. Grace period	3. Modified Endowment Contracts (MECs)
c. Automatic premium loan	V. TYPES OF HEALTH POLICIES1
d. Level or flexible	A. Disability income
8. Reinstatement	Individual disability income policy
9. Policy loans, withdrawals, partial surrenders	Business overhead expense policy
10. Non-forfeiture options	Business disability buyout policy
11. Dividends and dividend options	Group disability income policy
12. Incontestability	5. Key employee/partner policies
13. Assignments	B. Accidental death and dismemberment
14. Suicide	C. Medical expense insurance
15. Misstatement of age and gender	1. Basic hospital, medical, and surgical policies
16. Settlement options	2. Major medical policies
17. Accelerated death benefits	3. Health Maintenance Organizations (HMOs)
C. Policy exclusions	4. Preferred Provider Organizations (PPOs)
III. COMPLETING THE APPLICATION, UNDERWRITING,	5. Point of Service (POS) plans
AND DELIVERING THE LIFE POLICY11	6. Flexible Spending Accounts (FSAs)
A. Completing the application	7. Health Reimbursement Accounts (HRAs)
Required signatures	8. High Deductible Health Plans (HDHPs) and related
2. Changes in the application	Health Savings Accounts (HSAs)
3. Consequences of incomplete applications	9. Stop loss
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TEXAS Insurance Supplement - Examination Content Outlines	Effective: September 1, 2014

D. Medicare supplement policies	E. Rights of renewability
E. Group insurance	1. Noncancelable
Group conversion	2. Cancelable
2. Differences between individual and group contracts	3. Guaranteed renewable
3. General concepts	4. Conditionally renewable
4. COBRA	5. Optionally renewable
5. HIPAA	Period of time for renewal
F. Long Term Care (LTC)	
1. Individual LTC contracts	VII. SOCIAL INSURANCE 3
Group/voluntary LTC contracts	A. Medicare
G. Limited Benefit Plans	Primary, secondary payor
Cancer (or specified diseases) plans	2. Medicare Parts A, B, C, D
Critical illness plans	B. Medicaid
·	C. Social Security benefits
Worksite (employer-sponsored) plans     Heapital indempity plans	VIII. OTHER HEALTH INSURANCE CONCEPTS 4
Hospital indemnity plans     Postal	A. Total, partial, and residual disability
5. Dental	B. Owner's rights
6. Vision	•
VI. HEALTH POLICY PROVISIONS, CLAUSES, AND	C. Dependent children benefits
RIDERS20	D. Primary and contingent beneficiaries
A. Mandatory provisions	E. Modes of premium payments (annual, semiannual,
Entire contract	etc.)
2. Time limit on certain defenses (incontestable)	F. Nonduplication and coordination of benefits (e.g.,
3. Grace period	primary vs. excess)
4. Reinstatement	G. Occupational vs. non-occupational
5. Notice of claim	H. Tax treatment of premiums and proceeds of
6. Claim forms	insurance contracts (e.g., disability income and
7. Proof of loss	medical expenses, etc.)
8. Time of payment of claims	I. Managed care
• •	J. Workers Compensation
Physical examination and sutancy	K. Subrogation
10. Physical examination and autopsy	IV FIELD UNDERWEITING PROCEDURES
11. Legal actions	IX. FIELD UNDERWRITING PROCEDURES
12. Change of beneficiary	A. Completing application and obtaining necessary
B. Optional provisions	signatures
C. Other provisions and clauses	B. Explaining sources of insurability information
1. Insuring clause	(e.g., MIB Report, Fair Credit Reporting Act, etc.)
2. Free look	C. Initial premium payment and receipt and
3. Consideration clause	consequences of the receipt (e.g., medical
Probationary period	examination, etc.)
5. Elimination period	D. Submitting application (and initial premium if
Waiver of premium	collected) to company for underwriting
7. Exclusions	E. Ensuring delivery of policy and related documents
Preexisting conditions	to client
Recurrent disability	F. Explaining policy and its provisions, riders,
10. Coinsurance	exclusions, and ratings to clients
11. Deductibles	G. Replacement
12. Eligible expenses	H. Contract law
13. Copayments	Elements of a contract
14. Pre-authorizations and prior approval requirements	2. Insurable interest
15. Usual, reasonable, and customary (URC) charges	Warranties and representations
16. Lifetime, annual, or per cause maximum benefit	Unique aspects of the health contract
limits	a. Conditional
17. Misstatement of age	b. Unilateral
D. Riders	c. Adhesion
Impairment/exclusions	o. / tallooioii
Guaranteed insurability	
· · · · · · · · · · · · · · · · · · ·	
3. Multiple indemnity (double, triple)	

# LIFE and HEALTH AGENT STATE SPECIFIC CONTENT OUTLINE

(25 scoreable questions plus 5 pretest questions)

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

# I. TEXAS STATUTES AND RULES COMMON TO LIFE AND HEALTH INSURANCE ......12

#### A. Commissioner of Insurance

Ref.: Ins. 31.001-.002, 31.021, 38.001, 82.001-.056, 86.001-.002, 201.004, 401.051-.062, 404.051-.053, 481.001-.009, 491.051-.052, 521.003-.004, 4001.005, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- Penalties

#### B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text

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- 3. Foreign, domestic, alien
- 4. Stock, mutual

#### C. Licensing requirements

Ref.: Ins. 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.254, 4003.001, 4003.004, 4003.006-.007, 4004.051-.054, 4005.101-.102, 4005.105, 4052.001, 4054.301-.304, 1115.056; TAC §§1.502, 19.1001-.1030

- 1. Types
  - a. Agent
  - b. Temporary
  - c. Counselor
- 2. Exemptions/exceptions
- 3. Appointment
- 4. Continuing education
- 5. License denial, renewal, expiration
- 6. License termination, revocation, suspension

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4005.053(c), 4005.101; TAC §§21.4, 21.115, 21.201-.205

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. False advertising
  - c. Misrepresentation
  - d. Defamation
  - e. Rebating
  - f. Fraud
  - g. Boycott, coercion, intimidation

#### E. Agent duties/responsibilities

Ref.: Ins.4001.157, 4005.053-.054; TAC §3.120

1. Commission sharing

## II. TEXAS STATUTES AND RULES PERTINENT TO LIFE INSURANCE ONLY......5

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Ref.: TAC §§3.303, 21.104-.105, 21.107, 21.111, 21.114, 21.122, 21.2201-.2214

1. Advertising/Illustrations

#### **B.** Policy provisions

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C. Group life

Ref: Ins. 1131.002, 1131.110-.112

D. Credit life

Ref.: Ins. 1153.204, TAC § 3.5104

E. Nonforfeiture law

Ref.: Ins. 1105.055, TAC § 3.3844

### 

- A. Required policy provisions
  - 1. Coverage for newborns *Ref.: Ins. 1367.003; TAC § 3.3403*
  - 2. Coverage for drug and alcohol treatment *Ref.: Ins.1368.005*

#### **B.** Medicare supplement

Ref.: TAC §§3.3301-3310, 3.3312-.3313, 3.3315-.3325

- 1. Minimum standards
- 2. Cancellation

### C. AIDS testing requirements

Ref: TAC § 21.704 - .705

D. Long Term Care

Ref: TAC §§3.3804, 3.3822, 3.3832

### E. Small group health insurance

Ref: TAC § 26.8

- 1. Eligibility
- 2. Coverage and Benefits

### F. Certificate of Coverage

Ref.: Ins. 887.251 and 887.254

#### G. Affordable Care Act

- 1. Exchanges/Marketplace
- 2. Taxes, penalties, and subsidies
- 3. Essential health benefits
  - a. Mental health parity
  - b. Pediatric services
  - c. Preventive services
- 4. Employer notification responsibilities

## 

Effective: September 1, 2014

Ref.: TAC §§11.505, 11.506

- A. Definitions
- B. Evidence of coverage
- C. Nonrenewal/cancellation
- D. Enrollment

## PROPERTY AND CASUALTY -GENERAL KNOWLEDGE CONTENT OUTLINE

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

(100 scoreable questions plus 20 pretest questions)

(100 scoreable questions plus 20 pretest questions)	H. Proximate cause
I. TYPES OF POLICIES25	I. Deductible
A. Homeowners	J. Indemnity
1. HO-2 2. HO-3	K. Limits of liability
	L. Coinsurance/Insurance to value
3. HO-4	M. Occurrence
4. HO-5	N. Cancellation
5. HO-6	O. Nonrenewal
6. HO-8	P. Vacancy and unoccupancy
B. Dwelling policies	Q. Liability
1. DP-1	1. Absolute
2. DP-2	2. Strict
3. DP-3	3. Vicarious
C. Commercial lines	R. Negligence
Commercial Package Policy (CPP)	S. Binder
2. Commercial property	T. Endorsements
a. Commercial building and business personal	U. Medical Payments
property form	V. Blanket vs. Specific
b. Causes of loss forms	W. Burglary, Robbery, Theft, and Mysterious
c. Business income	Disappearance
d. Extra expense	III. POLICY PROVISIONS AND CONTRACT LAW
3. Business Owners Policy (BOP)	A. Declarations
4. Builders Risk	B. Insuring agreement
D. Inland marine	C. Conditions
Personal Articles floaters	D. Exclusions
Commercial Property floaters	E. Definition of the insured
3. Nationwide Definition	F. Duties of the insured
E. National Flood Insurance Program	G. Obligations of the insurance company
F. Others	H. Mortgagee rights
1. Earthquake	I. Proof of loss
2. Mobile Homes	J. Notice of claim
3. Watercraft	K. Appraisal
4. Farm Owners	L. Other Insurance Provision
5. Crop/hail	M. Assignment
6. Windstorm	N. Subrogation
II. INSURANCE TERMS AND RELATED CONCEPTS14	O. Elements of a contract
A. Insurance	P. Warranties, representations, and concealment
Law of Large Numbers	Q. Sources of underwriting information
B. Insurable interest	R. Fair Credit Reporting Act
C. Risk	S. Privacy Protection (Gramm Leach Bliley)
Pure vs. Speculative Risk	T. Policy Application
D. Hazard	U. Terrorism Risk Insurance Act (TRIA)
1. Moral	O. Terrorishi Kisk hisurance Act (TKIA)
2. Morale	IV. TYPES OF CASUALTY POLICIES, BONDS, AND
3. Physical	RELATED TERMS23
E. Peril	A. Commercial general liability
F. Loss	1. Exposures
1. Direct	<ul> <li>a. Premises and Operations</li> </ul>
2. Indirect	b. Products and Completed Operations
G. Loss Valuation	2. Coverage
Actual cash value	<ul> <li>a. Coverage A: Bodily Injury and Property Damage Liability</li> </ul>

2. Replacement cost

3. Market value4. Stated value

5. Salvage value

(1) Occurrence	2. Theft
(2) Claims made	3. Robbery
(a) Extended Reporting Periods: Basic and	4. Burglary
Supplemental	5. Forgery and Alteration
(b) Retroactive Date	E. Bonds
b. Coverage B: Personal Injury and Advertising	1. Surety
Injury	2. Fidelity
c. Coverage C: Medical Payments	F. Professional liability
d. Supplemental Payments	1. Errors and Omissions
e. Who is an insured	2. Medical Malpractice
f. Limits	3. Directors and Officers (D&O)
g. Damage to Property of Others	4. Employment Practices Liability (EPLI)
(1) Per occurrence	G. Umbrella/Excess Liability
(2) Annual Aggregate	V. CASUALTY INSURANCE TERMS AND RELATED
B. Automobile: personal auto and business auto	CONCEPTS
1. Liability	A. Risk
a. Bodily Injury	B. Hazards
b. Property Damage	1. Moral
c. Split Limits	2. Morale
d. Combined Single Limit	3. Physical
2. Medical Payments	C. Indemnity
3. Physical Damage (collision; other than collision;	D. Insurable interest
specified perils)	E. Actual cash value
Uninsured motorists	F. Negligence
5. Underinsured motorists	G. Liability
6. Who is an insured	H. Occurrence
7. Types of Auto	I. Binders
a. Owned	J. Warranties
b. Non-owned	K. Representations
c. Hired	L. Concealment
d. Temporary Substitute	M. Deposit Premium/Audit
e. Newly Acquired Autos	N. Certificate of Insurance
f. Transportation Expense and Rental	O. Law of Large Numbers
Reimbursement Expense	P. Pure vs. Speculative Risk
8. Garage Coverage Form, including Garagekeepers	Q. Endorsements
Insurance	R. Damages
9. Exclusions	1. Compensatory
10. Individual Insured and Drive Other Car (DOC)	a. General
C. Workers Compensation Insurance, Employers	b. Special
Liability Insurance, and Related Issues	2. Punitive
(This section does not deal with specifics of state law, which	S. Compliance with provisions of Fair Credit
are addressed elsewhere in this outline.)	Reporting Act
Standard policy concepts	. •
a. Who is an employee/employer	VI. CASUALTY POLICY PROVISIONS
b. Compensation	A. Declarations
(1) Loss of wages	B. Insuring agreement
(2) Medical	C. Conditions
(3) Disability	D. Exclusions and Limitations
(4) Vocational Rehabilitation	E. Definition of the insured
(5) Death/Survivor	F. Duties of the insured after a loss
Work-related vs. non-work-related	G. Cancellation and nonrenewal provisions
3. Other states' insurance	H. Additional (supplementary) payments
4. Employers Liability	I. Proof of loss
5. Exclusive remedy	J. Notice of claim
Premium Determination	K. Arbitration
D. Crime	L. Other insurance
Employee Dishonesty	M. Subrogation

- N. Loss settlement provisions including consent to settle a loss
- O. Terrorism Risk Insurance Act (TRIA)

# PROPERTY AND CASUALTY AGENT STATE SPECIFIC CONTENT OUTLINE

(25 scoreable questions plus 5 pretest questions)

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### 

A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4. Penalties

#### B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2

- 1. Certificate of authority
- 2. Transacting insurance
- 3. Foreign, domestic, alien
- 4. Stock, mutual
- 5. Admitted/nonadmitted

#### C. Licensing requirements

Ref.: Ins. 981.202, 1115.056, 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.254, 4003.001, 4003.004, 4003.006-.007,4004.051-.054, 4005.101-.102, 4005.105, 4051.051, 4053.051, 4056.001.-.004, 4153.051; TAC §§1.502, 19.1001-.1030, 19.1201-.1206, 19.1301-.1320, 19.1501-.1503

- 1. Types
  - a. Agent
  - b. Nonresident agent
  - c. Temporary
  - d. Limited license
  - e. Managing general agent
  - f. Surplus lines
  - g. Adjuster
  - h. Insurance service representative
  - i. Risk manager
  - j. Emergency
- 2. Exemptions/exceptions
- 3. Appointment
- 4. Continuing education
- 5. License denial, renewal, expiration
- 6. License termination, revocation, suspension

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.101; TAC §§21.4, 21.201-.205, 21.111, 21.115

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. False advertising
  - c. Misrepresentation
  - d. Defamation
  - e. Controlled business
  - f. Rebating
  - g. Discrimination
  - h. Fraud
  - i. Unfair comparison
  - j. Boycott, coercion, intimidation

#### E. Agent duties/responsibilities

Ref.: General insurance text

1. Fiduciary capacity

#### 

A. Property and casualty definitions

Ref.: TAC §5.5002

B. Surplus lines

Ref.: Ins. 981.001-.004, 981.057; TAC§ 15.2-15.6

C. Approval of Rates and Forms

Ref: Texas Insurance Code Art. 5.35

D. Homeowner's Insurance

1. Declination, cancellation, nonrenewal

Ref: General insurance text

- 2. Texas FAIR Plan Association
- 3. Texas Windstorm Insurance Association (TWIA)
- E. Automobile insurance
  - 1. Provisions

Ref: Transportation Code: Chapter 601; Ins. 1952.101-.110, Ins. 1952.151-.161TAC §5.204

- a. Coverage
- b. Uninsured Motorists/Underinsured Motorists
- c. Personal Injury Protection (PIP)
- 2. Financial responsibility and required minimum liability limits

Ref: Transportation Code: §§601.051, 601.053, 601.056-.057, 601.071-.072

3. Renewal, nonrenewal, and cancellation

Ref: Ins. 551.101-.113, 551.151-.152; TAC § 5.7002

4. Texas Automobile Insurance Plan Association *Ref: Ins. 2151.051–.154* 

### F. Workers' Compensation

Ref: Texas Labor Code Title 5: §§401.011, 406.031-032, 034, 408.041, .82, .186

Effective: September 1, 2014

- 1. Definitions
- 2. Coverage
- 3. Benefits

### G. Texas Property and Casualty Insurance Guaranty Association

Ref: Ins. 462.001-.351; TAC§ 29.1

H. Joint Underwriting Association (JUA)

PERSONAL LINES - GENERAL KNOWLEDGE	D. Hazard		
CONTENT OUTLINE	1. Moral		
Product Knowledge, Terms and Concepts	2. Morale		
(75 scoreable questions plus 11 pretest questions)	3. Physical		
I. TYPES OF PROPERTY POLICIES10	E. Peril		
A. Homeowners	F. Loss		
1. HO-2	1. Direct		
2. HO-3	2. Indirect		
3. HO-4	G. Loss Valuation		
4. HO-5	Actual cash value		
5. HO-6	Replacement cost		
6. HO-8	3. Market value		
B. Dwelling policies	4. Stated value		
1. DP-1	5. Salvage value		
2. DP-2	H. Proximate cause		
3. DP-3	I. Deductible		
C. Inland marine	J. Indemnity		
Personal Articles floaters	K. Limits of liability		
2. Nationwide Definition	L. Coinsurance/Insurance to value		
D. National Flood Insurance Program	M. Occurrence		
E. Others	N. Cancellation		
1. Earthquake	O. Nonrenewal		
2. Mobile Homes	P. Vacancy and unoccupancy		
3. Watercraft	Q. Liability		
4. Crop/hail	1. Absolute		
5. Windstorm	2. Strict		
II. TYPES OF CASUALTY POLICIES13	3. Vicarious		
A. Automobile: personal auto	R. Negligence		
1. Liability	S. Binder		
a. Bodily Injury	T. Endorsements		
b. Property Damage	U. Medical Payments		
c. Split Limits	V. Blanket vs. Specific		
d. Combined Single Limit	W. Burglary, Robbery, Theft, and Mysterious		
2. Medical Payments	Disappearance X. Warranties		
<ol><li>Physical Damage (collision; other than collision;</li></ol>	Y. Representations		
specified perils)	Z. Concealment		
4. Uninsured motorists	AA. Deposit Premium/Audit		
5. Underinsured motorists	BB. Certificate of Insurance		
6. Who is an insured	CC. Damages		
7. Types of Auto	1. Compensatory		
a. Owned	a. General		
b. Non-owned	b. Special		
c. Hired	2. Punitive		
d. Temporary Substitute	DD. Compliance with Provisions of Fair Credit		
e. Newly Acquired Autos	Reporting Act		
f. Transportation Expense and Rental	. •		
Reimbursement Expense	IV. PROPERTY AND CASUALTY POLICY PROVISIONS		
8. Exclusions	AND CONTRACT LAW24		
B. Umbrella/Excess liability	A. Declarations		
III. PROPERTY AND CASUALTY INSURANCE TERMS	B. Insuring agreement		
AND RELATED CONCEPTS28	C. Conditions D. Exclusions		
A. Insurance	E. Definition of the insured		
1. Law of Large Numbers	F. Duties of the insured		
B. Insurable interest			
C. Risk	G. Obligations of the insurance company H. Mortgagee rights		
Pure vs. Speculative Risk	n. wongagee ngma		

I. Proof of loss				j. Emergency
J. Notice of claim			2	2. Exemptions/exceptions
K. Appraisal			3	3. Appointment
L. Other Insurance Pro	vision		4	Continuing education
M. Assignment			5	5. License denial, renewal, expiration
N. Subrogation			6	6. License termination, revocation, suspension
O. Elements of a contra	ict		D. I	Marketing practices
P. Warranties, represer	ntations, and concealment		1	Ref.: Ins. 541.051054, 541.056, 541.060, 542.001014,
Q. Sources of underwri	ting information		7	701.001154, 4001.104, 4005.101; TAC §§21.4, 21.201-
R. Fair Credit Reporting	y Act			205, 21.111, 21.115
S. Privacy Protection (	Gramm Leach Bliley)		1	Unfair/Prohibited trade practices
T. Policy Application				a. Claims methods and practices
U. Terrorism Risk Insur	ance Act (TRIA)			b. False advertising
V. Cancellation and no	nrenewal provisions			c. Misrepresentation
W. Additional (supplem	entary) payments			d. Defamation
X. Arbitration				e. Controlled business
				f. Rebating
PERSONAL	LINES AGENT			g. Discrimination
STATE SPECIFIC	CONTENT OUTLINE			h. Fraud
(25 scoreable question	ns plus 5 pretest questions)			i. Unfair comparison
				j. Boycott, coercion, intimidation
	ND RULES COMMON TO ALL		E. /	Agent duties/responsibilities
	E15		1	Ref.: General insurance text
A. Commissioner of			1	1. Fiduciary capacity
	002, 31.021, 201.004, 404.051053,	II.	TEV	AS STATUTES AND RULES PERTINENT TO
	51, 491.052, 521.003004,	11.		SONAL LINES INSURANCE
	6.001002, 401.051062, 82.001-			Property and casualty definitions
.056, 4005.102	and dution			Ref.: TAC §5.5002
General powers     Examination of				Approval of Rates and Forms
Examination of     Investigation/Na				Ref: Texas Insurance Code Art. 5.35
<ol> <li>Investigation/No</li> <li>Penalties</li> </ol>	Dice of flearing			Homeowner's Insurance
B. Insurance definiti	one			Declination, cancellation, nonrenewal
	53; General insurance text; TAC			Ref: General insurance text
§15.2	55, General insurance lexi, TAC			2. Texas FAIR Plan Association
1. Certificate of au	thority			3. Texas Windstorm Insurance Association (TWIA)
Transacting ins				Automobile insurance
Foreign, domes				1. Provisions
4. Stock, mutual	iic, alien			Ref: Transportation Code: Chapter 601; Ins.
5. Admitted/nonac	Imitted			1952.101–.110, Ins. 1952.151–.161TAC §5.204
				a. Coverage
C. Licensing require	115.056, 4001.003, 4001.105,			b. Uninsured Motorists/Underinsured Motorists
	.201, 4001.205, 4001.254,			c. Personal Injury Protection (PIP)
	4003.006007,4004.051054,		•	2. Financial responsibility and required minimum
7005.001, 7005.004,	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		-	

4005.101-.102, 4005.105, 4051.051, 4053.051, 4056.001.-.004, 4153.051; TAC §§1.502, 19.1001-.1030, 19.1201-.1206, 19.1301-.1320, 19.1501-.1503

1. Types

I.

- a. Agent
- b. Nonresident agent
- c. Temporary
- d. Limited license
- e. Managing general agent
- f. Surplus lines
- g. Adjuster
- h. Insurance service representative
- i. Risk manager

liability limits

Ref: Transportation Code: §§601.051, 601.053, 601.056-.057, 601.071-.072

3. Renewal, nonrenewal, and cancellation Ref: Ins. 551.101-.113, 551.151-.152; TAC § 5.7002

4. Texas Automobile Insurance Plan Association Ref: Ins. 2151.051-.154

Effective: September 1, 2014

## E. Texas Property and Casualty Insurance **Guaranty Association**

Ref: Ins. 462.001-.351; TAC§ 29.1

# LIFE AND HEALTH COUNSELOR CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are to General insurance texts, unless otherwise noted

### I. TYPES OF LIFE POLICIES

All references are to General insurance texts and forms, unless otherwise noted

#### A. Whole life products

- 1. Ordinary (straight) life
- 2. Limited-pay and single premium life
- 3. Modified and graded premium whole life

#### B. Interest -sensitive life products

- 1. Universal life
- 2. Variable life/Variable whole life
- 3. Variable universal life
- 4. Interest sensitive whole life
- 5. Fixed premium vs. flexible premium

#### C. Term life

- 1. Level, decreasing, increasing
- 2. Renewable term

#### D. Combination policies and variations

- 1. Joint life
- 2. Survivor life

#### E. Annuities

- 1. Single, level, flexible premium
- 2. Immediate and deferred
- 3. Fixed and variable
- 4. Joint and last survivor
- 5. Uses

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

#### A. Policy riders

- 1. Waiver of premium
- 2. Guaranteed insurability

## B. Policy provisions and options

- 1. Entire contract
- 2. Insuring clause
- 3. Free look
- 4. Consideration clause
- 5. Owner's rights
- 6. Beneficiary designations
  - a. Primary and contingent
  - b. Revocable and irrevocable
  - c. Common disaster
  - d. Changes
- 7. Premium payment
  - a. Modes
  - b. Grace period
  - c. Automatic premium Ioan
- 8. Reinstatement
- 9. Policy loans and withdrawals

- 10. Nonforfeiture options
- 11. Dividends and dividend options
- 12. Incontestability
- 13. Exclusions
- 14. Misstatement of age
- 15. Settlement options
- 16. Suicide

## III. TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS

- A. Third party ownership
- B. Group life insurance
  - 1. Contributory vs. noncontributory

#### C. Retirement plans

- 1. Tax-qualified
- 2. Nongualified

#### D. Business insurance

- 1. Key employee
- 2. Buy and sell agreement
- 3. Split Dollar
- 4. Keogh Plan
- 5. Simplified Employee Pensions (SEPs)
- 6. Tax sheltered annuities (TSAs)
- E. Social security benefits and taxes

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

- 1. Individual life
- 2. Group life
- 3. Modified Endowment Contracts (MECs)
- G. IRAs
- H. Accelerated Death Benefits
- I. Cash Values/Cash Value Accumulation Test

#### IV. TYPES OF HEALTH POLICIES

### A. Disability income

- 1. Individual disability income
- 2. Group disability income
- 3. Occupational and nonoccupational

#### B. Accidental death and dismemberment

#### C. Medical expense insurance

- Major medical policies (including comprehensive)
- 2. Health Maintenance Organizations (HMOs)
- 3. Preferred Provider Organizations (PPOs)
- 4. Multiple Employer Trusts (METs)

### D. Medicare Supplement policies

#### E. Group health insurance

- Consolidated Omnibus Budget Reconciliation
   Act (COBRA)
- 2. Health Insurance Portability and Accountability Act (HIPAA)

Effective: September 1, 2014

- 3. General concepts
- F. Long Term Care

# V. HEALTH POLICY PROVISIONS, CLAUSES, RIDERS, AND OPTIONS

### A. Mandatory provisions

1. Entire contract

- 2. Time limit on certain defenses
- 3. Grace period
- 4. Reinstatement
- 5. Payment of claims
- 6. Physical examination and autopsy
- 7. Legal actions
- 8. Change of beneficiary

#### B. Other provisions and clauses

- 1. Insuring clause
- 2. Free look
- 3. Consideration clause
- 4. Elimination period
- 5. Waiver of premium
- 6. Coinsurance

#### C. Optional provisions

- 1. Change of occupation
- 2. Misstatement of age

#### D. Renewability

- 1. Cancellable/noncancellable
- 2. Guaranteed renewable
- 3. Conditionally renewable

#### VI. SOCIAL INSURANCE

- A. Medicaid
- B. Medicare
- C. Social Security

## VII. OTHER INSURANCE CONCEPTS AND CONTRACT LAW

- A. Primary and contingent beneficiaries
- Tax treatment of premium and proceeds of insurance contracts disability income, medical expenses, etc.)
- C. Nonduplication and coordination of benefits
- D. Requirements of a contract
- E. Unique aspects of a health contract
  - 1. Conditional
  - 2. Unilateral
  - 3. Adhesion

## VIII. LIFE AND HEALTH AGENT RESPONSIBILITIES AND PROCEDURES

#### A. Completing the application

- 1. Required signatures
- 2. Changes in the application
- 3. Incomplete application
- Collecting the initial premium and issuing the receipt
- 5. Initial premium not with application

#### B. Underwriting

- 1. Insurable interest
- 2. Medical information/Statement of Good Health
- 3. Fair Credit Reporting Act
- 4. Risk classification

#### C. Delivery

- 1. Effective date of coverage
- 2. Policy review

## IX. TEXAS STATUTES AND RULES COMMON TO LIFE, ACCIDENT AND HEALTH INSURANCE

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001-.002, 31.021, 38.001, 82.001-.056, 86.001-.002, 201.004, 401.051-.062, 404.051-.053, 481.001-.009, 491.051-.052, 521.003-.004, 4001.005, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- Penalties

#### B. Licensing requirements

Ref.: Ins. 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.254, 4003.001, 4003.004, 4003.006-.007, 4004.051-.054, 4005.101-.102, 4005.105, 4052.001, 4054.301-.304, 1115.056; TAC §§1.502, 19.1001-.1030

- 1. Counselor
- 2. Exemptions/exceptions
- 3. Agreements
- 4. License denial, renewal, expiration
- 5. License termination, revocation, suspension

#### C. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.053(c), 4005.101; TAC §\$21.4, 21.201-.205, 21.111, 21.115

- 1. Rebating
- 2. Misrepresentation
- 3. Defamation
- 4. Unfair discrimination

# D. Texas Life, Accident, Health and Hospital Insurance Guaranty Association

Ref.: Ins. 463.001-.451, TAC §21.6

## X. TEXAS LAWS AND RULES PERTINENT TO LIFE INSURANCE ONLY

#### A. Marketing and solicitation

Ref.: TAC §§3.303, 21.104-.105, 21.107, 21.111, 21.114, 21.122, 21.2201-.2214

- 1. Advertising
- 2. Illustrations

#### B. Group Life

Ref: Ins. 1131.002, 1131.110-.112

1. Eligible groups

C. Credit life

Ref.: Ins. 1153.204, TAC § 3.5104

#### XI. TEXAS LAWS AND RULES PERTINENT TO ACCIDENT AND HEALTH INSURANCE ONLY

#### A. Other Required Coverage and Provisions

- 1. Newborn and adopted children Ref: Ins.1201.064, 1367.003; TAC § 3.3403
- 2. Handicapped dependents Ref: General insurance text
- Mental Illness, alcoholism, and drug abuse treatment

#### Ref.: Ins. 1355.004

#### B. Small employer group

Ref.: Ins. 1501.002, 1501.102, 1501.108, 1501.151, 1501.153-.154, 1501.252, 1501.352; TAC §26.7-9, 26.13, 26.15-.16,

#### C. Group health

Ref: TAC § 26.8

1. Eligible groups

#### D. Affordable Care Act

- 1. Exchanges/Marketplace
- 2. Taxes, penalties, and subsidies
- 3. Essential health benefits
  - a. Mental health parity
  - b. Pediatric services
  - c. Preventive services
- 4. Employer notification responsibilities

# INSURANCE SERVICE REPRESENTATIVE CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

### I. TYPES OF PROPERTY POLICIES

#### A. Personal lines

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

#### B. Commercial lines

- Commercial property
  - Commercial building and personal property form
  - b. Causes of loss forms
- 2. Commercial Package Policy (CPP)
- 3. Businessowners Policy (BOP)

#### C. Inland marine

- Personal floaters
- 2. Commercial floaters

#### D. Others

1. Flood

#### II. TYPES OF CASUALTY POLICIES

#### A. Automotive: personal auto

- 1. Liability
- 2. Medical Payments
- 3. Physical damage (collision and other than collision/comprehensive)
- 4. Uninsured motorists
- 5. Underinsured motorists

### B. 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

#### III. INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurance
- B. Insurable interest
- C. Risk
- D. Hazard
- E. Peril
- F. Loss
  - 1. Direct
  - 2. Indirect
- G. Proximate cause
- H. Deductible
- I. Indemnity
- J. Limits of liability
- K. Extensions of coverage

#### IV. POLICY PROVISIONS AND CONTRACT LAW

- 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. Proof of loss
- I. Notice of claim
- J. Appraisal
- K. Subrogation
- L. Arbitration
- M. Elements of a contract
- N. Binders
- O. Fair Credit Reporting Act

## V. TEXAS STATUTES AND RULES COMMON TO PROPERTY AND CASUALTY INSURANCE

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation
- 4. Penalties

### B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2

- 1. Certificate of authority
- 2. Transacting insurance
- 3. Stock, mutual
- 4. Admitted/nonadmitted

### C. Licensing requirements

Ref.: Ins. 981.202, 1115.056, 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.254, 4003.001, 4003.004, 4003.006-.007,4004.051-.054, 4005.101-.102, 4005.105, 4051.051, 4053.051,

4056.001.-.004, 4153.051; TAC §§1.502, 19.1001-.1030, 19.1201-.1206, 19.1301-.1320, 19.1501-.1503

- 1. Types
  - a. Agent
  - b. Nonresident agent
  - c. Temporary
  - d. Limited lines
  - e. Surplus lines
  - f. Adjuster
  - g. Insurance service representative
  - h. Emergency
- 2. Exemptions/exceptions
- 3. Appointment
- 4. Continuing education
- 5. License denial, renewal, expiration
- 6. License termination, revocation, suspension

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.101; TAC §§21.4, 21.201-.205, 21.111, 21.115

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. Misrepresentation
  - c. Defamation
  - d. Controlled business
  - e. Rebating
  - f. Fraud

#### VI. TEXAS STATUTES AND RULES PERTINENT TO PROPERTY AND CASUALTY INSURANCE

A. Property and casualty definitions

Ref.: TAC §5.5002

B. Surplus lines

Ref.: Ins. 981.001-.004, 981.057; TAC§ 15.2-15.6

- C. Homeowner's Insurance
  - 1. Declination, cancellation, nonrenewal

Ref: General insurance text

- 2. Texas FAIR Plan Association
- 3. Texas Windstorm Insurance Association (TWIA)

#### D. Automobile insurance

1. Provisions

Ref: Transportation Code: Chapter 601; Ins. 1952.101–.110, Ins. 1952.151–.161TAC §5.204

- a. Coverage
- b. Uninsured Motorists/Underinsured Motorists
- c. Personal Injury Protection (PIP)
- 2. Financial responsibility and required minimum liability limits

Ref: Transportation Code: §§601.051, 601.053, 601.056-.057, 601.071-.072

- 3. Renewal, nonrenewal, and cancellation *Ref: Ins. 551.101–.113, 551.151-.152; TAC § 5.7002*
- 4. Texas Automobile Insurance Plan Association *Ref: Ins. 2151.051–.154*

#### E. Workers' Compensation

Ref: Texas Labor Code Title 5: §\$401.011-.013, 401.022, 403.006-.007, 406.002, 406.034, 408.041, 408.001-.008, 408.021-.030, 408.041-.047, 408.061.064, 408.081-.086, 408.101-.105, 408.121-.129, 408.141-.151, 408.161-.162, 408.182, 409.001-.004, 417.002

1. Benefits

# F. Texas Property and Casualty Insurance Guaranty Association

Ref: Ins. 462.001-.351; TAC§ 29.1

G. Joint Underwriting Association (JUA)

# SURPLUS LINES CONTENT OUTLINE

(60 scoreable questions)

This examination will test topics listed on the following content outline and is composed of sixty (60) four-option, multiple choice questions

All references are to General insurance texts and forms, unless otherwise noted

#### INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurance
- B. Elements of a contract
- C. Indemnity
- D. Risk
- E. Hazard
- F. Peril
- G. Loss
- H. Proximate cause
- I. Liability
- J. Actual Cash Value
- K. Replacement cost
- L. Subrogation
- M. Salvage
- N. Negligence
- O. Warranties, representation/misrepresentation
- P. Lloyd's
- Q. Reinsurance

#### II. TEXAS STATUTES AND RULES PERTINENT TO SURPLUS LINES INSURANCE

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001-.002, 31.021, 981.009

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/hearing
- 4. Penalties/sanctions

#### **B.** Definitions

1. Surplus lines insurance *Ref.: Ins. 981.002* 

2. Managing General Agent

Ref.: Ins. 4053.001, 4053.051; TAC §19.1202

3. Insurance transaction

Ref.: General insurance text

- 4. Authorized/unauthorized, admitted/non-admitted Ref.: Ins. 101.301; TAC§15.8
- 5. Auto: Renewal, nonrenewal, and cancellation *Ref: Ins. 551.101-.113*

6. Purchasing groups

Ref.: Ins. 2201.001-.259

7. Risk retention

Ref.: Ins. 2201.001-.209

8. Domestic, foreign, and alien companies

Ref.: General insurance text

9. Stock, mutual companies

Ref.: General insurance text

#### C. Licensing requirements

Ref.: Ins. 981.202-.204; TAC §15.3-.4

- 1. Surplus lines agent
- 2. Bond
- 3. License renewal
- 4. License suspension, revocation, termination

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.057, 541.061, 542.001-.014, 4001.104, 4005.053, 4005.101; TAC §21.4, 21.201-.205, 21.111, 21.115

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. False advertising
  - c. Misrepresentation
  - d. Defamation
  - e. Controlled business
  - f. Rebating
  - g. Unfair discrimination
  - h. Fraud
  - i. Unfair comparison
  - j. Boycott, coercion, intimidation

### E. Surplus lines insurance

1. Purpose/definitions

Ref.: Ins. 981.001-002; TAC § 15.2

2. Premium payments and unearned premiums

Ref.: Ins. 981.007

3. Evidence of insurance

Ref.: Ins. 981.103; TAC §15.22

4. Premium taxes

Ref.: Ins. 225.004, 225.006; Pub. Fin. TAC §3.822

5. Reports and notices

Ref.: Ins. 981.216-217

6. Eligible unauthorized insurers

Ref.: Ins. 981.002

- 7. Commissions
- 8. Stamping Office

Ref.: Ins. 981.105, 981.151-.160; TAC§ 15.23, 15.101

9. Recordkeeping

Ref.: Ins. 981.215-.216;

TAC §§15.5, 15. 7, 15.12, 15.14-.17, 15.19-.20

10. Minimum capital and surplus

Ref.: Ins. 981.057

11. Contract requirements

Ref.: Ins. 981.102; TAC §15.21

12. Service of process

Ref.: Ins. 804.106

13. Advertising

Ref.: Ins. Ch. 981.219

### RISK MANAGER CONTENT OUTLINE

(100 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred (100) four-option, multiple choice questions.

All references are General insurance text and forms, unless otherwise noted

#### I. INSURANCE TERMS AND RELATED CONCEPTS

- A Risk
- B. Hazard
- C. Peril
- D. Loss/Causes of loss
- E. Exposure
- F. Indemnity
- G. Liability
- H. Deductible
- I. Contractual ambiguities
- J. Negligence
- K. Torts
- L. Personal property
- M. Actual cash value
- N. Occurrences
- O. Warranty

#### II. POLICY PROVISIONS

- A. Declarations
- **B.** Insuring Agreement
- C. Conditions
- D. Exclusions
- E. Duties of the insured after a loss

### III. RISK MANAGEMENT

#### A. Types of loss exposure

- 1. Property/Commercial property
- 2. Accounts
- 3. Net income
- 4. Liability
- 5. Personnel
- 6. Business interruption
- 7. Use
- 8. Pure

#### B. Methods of identifying loss exposures

Effective: September 1, 2014

- Loss frequency
- 2. Loss severity
- 3. Tools

#### C. Risk control

- 1. Exposure avoidance
- 2. Loss prevention
- 3. Separation
- 4. Contractual transfer
- 5. Reduction
- 6. Segregation
- 7. Acceptance
- D. Risk financing

Retention

S15

- 2. Transfer
- 3. Plans (cash flow, formal retention, captive)
- E. Risk management processes

## IV. COVERAGES, POLICIES, ENDORSEMENTS, AND FORMS

#### A. Commercial Package Policy (CPP)

- 1. Limits of liability
- 2. Conditions
- 3. Exclusions
- 4. Claims Made policy form
- 5. Business Interruption and Extra Expense
- B. Commercial General Liability (CGL)
- C. Businessowners policy
- D. Aircraft insurance
- E. Hull coverage
- F. Yacht policy
- G. Umbrella policy/Excess coverage
- H. Medical Malpractice
- I. Employers liability-Part Two
- J. National Flood Insurance Program
- K. Boiler and Machinery (includes small Boiler and Machinery) coverage
- L. Product liability
- M. Completed operation liability
- N. Marine insurance
- O. Extended coverage
- P. Premises liability
- Q. Crime
- R. Fiduciary coverage
- S. Directors and Officers liability/ Professional

#### V. BONDS

- A. Bid
- B. Surety

## VI. TEXAS STATUTES AND RULES PERTINENT TO RISK MANAGEMENT

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

## A. Commissioner of Insurance

Ref.: Ins. 31.001-.002, 38.001, 201.004, 401.051-.054, 404.051-.053, 481.001-.009, 491.051-.052, 521.003-.004, 4001.005

- 1. General powers and duties
- 2. Examination of records

#### B. Licensing requirements

Ref.: Ins. 4153.001, 4153.051-.060, 4153.152-.153; TAC §§19.1305-.1306

- 1. Risk Manager
- 2. Exemption/exception
- 3. License denial, renewal, expiration
- 4. License termination, revocation, suspension

#### C. Marketing practices

Ref.: Ins. 542.001-.014; TAC §§21.201-.205

- 1. Claims methods and practices
- D. Workers' Compensation

Ref.: Texas Labor Code Title 5: 401.011-.013, 406.002, 406.034, 407.001, 407.121; TAC §180.1

- 1. Coverage
- 2. Employment covered
- 3. Employer election
- 4. Employee election
- 5. Self-insured employers

## E. Texas Automobile Insurance Plan Association

Ref.: Ins. 2151.051-.154

F. Surplus Lines

Ref. Ins. 981.001-.004, 981.057; TAC §15.2-.6

## G. Texas Property and Casualty Guaranty Insurance Association

Ref.: Ins. 462.001-.351; TAC §29.1

# MANAGING GENERAL AGENT CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are General insurance texts and forms, unless otherwise noted

#### I. INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurance
- B. Insurable interest
- C. Risk
- D. Hazard
- E. Peril
- F. Direct loss
- G. Indirect loss
- H. Deductible
- I. Actual cash value
- J. Replacement cost
- K. Salvage
- L. Abandonment
- M. Accident
- N. Occurrence
- O. Warranty, representations, concealment
- P. Insured contract
- Q. Coinsurance
- R. Extensions of coverage
- S. Nonrenewal/Cancellation
- T. Vacancy
- **U.** Negligence
- V. Pro Rata liability
- W. Binders

#### II. POLICY PROVISIONS

- A. Declarations
- **B.** Conditions
- C. Exclusions
- D. Insuring agreement
- E. Duties of the insured after a loss
- F. Obligations of the insurer
- G. Arbitration

- H. Other Insurance
- I. Mortgagee rights
- J. Proof of loss
- K. Notice of claim
- L. Appraisal
- M. Assignment
- N. Elements of a contract
- O. Sources of insurability information
- P. Fair Credit Reporting Act
- Q. Additional payments
- R. Subrogation
- S. Claims made policy form
- T. Loss settlement
- **U.** Limitations
- V. Liberalization clause

## III. TEXAS STATUTES AND RULES COMMON TO PROPERTY AND CASUALTY INSURANCE

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4 Penalties

#### B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text; TAC \$15.2

- 1. Certificate of authority
- 2. Transacting insurance
- 3. Foreign, domestic, alien
- 4. Stock, mutual
- 5. Admitted/nonadmitted/unauthorized

#### C. Licensing requirements

Ref: Ins. 981.202, 4001.105-.106, 4003.001-.007, 4001.254, 4004.051-.054, 4005.101-.105, 4051.151, 4053.051-.052, 4056.001-.004, 4101.051-.053;; TAC §§1.502, 19.1001-.1027, 19.602, 19.1201-.1206, 19.1301-.1320

- 1. Types
  - a. Managing general agent
  - b. Agent/nonresident agent
  - c. Temporary/ Emergency
  - d. Limited license
  - e. Surplus lines
  - f. Adjuster
  - g. Risk manager
- 2. Exemptions/exceptions
- 3. Contract
- 4. Continuing education
- 5. License denial, renewal, expiration
- 6. License termination, revocation, suspension

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.053(c), 4005.101; TAC §§21.4, 21.201-.205, 21.111, 21.115

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. Misrepresentation
  - c. Defamation
  - d. Rebating
  - e. False advertising
  - f. Controlled business
  - g. Unfair discrimination
  - h. Fraud
  - i. Unfair comparison
  - j. Boycott, coercion, intimidation

#### E. Duties/responsibilities

Ref.: TAC §19.1201-1204

- 1. Fiduciary capacity
- 2. Processes
- 3. Reinsurance
- 4. Reports/records

## F. Premium financing/premium taxes

Ref.: Ins. 221.002

#### G. Rates and ratemaking

Ref: Texas Insurance Code Art. 5.35

#### **H. County Mutual Companies**

Ref.: Ins. 911.303, 912.002; TAC §5.9361

#### I. Lloyd's plan

Ref.: General insurance text

#### J. Surplus Lines

Ref. Ins. 981.202

### K. Automobile insurance

1. Under/Uninsured Motorists

Ref: Transportation Code: Chapter 601; Ins. 1952.101–.110, Ins. 1952.151–.161TAC §5.204

Financial responsibility and required minimum liability limits

Ref: Transportation Code: §§601.051, 601.053, 601.056-.057, 601.071-.072

- 3. Renewal, nonrenewal, and cancellation Ref: Ins. 551.101-.113, 551.151-.152; TAC § 5.7002
- 4. Texas Automobile Insurance Plan Association *Ref: Ins. 2151.051–.154*
- 5. Personal Injury Protection (PIP)

#### L. Workers' Compensation

Ref.: Texas Labor Code-Title 5: Secs. 401.012; 406.002, 406.034; 407.061-.065, 409.003

- 1. Coverage
- 2. Employment covered
- 3. Employer election
- 4. Employee election
- 5. Self-insured employers

### M Medical Liability Insurance Underwriting Association (JUA)

Ref.: TAC §§ 5.2001-.2002

#### N. Texas Windstorm Insurance Association

Ref: TAC §§ 5.4016, 5.4700, 5.4800, 5.4903

## O. Texas Property and Casualty Guaranty Insurance Association

Ref: Ins. 462.001-.351; TAC§ 29.1

P. Texas FAIR Plan Association

# WORKERS' COMPENSATION ADJUSTER CONTENT OUTLINE

(60 scoreable questions)

This examination will test topics listed on the following content outline and is composed of sixty (60) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

#### I. INSURANCE TERMS AND RELATED CONCEPTS

- A. Risk
- B. Hazard
- C. Loss
- D. Deductible
- E. Indemnity
- F. Subrogation
- G. Binder
- H. Liability

#### II. POLICY PROVISIONS

- A. Declarations
- **B.** Insuring Agreement
- C. Conditions
- D. Exclusions
- E. Arbitration

## III. TEXAS STATUTES AND RULES PERTINENT TO WORKERS' COMPENSATION ADJUSTING

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4. Penalties

#### B. Licensing requirements

Ref.: Ins.4101-.001, .002, .051-.054, 4101.057, 4101.059, 4101.061, 4101.101, 4101.202-203; TAC §§ 19.601-.602, 19.1001-.1018

- 1. Adjuster
- 2. Exemptions/exceptions
- 3. Continuing education
- 4. License denial, renewal, expiration
- 5. License termination, revocation, suspension

#### C. Marketing practices

Ref.: Ins. 542.001-.014, 542.051-061, 542.151-.154; TAC §§21.4, 21.201-.205

1. Unfair/Prohibited trade practices

- a. Claims methods and practices
- b. Misrepresentation
- c. Defamation

#### D. Workers' Compensation

1. Definitions

Ref.: Texas Labor Code Secs. 401.011-..013

- a. Workers' Compensation insurance
- b. Employer
- c. Employee
- d. Disability definitions
- 2. Who is covered

Ref.: Texas Labor Code Sec. 406.091

3. Obtaining coverage (Employer)

Ref.: Texas Labor Code Secs. 401.022, 406.003, 406.033

4. Employer election

Ref.: Texas Labor Code Sec. 406.003

5. Average weekly wage

Ref.: Texas Labor Code Secs. 408.041-.047

6. Waiting period

Ref.: Texas Labor Code Secs. 408.082

7. Compensable injuries

Ref: Texas Labor Code Secs. 401.011, 406.032, 408.181

8. Benefits

Ref.: Texas Labor Code Secs. 401.011, 408.021-.030, 408.041, 408.081-.086, 408.101-.105, 408.150, 408.181-.187; 409.021-.024

- a. medical
- b. income
- c. temporary income
- d. rehabilitation
- e. death and burial
- 9. Other insurance coverage

Ref.: Texas Labor Code Sec. 406.052

10. Claims procedures/Reports

Ref.: Texas Labor Code Secs. 401.110, 409.001-.013, 409.021-.024, 410.021

11. Informal Hearing/Awards

Ref.: Texas Labor Code Secs. 410.006, 410.119, 410.121

12. Subsequent Injury Fund

Ref.: Texas Labor Code Sec. 403.007

13. Workers' compensation and employers liability

Ref.: Texas Approved Workers' Compensation Policy

- a. Employers Liability insurance
- b. Other States insurance
- 14. Federal Workers' Compensation (US Code)

Ref.: Texas Workers' Compensation Manual

- a. Who is covered
- b. Federal Employers Liability Act (FELA) Ref.: 45 USC 51-60
- c. U.S. Longshore and Harbor Workers Compensation Act

Effective: September 1, 2014

Ref: 33 USC 901-950

# ALL LINES ADJUSTER CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

#### I. GENERAL PROPERTY AND CASUALTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO ADJUSTERS

#### A. General policy terms

- 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 clauses
- 9. Replacement costs

#### B. Auto liability

- 1. Personal
- 2. Coverage
- 3. PAP

#### C. Personal lines Home owner coverage

- 1. Dwelling and contents
- 2. Homeowners forms/coverages
  - a. Policy provisions
  - b. Replacement costs
  - c. Appraisal
  - d. Optional provisions
  - e. Special limits of liability
  - f. Proof of loss
- 3. General property forms
  - a. ISO, HO-B, HO-C

#### D. Commercial lines coverage

- 1. Commercial property forms
  - a. Commercial property and buildings
  - b. Causes of loss
- 2. Commercial Package Policy (CPP)
- 3. Boiler and Machinery (includes small Boiler and Machinery)
- 4. Businessowners policy
- 5. Commercial and Special Multi-peril
- 6. Cargo

#### E. Inland Marine

- 1. Definitions
- 2. Policies
  - a. Personal floaters
  - b. Commercial floaters
  - c. Commercial inland marine
- F. Ocean Marine
- G. Additional coverages, exclusions, and extensions
  - 1. Business Interruption

- 2. Time Element
- 3. Law and Ordinance exclusion
- 4. Law and Ordinance coverage
- 5. Valuable Papers and records
- 6. Garagekeepers liability
- 7. Aviation
- 8. Umbrella
- 9. Protection and Indemnity
- 10. Yacht
- H. Bonds

#### II. INSURANCE TERMS AND RELATED CONCEPTS

- A. Peril
- B. Waiver/non-waiver agreement
- C. Insurance, insurance contracts, and insurable interest
- D. Estoppel
- E. Proof of loss
- F. Depreciation
- G. Deductible
- H. Liability/ limits of liability
- H. Value policy
- I. Appraisal
- J. Actual cash value, fair market value
- K. Robbery
- L. Burglary and theft
- M. Agreed value
- N. Replacement cost
- O. Indemnity
- P. Damages
- Q. Subrogation
- R. Other insurance
- S. Arbitration
- T. Insuring agreement
- U. Constructive total loss
- V. Loss
- W. Warranties
- X. Salvage
- Y. Risk
- Z. Hazard
- AA. Liberalization
- BB. Binder

## III. TEXAS STATUTES AND RULES PERTINENT TO PROPERTY AND CASUALTY ADJUSTING

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/hearing
- 4. Penalties
- B. Licensing requirements

Ref.: Ins.4101-.001, .002, .051-.054, 4101.057, 4101.059, 4101.061, 4101.101, 4101.202-203; TAC §§ 19.601-.602, 19.1001-.1018

- 1. Adjuster
- 2. Exemptions/exceptions
- 3. Continuing education
- 4. License denial, renewal, expiration
- 5. License termination, revocation, suspension

#### C. Marketing practices

Ref.: Ins. 542.001-.014, 542.051-061, 542.151-.154; TAC §§21.4, 21.201-.205

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. Misrepresentation

#### D. Adjuster practices, responsibilities, and duties

Ref.: Ins. 4101.251; TAC Ins § 19.602; General

insurance text

### E. Workers' Compensation

1. Definitions

Ref.: Texas Labor Code Secs. 401.011-.013

- a. Workers' Compensation insurance
- b. Employer
- c. Employee
- d. Disability definitions
- 2. Who is covered

Ref.: Texas Labor Code Sec. 406.091

3. Obtaining coverage (Employer)

Ref.: Texas Labor Code Secs. 401.022, 406.003, 406.033

4. Employer election

Ref.: Texas Labor Code Sec. 406.003

5. Average weekly wage

Ref.: Texas Labor Code Secs. 408.041-.047

6. Waiting period

Ref.: Texas Labor Code Secs. 408.082

7. Compensable injuries

Ref: Texas Labor Code Secs. 401.011, 406.032, 408.181

8. Benefits

Ref.: Texas Labor Code Secs. 401.011, 408.021-.030, 408.041, 408.081-.086, 408.101-.105, 408.150, 408.181-.187; 409.021-.024

- a. medical
- b. income
- c. temporary income
- d. rehabilitation
- e. death and burial

# PROPERTY AND CASUALTY ADJUSTER CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

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

#### A. 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. Cancellations
- 8. Additional clauses
- 9. Replacement costs

#### **B.** Auto liability

- 1. Personal
- 2. Coverage
- 3. PAP

#### C. Personal lines coverage

- 1. Dwelling and contents
- 2. Homeowners forms/coverages
  - a. Policy provisions
  - b. Replacement costs
  - c. Appraisal
  - d. Optional provisions
  - e. Special limits of liability
  - f. Proof of loss
- 3. General property forms
  - a. ISO, HO-B, HO-C

#### D. Commercial lines coverage

- 1. Commercial property forms
  - a. Commercial property and buildings
  - b. Causes of loss
- 2. Commercial Package Policy (CPP)
- 3. Boiler and Machinery (includes small Boiler and Machinery)
- 4. Businessowners policy
- 5. Commercial and Special Multi-peril
- 6. Cargo

#### E. Inland Marine

- 1. Definitions
- 2. Policies
  - a. Personal floaters
  - b. Commercial floaters
  - c. Commercial inland marine
- F. Ocean Marine

## G. Additional coverages, exclusions, and extensions

- 1. Business Interruption
- 2. Time Element
- 3. Law and Ordinance exclusion
- 4. Law and Ordinance coverage
- 5. Valuable Papers and records
- 6. Garagekeepers liability
- 7. Aviation
- 8. Umbrella
- 9. Protection and Indemnity

- 10. Yacht
- H. Bonds

#### II. INSURANCE TERMS AND RELATED CONCEPTS

- A. Peril
- B. Waiver/non-waiver agreement
- C. Insurance, insurance contracts, and insurable interest
- D. Estoppel
- E. Proof of loss
- F. Depreciation
- G. Deductible
- I. Value policy
- J. Liability/ Limits of liability
- J. Appraisal
- K. Actual cash value, fair market value
- L. Robbery
- M. Burglary and theft
- N. Agreed value
- O. Replacement cost
- P. Indemnity
- Q. Damages
- R. Subrogation
- S. Other insurance
- T. Arbitration
- U. Insuring agreement
- V. Constructive total loss
- W. Loss

Warranties

- X. Salvage
- Y. Risk
- Z. Hazard
- AA. Liberalization
- BB. Binder

## III. TEXAS STATUTES AND RULES PERTINENT TO PROPERTY AND CASUALTY ADJUSTING

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/hearing
- 4. Penalties

### B. Licensing requirements

Ref.: Ins.4101-.001, .002, .051-.054, 4101.057, 4101.059, 4101.061, 4101.101, 4101.202-203; TAC §§ 19.601-.602, 19.1001-.1018

- 1. Adjuster
- 2. Exemptions/exceptions
- 3. Continuing education
- 4. License denial, renewal, expiration
- $5. \ \ License\ termination,\ revocation,\ suspension$

### C. Marketing practices

Ref.: Ins. 542.001-.014, 542.051-061, 542.151-.154; TAC §§21.4, 21.201-.205

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. Misrepresentation

#### D. Adjuster practices, responsibilities, and duties

Ref.: Ins. 4102.163; TAC Ins § 19.602; General insurance text

# LIMITED LINES AGENT CONTENT OUTLINE

(50 scoreable questions)

This examination will test topics listed on the following content outline and is composed of fifty (50) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

### I. INSURANCE TERMS AND RELATED CONCEPTS

- A. Risk
- B. Hazard
- C. Peril
- D. Loss
- E. Deductible
- F. Indemnity
- G. Limits of liability
- H. Extensions of coverage
- I. Subrogation
- J. Accident
- K. Fair Credit Reporting Act
- L. Implied/express authority

#### I. POLICY PROVISIONS

- A. Declarations/Schedule of Benefits
- **B.** Insuring Agreement
- C. Conditions
- D. Exclusions
- E. Definition of the insured
- F. Duties of the insured after a loss
- G. Proof of loss
- H. Appraisal

## III. TEXAS STATUTES AND RULES PERTINENT TO LIMITED LINES

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

### A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4. Penalties

#### B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2

- 1. Certificate of authority
- 2. Transacting insurance

TEXAS Insurance Supplement - Examination Content Outlines

- 3. Foreign, domestic, alien
- 4. Stock, mutual

#### C. Licensing requirements

Ref.: Ins. 981.201-.222, 4001.003, 4001.006, 4001.051, 4001.102-.106, 4001.151-.156, 4001.254, 4003.001, 4003.004, 4003.006-.007,4004.051-.054, 4005.101-.102, 4005.105, 4051.051-.054, 4051.101-.102, 4051.401-.404, 4051.151-.152, 4051.201-.206, 4052-001.101, 4054-301-.304, 4053.001-.152, 4054.001-.304, 4054-.101-.103, 4056.001.-.004; TAC §§ 19.1001-.1030

- 1. Types
  - a. Agent
  - b. Nonresident agent
  - c. Temporary
  - d. Limited license
- 2. Exemptions/exceptions
- 3. Appointment/contract
- 4. Continuing education
- 5. License denial, renewal, expiration
- 6. License termination, revocation, suspension

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056-.057, 541.060-.061, 542.001-.014, 701.001-.154, 1806.001-.007, 4001.104, 4005.053(c), 4005.101; TAC §§21.4, 21.201-.205, 21.115

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. False advertising
  - c. Misrepresentation
  - d. Defamation
  - e. Controlled business
  - f. Rebating
  - g. Discrimination
  - h. Fraud
  - i. Boycott, coercion, intimidation

### 2. Ethics

Ref.: General insurance text

#### E. Agent duties/responsibilities

Ref.: Ins. 4001.157, 4005.053-.054

- 1. Fiduciary capacity
- 2. Commission sharing

# PUBLIC INSURANCE ADJUSTER CONTENT OUTLINE

(100 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred (100) four-option, multiple choice questions. All references are to General insurance texts and forms, unless otherwise noted

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

### A. Standard fire policy

Ref.: 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 clauses
- 9. Replacement costs

#### B. Auto liability

- 1. Personal
- 2. Coverage
- 3. PAP

#### C. Personal lines coverage

- 1. Dwelling and contents
- 2. Homeowners forms/coverages
  - a. Policy provisions
  - b. Replacement costs
  - c. Appraisal
  - d. Optional provisions
  - e. Special limits of liability
  - f. Proof of loss
- 3. General property forms
  - a. ISO, HO-B, HO-C

#### D. Commercial lines coverage

- 1. Commercial property forms
  - a. Commercial property and buildings
  - b. Causes of loss
- 2. Commercial Package Policy (CPP)
- Boiler and Machinery (includes small Boiler and Machinery)
- 4. Businessowners policy
- 5. Commercial and Special Multi-peril
- 6. Cargo

#### E. Inland Marine

- Definitions
- 2. Policies
  - a. Personal floaters
  - b. Commercial floaters
  - c. Commercial inland marine

#### F. Ocean Marine

## G. Additional coverages, exclusions, and extensions

- 1. Business Interruption
- 2. Time Element
- 3. Law and Ordinance exclusion
- 4. Law and Ordinance coverage
- 5. Valuable Papers and records
- 6. Garagekeepers liability
- 7. Aviation
- 8. Umbrella
- 9. Yacht
- 10. Coinsurance

## H. Bonds

## II. INSURANCE TERMS AND RELATED CONCEPTS

- A. Peril
- B. Waiver/non-waiver agreement

- C. Insurance, insurance contracts, and insurable interest
- D. Estoppel
- E. Proof of loss
- F. Depreciation
- G. Deductible
- H. Liability/Limits of liability
- I. Value policy
- J. Appraisal
- K. Actual cash value, fair market value
- L. Robbery
- M. Burglary and theft
- N. Agreed value
- O. Replacement cost
- P. Indemnity
- Q. Damages
- R. Subrogation
- S. Other insurance
- T. Arbitration
- U. Insuring agreement
- V. Constructive total loss
- W. Loss
- X. Salvage
- Y. Risk
- Z. Hazard
- AA. Liberalization

## III. TEXAS STATUTES AND RULES PERTINENT TO PUBLIC INSURANCE ADJUSTING

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

## A. Commissioner of Insurance

Ref.: Ins. 4101.052-.055, 4101.057, 4101.203-.204, 4102.001, 4102.110; TAC §19.601

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/hearing
- 4. Penalties

#### B. Licensing requirements

Ref.: Ins. 4102-.001, .002, 4102.051, 4102.064, 4102.101-.103, 4102.109, 4102.152, 4102.201, 4103.156; TAC §\$19.1001-.016; TAC \$19.701-713

- 1. Public Insurance Adjuster
- 2. Exemptions/exceptions
- 3. Continuing education
- 4. License denial, renewal, expiration
- 5. License termination, revocation, suspension, cease and desist

### C. Marketing practices

Ref.: Ins. 541.051, 541.062, 542.001-.014; TAC §§21.201-.205, 21.4

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. Misrepresentation
- D. Public Insurance Adjuster practices, responsibilities, and duties

Ref. Ins. 4102.005, .151; TAC 19.708, 19.713; General insurance text

- 1. Unauthorized practice of law
- 2. Disclosures
- 3. Consumer rights
- 4. Ethics

## **TEXAS**

## **Insurance Supplement**

## **Examination Content Outlines**

Effective: September 1, 2015

## LIFE-GENERAL KNOWLEDGE CONTENT OUTLINE

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

Ι. Ί	TYF	PES OF	POLICIES .		2
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#### A. Traditional whole life products

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

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

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

#### C. Term life

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

#### D. Annuities

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

#### E. Combination plans and variations

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

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

#### A. Policy riders

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

#### B. Policy provisions and options

- 1. Entire contract
- 2. Insuring clause

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

### C. Policy exclusions

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

## A. Completing the application

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

#### **B.** Underwriting

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

#### C. Delivering the policy

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

IV. TAXES, RETIREMENT, AND OTHER INSURANCE	6. License termination, revocation, suspension
CONCEPTS8	D. Marketing practices
A. Third-party ownership	Ref.: Ins. 541.051054, 541.056, 541.060, 542.001014,
B. Group life insurance	701.001154, 4005.053(c), 4005.101; TAC §§21.4,
Conversion privilege	21.115, 21.201205
Contributory vs. noncontributory	<ol> <li>Unfair/Prohibited trade practices</li> </ol>
C. Retirement plans	<ul> <li>Claims methods and practices</li> </ul>
Tax-qualified plans	b. False advertising
2. Nonqualified plans	c. Misrepresentation
D. Life insurance needs analysis/suitability	d. Defamation
Personal insurance needs	e. Rebating
Business insurance needs	f. Fraud
a. Key person	g. Boycott, coercion, intimidation
E. Social Security benefits and taxes	E. Agent duties/responsibilities
F. Tax treatment of insurance premiums, proceeds,	Ref.: Ins.4001.157, 4005.053054; TAC §3.120
and dividends	Commission sharing
1. Individual life	1. Commoder onamy
2. Group life	II. TEXAS STATUTES AND RULES PERTINENT TO
Modified Endowment Contracts (MECs)	LIFE INSURANCE ONLY 12
5	A. Marketing and Solicitation
LIFE AGENT	Ref.: TAC §§3.303, 21.104105, 21.107, 21.111, 21.114,
STATE SPECIFIC CONTENT OUTLINE	21.122, 21.22012214
	Advertising/Illustrations
(35 scoreable questions plus 5 pretest questions)	B. Policy provisions
All references are to the Texas Insurance Code (Ins.) or the Texas	Ref: Ins.1101.003008, 1101.011, 1111.052, 1551.254;
Administrative Code (TAC), unless otherwise noted	TAC §§ 3.101106, 3.111112, 3.119, 3.123, 3.1708,
	3.43014317
I. TEXAS STATUTES AND RULES COMMON TO LIFE	C. Group life
AND HEALTH INSURANCE23	Ref: Ins. 1131.002, 1131.110112
A. Commissioner of Insurance	D. Credit life
Ref.: Ins. 31.001002, 31.021, 38.001, 82.001056,	Ref.: Ins. 1153.204, TAC § 3.5104
86.001002, 201.004, 401.051062, 404.051053,	E. Nonforfeiture law
481.001009, 491.051052, 521.003004, 4001.005,	
4005.102	Ref.: Ins. 1105.055, TAC § 3.3844
<ol> <li>General powers and duties</li> </ol>	
<ol><li>Examination of records</li></ol>	
<ol><li>Investigation/Notice of hearing</li></ol>	LIFE AND HEALTH-GENERAL KNOWLEDGE
4. Penalties	CONTENT OUTLINE
B. Insurance definitions	Product Knowledge, Terms and Concepts
Ref.: Ins. 801.051053; General insurance text	(100 scoreable questions plus 20 pretest questions)
Certificate of authority	I. TYPES OF LIFE POLICIES
Transacting insurance	A. Traditional whole life products
3. Foreign, domestic, alien	•
4. Stock, mutual	Ordinary (straight) life     Historia de secondario de secondario de life
C. Licensing requirements	Limited-pay and single-premium life
Ref.: Ins. 4001.003, 4001.105, 4001.151156, 4001.201,	3. Adjustable life
4001.205, 4001.254, 4003.001, 4003.004, 4003.006-	B. Interest/market-sensitive life products
.007, 4004.051054, 4005.101102, 4005.105,	1. Universal life
4052.001, 4054.301304, 1115.056; TAC §§1.502,	2. Variable whole life
19.1001-,1030	Variable universal life
1. Types	Interest-sensitive whole life
* *	<ol><li>Equity-indexed life</li></ol>
a. Agent/Agency	C. Term life
b. Temporary	1. Types
c. Counselor	a. Level
2. Exemptions/exceptions	b. Decreasing
3. Appointment	c. Return of premium
Continuing education	d. Annually renewable
<ol><li>License denial, renewal, expiration</li></ol>	e. Increasing term
	-
TEXAS Insurance Supplement - Examination Content Outlines	Effective: September 1, 2015

a. Renewable	3. Consequences of incomplete applications
b. Convertible	Warranties and representations
D. Annuities	<ol><li>Collecting the initial premium and issuing the</li></ol>
Single and flexible premium	receipt
2. Immediate and deferred	6. Replacement
3. Fixed and variable	7. Disclosures at point of sale (e.g., HIPAA, HIV
4. Indexed	consent)
E. Combination plans and variations	8. USA PATRIOT Act/anti-money laundering
1. Joint life	B. Underwriting
Survivorship life (second to die)	Insurable interest
2. Survivorship lile (second to die)	
LIFE POLICY RIDERS, PROVISIONS, OPTIONS, AND	Medical information and consumer reports     Fair One Ait Plant attitude Ait
EXCLUSIONS19	Fair Credit Reporting Act
A. Policy riders	Risk classification
1. Waiver of premium and waiver of premium with	<ol><li>Stranger-originated life insurance (STOLI)</li></ol>
disability income	Investor-originated life insurance (IOLI)
Guaranteed insurability	C. Delivering the policy
3. Payor benefit	When coverage begins
Accidental death and/or accidental death and	<ol><li>Explaining the policy and its provisions, riders,</li></ol>
dismemberment	exclusions, and ratings to the client
5. Term riders	
	IV. TAXES, RETIREMENT, AND OTHER LIFE
6. Other insureds (e.g., spouse, children, nonfamily)	INSURANCE CONCEPTS 8
7. Long term care	A. Third-party ownership
8. Return of premium	B. Group life insurance
B. Policy provisions and options	Conversion privilege
Entire contract	Contributory vs. noncontributory
2. Insuring clause	C. Retirement plans
3. Free look	Tax-qualified plans
4. Consideration	Nonqualified plans
5. Owner's rights	D. Life insurance needs analysis/suitability
Beneficiary designations	Personal insurance needs
a. Primary and contingent	Business insurance needs
b. Revocable and irrevocable	a. Key person
c. Changes	E. Social Security benefits and taxes
d. Common disaster	F. Tax treatment of insurance premiums, proceeds,
e. Minor beneficiaries	and dividends
7. Premium Payment	1. Individual life
a. Modes	2. Group life
b. Grace period	3. Modified Endowment Contracts (MECs)
c. Automatic premium Ioan	V. TYPES OF HEALTH POLICIES14
d. Level or flexible	
8. Reinstatement	A. Disability income
9. Policy loans, withdrawals, partial surrenders	Individual disability income policy     Pusings a perhapt average policy
10. Non-forfeiture options	Business overhead expense policy     Business disability by your action
11. Dividends and dividend options	Business disability buyout policy     Croun disability income policy
12. Incontestability	4. Group disability income policy
13. Assignments	5. Key employee/partner policies
14. Suicide	B. Accidental death and dismemberment
15. Misstatement of age and gender	C. Medical expense insurance
16. Settlement options	Basic hospital, medical, and surgical policies
17. Accelerated death benefits	Major medical policies
C. Policy exclusions	3. Health Maintenance Organizations (HMOs)
•	4. Preferred Provider Organizations (PPOs)
COMPLETING THE APPLICATION, UNDERWRITING,	5. Point of Service (POS) plans
AND DELIVERING THE LIFE POLICY11	Flexible Spending Accounts (FSAs)
A. Completing the application	7. Health Reimbursement Accounts (HRAs)
Required signatures	
	722
TEXAS Insurance Supplement - Examination Content Outlines	Effective: September 1, 2015

2. Changes in the application

2. Special features

II.

III.

High Deductible Health Plans (HDHPs) and related	Impairment/exclusions		
Health Savings Accounts (HSAs)	2. Guaranteed insurability		
9. Stop loss	3. Multiple indemnity (double, triple)		
D. Medicare supplement policies	E. Rights of renewability		
E. Group insurance	1. Noncancelable		
Group conversion	2. Cancelable		
2. Differences between individual and group contracts	3. Guaranteed renewable		
3. General concepts	4. Conditionally renewable		
4. COBRA	5. Optionally renewable		
5. HIPAA	6. Period of time for renewal		
F. Long Term Care (LTC)	VII. SOCIAL INSURANCE		
Individual LTC contracts	A. Medicare		
2. Group/voluntary LTC contracts	1 - 1110 1110 11		
G. Limited Benefit Plans	1. Primary, secondary payor		
1. Cancer (or specified diseases) plans	2. Medicare Parts A, B, C, D		
2. Critical illness plans	B. Medicaid		
3. Worksite (employer-sponsored) plans	C. Social Security benefits		
4. Hospital indemnity plans	VIII. OTHER HEALTH INSURANCE CONCEPTS 4		
5. Dental	A. Total, partial, and residual disability		
6. Vision	B. Owner's rights		
.,, .,= ., = .,	C. Dependent children benefits		
VI. HEALTH POLICY PROVISIONS, CLAUSES, AND	D. Primary and contingent beneficiaries		
RIDERS	E. Modes of premium payments (annual, semiannual,		
A. Mandatory provisions	etc.)		
Entire contract     Time limit on contain defences (incontractable)	F. Nonduplication and coordination of benefits (e.g.,		
Time limit on certain defenses (incontestable)	primary vs. excess)		
3. Grace period	G. Occupational vs. non-occupational		
4. Reinstatement	H. Tax treatment of premiums and proceeds of		
5. Notice of claim	insurance contracts (e.g., disability income and		
6. Claim forms	medical expenses, etc.)		
7. Proof of loss	I. Managed care		
Time of payment of claims	J. Workers Compensation		
9. Payment of claims	K. Subrogation		
10. Physical examination and autopsy			
11. Legal actions	IX. FIELD UNDERWRITING PROCEDURES		
12. Change of beneficiary	A. Completing application and obtaining necessary		
B. Optional provisions	signatures		
C. Other provisions and clauses	B. Explaining sources of insurability information (e.g., MIB Report, Fair Credit Reporting Act, etc.)		
1. Insuring clause			
2. Free look	C. Initial premium payment and receipt and		
3. Consideration clause	consequences of the receipt (e.g., medical		
4. Probationary period	examination, etc.)		
5. Elimination period	D. Submitting application (and initial premium if		
6. Waiver of premium	collected) to company for underwriting		
7. Exclusions	E. Ensuring delivery of policy and related documents		
8. Preexisting conditions	to client		
Recurrent disability	F. Explaining policy and its provisions, riders,		
10. Coinsurance	exclusions, and ratings to clients		
11. Deductibles	G. Replacement		
12. Eligible expenses	H. Contract law		
13. Copayments	1. Elements of a contract		
14. Pre-authorizations and prior approval requirements	2. Insurable interest		
15. Usual, reasonable, and customary (URC) charges	Warranties and representations		
16. Lifetime, annual, or per cause maximum benefit	Unique aspects of the health contract		
limits	a. Conditional		
17. Misstatement of age	b. Unilateral		
D. Riders	c. Adhesion		

# LIFE and HEALTH AGENT STATE SPECIFIC CONTENT OUTLINE

(25 scoreable questions plus 5 pretest questions)

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

l.	TEXAS STATUTES AND RULES COMMON TO LIFE	
	AND HEALTH INSURANCE	12

#### A. Commissioner of Insurance

Ref.: Ins. 31.001-.002, 31.021, 38.001, 82.001-.056, 86.001-.002, 201.004, 401.051-.062, 404.051-.053, 481.001-.009, 491.051-.052, 521.003-.004, 4001.005, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4. Penalties

#### B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text

- 1. Certificate of authority
- 2. Transacting insurance
- 3. Foreign, domestic, alien
- 4. Stock, mutual

#### C. Licensing requirements

Ref.: Ins. 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.254, 4003.001, 4003.004, 4003.006-.007, 4004.051-.054, 4005.101-.102, 4005.105, 4052.001, 4054.301-.304, 1115.056; TAC §§1.502, 19.1001-.1030

- 1. Types
  - a. Agent/Agency
  - b. Temporary
  - c. Counselor
- 2. Exemptions/exceptions
- 3. Appointment
- 4. Continuing education
- 5. License denial, renewal, expiration
- 6. License termination, revocation, suspension

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4005.053(c), 4005.101; TAC §§21.4, 21.115, 21.201-.205

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. False advertising
  - c. Misrepresentation
  - d. Defamation
  - e. Rebating
  - f. Fraud
  - g. Boycott, coercion, intimidation

#### E. Agent duties/responsibilities

Ref.: Ins.4001.157, 4005.053-.054; TAC §3.120

1. Commission sharing

# II. TEXAS STATUTES AND RULES PERTINENT TO LIFE INSURANCE ONLY......5

A. Marketing and Solicitation

Ref.: TAC §§3.303, 21.104-.105, 21.107, 21.111, 21.114, 21.122, 21.2201-.2214

1. Advertising/Illustrations

#### **B.** Policy provisions

Ref: Ins.1101.003-.008, 1101.011, 1111.052, 1551.254; TAC §§ 3.101-.106, 3.111-.112, 3.119, 3.123, 3.1708, 3.4301-.4317

#### C. Group life

Ref: Ins. 1131.002, 1131.110-.112

D. Credit life

Ref.: Ins. 1153.204, TAC § 3.5104

E. Nonforfeiture law

Ref.: Ins. 1105.055, TAC § 3.3844

### 

### A. Required policy provisions

1. Coverage for newborns *Ref.: Ins. 1367.003; TAC § 3.3403* 

2. Coverage for drug and alcohol treatment *Ref.: Ins.1368.005* 

#### B. Medicare supplement

Ref.: TAC §§3.3301-3310, 3.3312-.3313, 3.3315-.3325

- 1. Minimum standards
- 2. Cancellation

## C. AIDS testing requirements

Ref: TAC § 21.704 - .705

#### D. Long Term Care

Ref: TAC §§3.3804, 3.3822, 3.3832

#### E. Small group health insurance

Ref: TAC § 26.8

- 1. Eligibility
- 2. Coverage and Benefits

## F. Certificate of Coverage

Ref.: Ins. 887.251 and 887.254

#### G. Affordable Care Act

- 1. Exchanges/Marketplace
- 2. Taxes, penalties, and subsidies
- 3. Essential health benefits
  - a. Mental health parity
  - b. Pediatric services
  - c. Preventive services
- 4. Employer notification responsibilities

### 

Effective: September 1, 2015

Ref.: TAC §§11.505, 11.506

- A. Definitions
- B. Evidence of coverage
- C. Nonrenewal/cancellation
- D. Enrollment

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

Product K	(nowledge,	Terms and	Conce	pts
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(100 scoreable questions plus 20 pretest questions)	H. Proximate cause
L TYPES OF BOLICIES	I. Deductible
I. TYPES OF POLICIES25	J. Indemnity
A. Homeowners	K. Limits of liability
1. HO-2	L. Coinsurance/Insurance to value
2. HO-3	M. Occurrence
3. HO-4	N. Cancellation
4. HO-5	O. Nonrenewal
5. HO-6	P. Vacancy and unoccupancy
6. HO-8	Q. Liability
B. Dwelling policies	1. Absolute
1. DP-1	2. Strict
2. DP-2	3. Vicarious
3. DP-3	R. Negligence
C. Commercial lines	S. Binder
Commercial Package Policy (CPP)	T. Endorsements
2. Commercial property	U. Medical Payments
a. Commercial building and business personal	V. Blanket vs. Specific
property form	W. Burglary, Robbery, Theft, and Mysterious
b. Causes of loss forms	Disappearance
c. Business income	• •
d. Extra expense	III. POLICY PROVISIONS AND CONTRACT LAW 11
3. Business Owners Policy (BOP)	A. Declarations
4. Builders Risk	B. Insuring agreement
D. Inland marine	C. Conditions
Personal Articles floaters	D. Exclusions
Commercial Property floaters	E. Definition of the insured
Nationwide Definition	F. Duties of the insured
E. National Flood Insurance Program	G. Obligations of the insurance company
F. Others	H. Mortgagee rights
	I. Proof of loss
Earthquake     Mobile Homes	J. Notice of claim
	K. Appraisal
3. Watercraft	L. Other Insurance Provision
4. Farm Owners	M. Assignment
5. Crop/hail	N. Subrogation
6. Windstorm	O. Elements of a contract
II. INSURANCE TERMS AND RELATED CONCEPTS14	P. Warranties, representations, and concealment
A. Insurance	Q. Sources of underwriting information
1. Law of Large Numbers	R. Fair Credit Reporting Act
B. Insurable interest	S. Privacy Protection (Gramm Leach Bliley)
C. Risk	T. Policy Application
1. Pure vs. Speculative Risk	U. Terrorism Risk Insurance Act (TRIA)
D. Hazard	o. Terrorishi Nisk insurance Act (TNA)
1. Moral	IV. TYPES OF CASUALTY POLICIES, BONDS, AND
2. Morale	RELATED TERMS23
3. Physical	A. Commercial general liability
E. Peril	1. Exposures
	a. Premises and Operations
F. Loss	b. Products and Completed Operations
1. Direct	2. Coverage
2. Indirect	a. Coverage A: Bodily Injury and Property Damage
G. Loss Valuation	Liability
Actual cash value	(1) Occurrence
	• •

2. Replacement cost

3. Market value 4. Stated value

5. Salvage value

<ul> <li>(2) Claims made <ul> <li>(a) Extended Reporting Periods: Basic and Supplemental</li> <li>(b) Retroactive Date</li> </ul> </li> <li>b. Coverage B: Personal Injury and Advertising Injury</li> <li>c. Coverage C: Medical Payments</li> <li>d. Supplemental Payments</li> <li>e. Who is an insured</li> <li>f. Limits</li> <li>g. Damage to Property of Others <ul> <li>(1) Per occurrence</li> <li>(2) Annual Aggregate</li> </ul> </li> </ul>	3. Robbery 4. Burglary 5. Forgery and Alteration E. Bonds 1. Surety 2. Fidelity F. Professional liability 1. Errors and Omissions 2. Medical Malpractice 3. Directors and Officers (D&O) 4. Employment Practices Liability (EPLI) G. Umbrella/Excess Liability
B. Automobile: personal auto and business auto	V. CASUALTY INSURANCE TERMS AND RELATED CONCEPTS15
1. Liability	A. Risk
a. Bodily Injury	B. Hazards
b. Property Damage	1. Moral
c. Split Limits	2. Morale
d. Combined Single Limit 2. Medical Payments	3. Physical
Nedical Payments     Physical Damage (collision; other than collision;	C. Indemnity
specified perils)	D. Insurable interest
Uninsured motorists	E. Actual cash value
5. Underinsured motorists	F. Negligence
6. Who is an insured	G. Liability H. Occurrence
7. Types of Auto	I. Binders
a. Owned	J. Warranties
b. Non-owned	K. Representations
c. Hired	L. Concealment
d. Temporary Substitute	M. Deposit Premium/Audit
e. Newly Acquired Autos	N. Certificate of Insurance
f. Transportation Expense and Rental	O. Law of Large Numbers
Reimbursement Expense 8. Garage Coverage Form, including Garagekeepers	P. Pure vs. Speculative Risk
o. Garage Coverage Form, including Garagekeepers Insurance	Q. Endorsements
9. Exclusions	R. Damages
10. Individual Insured and Drive Other Car (DOC)	1. Compensatory
C. Workers Compensation Insurance, Employers	a. General
Liability Insurance, and Related Issues	b. Special
(This section does not deal with specifics of state law, which	Punitive     S. Compliance with provisions of Fair Credit
are addressed elsewhere in this outline.)	Reporting Act
Standard policy concepts	
a. Who is an employee/employer	VI. CASUALTY POLICY PROVISIONS 12
b. Compensation	A. Declarations
(1) Loss of wages	B. Insuring agreement C. Conditions
(2) Medical	D. Exclusions and Limitations
(3) Disability (4) Vocational Rehabilitation	E. Definition of the insured
(5) Death/Survivor	F. Duties of the insured after a loss
2. Work-related vs. non-work-related	G. Cancellation and nonrenewal provisions
Other states' insurance	H. Additional (supplementary) payments
Employers Liability	I. Proof of loss
5. Exclusive remedy	J. Notice of claim
6. Premium Determination	K. Arbitration
D. Crime	L. Other insurance
<ol> <li>Employee Dishonesty</li> <li>Theft</li> </ol>	M. Subrogation

- N. Loss settlement provisions including consent to settle a loss
- O. Terrorism Risk Insurance Act (TRIA)

# PROPERTY AND CASUALTY AGENT STATE SPECIFIC CONTENT OUTLINE

(25 scoreable questions plus 5 pretest questions)

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### 

A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4. Penalties

#### B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2

- 1. Certificate of authority
- 2. Transacting insurance
- 3. Foreign, domestic, alien
- 4. Stock, mutual
- 5. Admitted/nonadmitted
- 6. Texas Lloyds

#### C. Licensing requirements

Ref.: Ins. 981.202, 1115.056, 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.254, 4003.001, 4003.004, 4003.006-.007,4004.051-.054, 4005.101-.102, 4005.105, 4051.051, 4053.051, 4056.001.-.004, 4153.051; TAC §§1.502, 19.1001-.1030, 19.1201-.1206, 19.1301-.1320, 19.1501-.1503

- 1. Types
  - a. Agent
  - b. Nonresident agent
  - c. Temporary
  - d. Limited license
  - e. Managing general agent
  - f. Surplus lines
  - g. Adjuster
  - h. Insurance service representative
  - i. Risk manager
  - j. Emergency
- 2. Exemptions/exceptions
- 3. Appointment
- 4. Continuing education
- 5. License denial, renewal, expiration
- 6. License termination, revocation, suspension

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.101; TAC §§21.4, 21.201-.205, 21.111, 21.115

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. False advertising
  - c. Misrepresentation
  - d. Defamation
  - e. Controlled business
  - f. Rebating
  - g. Discrimination
  - h. Fraud
  - i. Unfair competition
  - j. Boycott, coercion, intimidation
- 2. Rating and underwriting practices

#### E. Agent duties/responsibilities

Ref.: General insurance text

1. Fiduciary capacity

### 

A. Property and casualty definitions

Ref.: TAC §5.5002

**B.** Surplus lines

Ref.: Ins. 981.001-.004, 981.057; TAC§ 15.2-15.6

C. Approval of Rates and Forms

Ref: Texas Insurance Code Art. 5.35

- D Homeowner's Insurance
  - 1. Declination, cancellation, nonrenewal

Ref: General insurance text

- 2. Texas FAIR Plan Association
- 3. Texas Windstorm Insurance Association (TWIA)

#### E. Automobile insurance

1. Provisions

Ref: Transportation Code: Chapter 601; Ins. 1952.101–.110, Ins. 1952.151–.161TAC §5.204

- a. Coverage
- b. Uninsured Motorists/Underinsured Motorists
- c. Personal Injury Protection (PIP)
- d. Medical payments
- 2. Financial responsibility and required minimum liability limits

Ref: Transportation Code: §§601.051, 601.053, 601.056-.057, 601.071-.072

3. Renewal, nonrenewal, and cancellation

*Ref: Ins. 551.101–.113, 551.151-.152; TAC § 5.7002*4. Texas Automobile Insurance Plan Association

Ref: Ins. 2151.051–.154

### F. Workers' Compensation

Ref: Texas Labor Code Title 5: §§401.011, 406.031-032, 034, 408.041, .82, .186

- 1. Definitions
- 2. Coverage
- 3. Benefits

# G. Texas Property and Casualty Insurance Guaranty Association

Ref: Ins. 462.001-.351; TAC§ 29.1

H. Joint Underwriting Association (JUA)

	1. Pure vs. Speculative Risk
PERSONAL LINES - GENERAL KNOWLEDGE	D. Hazard
CONTENT OUTLINE	1. Moral
Product Knowledge, Terms and Concepts	2. Morale
(75 scoreable questions plus 11 pretest questions)	3. Physical
	E. Peril
I. TYPES OF PROPERTY POLICIES10	F. Loss
A. Homeowners	1. Direct
1. HO-2	2. Indirect
2. HO-3	G. Loss Valuation
3. HO-4	1. Actual cash value
4. HO-5	2. Replacement cost
5. HO-6	3. Market value
6. HO-8	4. Stated value
B. Dwelling policies	5. Salvage value
1. DP-1	H. Proximate cause
2. DP-2	I. Deductible
3. DP-3	J. Indemnity
C. Inland marine	K. Limits of liability
Personal Articles floaters     Alatianuida Definition	L. Coinsurance/Insurance to value
2. Nationwide Definition	M. Occurrence
D. National Flood Insurance Program	N. Cancellation
E. Others	O. Nonrenewal
Earthquake     Mobile Homes	P. Vacancy and unoccupancy
3. Watercraft	Q. Liability
4. Crop/hail	1. Absolute
5. Windstorm	2. Strict
II. TYPES OF CASUALTY POLICIES13	3. Vicarious
A. Automobile: personal auto	R. Negligence
1. Liability	S. Binder
a. Bodily Injury	T. Endorsements
b. Property Damage	U. Medical Payments
c. Split Limits	V. Blanket vs. Specific
d. Combined Single Limit	W. Burglary, Robbery, Theft, and Mysterious
2. Medical Payments	Disappearance
3. Physical Damage (collision; other than collision;	X. Warranties
specified perils)	Y. Representations
4. Uninsured motorists	Z. Concealment
5. Underinsured motorists	AA. Deposit Premium/Audit
6. Who is an insured	BB. Certificate of Insurance
7. Types of Auto	CC. Damages
a. Owned	1. Compensatory
b. Non-owned	a. General
c. Hired	b. Special
d. Temporary Substitute	2. Punitive
e. Newly Acquired Autos	DD. Compliance with Provisions of Fair Credit
f. Transportation Expense and Rental	Reporting Act
Reimbursement Expense	IV. PROPERTY AND CASUALTY POLICY PROVISIONS
8. Exclusions	AND CONTRACT LAW24
B. Umbrella/Excess liability	A. Declarations
III. PROPERTY AND CASUALTY INSURANCE TERMS	B. Insuring agreement
AND RELATED CONCEPTS28	C. Conditions
A. Insurance	D. Exclusions
1. Law of Large Numbers	E. Definition of the insured
B. Insurable interest	F. Duties of the insured
C. Risk	G. Obligations of the insurance company

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

## PERSONAL LINES AGENT STATE SPECIFIC CONTENT OUTLINE

(25 scoreable questions plus 5 pretest questions)

## I. TEXAS STATUTES AND RULES COMMON TO ALL LINES OF INSURANCE......15

#### A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4. Penalties

### B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2

- 1. Certificate of authority
- 2. Transacting insurance
- 3. Foreign, domestic, alien
- 4. Stock, mutual
- 5. Admitted/nonadmitted

#### C. Licensing requirements

Ref.: Ins. 981.202, 1115.056, 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.254, 4003.001, 4003.004, 4003.006-.007,4004.051-.054, 4005.101-.102, 4005.105, 4051.051, 4053.051, 4056.001.-.004, 4153.051; TAC §§1.502, 19.1001-.1030, 19.1201-.1206, 19.1301-.1320, 19.1501-.1503

- 1. Types
  - a. Agent
  - b. Nonresident agent
  - c. Temporary
  - d. Limited license
  - e. Managing general agent
  - f. Surplus lines
  - g. Adjuster
  - h. Insurance service representative

- i. Risk manager
- j. Emergency
- 2. Exemptions/exceptions
- 3. Appointment
- 4. Continuing education
- 5. License denial, renewal, expiration
- 6. License termination, revocation, suspension

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.101; TAC §§21.4, 21.201-.205, 21.111, 21.115

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. False advertising
  - c. Misrepresentation
  - d. Defamation
  - e. Controlled business
  - f. Rebating
  - g. Discrimination
  - h. Fraud
  - i. Unfair comparison
  - j. Boycott, coercion, intimidation
- 2. Rating and underwriting practices

#### E. Agent duties/responsibilities

Ref.: General insurance text

1. Fiduciary capacity

## II. TEXAS STATUTES AND RULES PERTINENT TO PERSONAL LINES INSURANCE.......10

A. Property and casualty definitions

Ref.: TAC §5.5002

#### B. Approval of Rates and Forms

Ref: Texas Insurance Code Art. 5.35

#### C. Homeowner's Insurance

1. Declination, cancellation, nonrenewal

Ref: General insurance text

- 2. Texas FAIR Plan Association
- 3. Texas Windstorm Insurance Association (TWIA)

#### D. Automobile insurance

1 Provisions

Ref: Transportation Code: Chapter 601; Ins. 1952.101–.110, Ins. 1952.151–.161TAC §5.204

- a. Coverage
- b. Uninsured Motorists/Underinsured Motorists
- c. Personal Injury Protection (PIP)
- 2. Financial responsibility and required minimum liability limits

Ref: Transportation Code: §§601.051, 601.053, 601.056-.057, 601.071-.072

3. Renewal, nonrenewal, and cancellation *Ref: Ins. 551.101–.113, 551.151-.152; TAC § 5.7002* 

4. Texas Automobile Insurance Plan Association *Ref: Ins. 2151.051–.154* 

Effective: September 1, 2015

#### E. Texas Property and Casualty Insurance Guaranty Association

Ref: Ins. 462.001-.351; TAC§ 29.1

## LIFE AND HEALTH COUNSELOR CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are to General insurance texts, unless otherwise noted

#### I. TYPES OF LIFE POLICIES

All references are to General insurance texts and forms, unless otherwise noted

#### A. Whole life products

- 1. Ordinary (straight) life
- 2. Limited-pay and single premium life
- 3. Modified and graded premium whole life

#### B. Interest -sensitive life products

- 1. Universal life
- 2. Variable life/Variable whole life
- 3. Variable universal life
- 4. Interest sensitive whole life
- 5. Fixed premium vs. flexible premium

#### C. Term life

- 1. Level, decreasing, increasing
- 2. Renewable term

#### D. Combination policies and variations

- 1. Joint life
- 2. Survivor life

#### E. Annuities

- 1. Single, level, flexible premium
- 2. Immediate and deferred
- 3. Fixed and variable
- 4. Joint and last survivor
- 5. Uses

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

### A. Policy riders

- 1. Waiver of premium
- 2. Guaranteed insurability

#### B. Policy provisions and options

- 1. Entire contract
- 2. Insuring clause
- 3. Free look
- 4. Consideration clause
- 5. Owner's rights
- 6. Beneficiary designations
  - a. Primary and contingent
  - b. Revocable and irrevocable
  - c. Common disaster
  - d. Changes
- 7. Premium payment
  - a. Modes
  - b. Grace period
  - c. Automatic premium loan
- 8. Reinstatement

- 9. Policy loans and withdrawals
- 10. Nonforfeiture options
- 11. Dividends and dividend options
- 12. Incontestability
- 13. Exclusions
- 14. Misstatement of age
- 15. Settlement options
- 16. Suicide

## III. TAXES, RETIREMENT, AND OTHER INSURANCE CONCEPTS

- A. Third party ownership
- B. Group life insurance
  - 1. Contributory vs. noncontributory

#### C. Retirement plans

- 1. Tax-qualified
- 2. Nonqualified

#### D. Business insurance

- 1. Key employee
- 2. Buy and sell agreement
- 3. Split Dollar
- 4. Keogh Plan
- 5. Simplified Employee Pensions (SEPs)
- 6. Tax sheltered annuities (TSAs)
- E. Social security benefits and taxes
- F. Tax treatment of insurance premiums, proceeds, and dividends
  - 1. Individual life
  - 2. Group life
  - 3. Modified Endowment Contracts (MECs)
- G. IRAs
- H. Accelerated Death Benefits
- I. Cash Values/Cash Value Accumulation Test

### IV. TYPES OF HEALTH POLICIES

#### A. Disability income

- 1. Individual disability income
- 2. Group disability income
- 3. Occupational and nonoccupational

#### B. Accidental death and dismemberment

#### C. Medical expense insurance

- Major medical policies (including comprehensive)
- 2. Health Maintenance Organizations (HMOs)
- 3. Preferred Provider Organizations (PPOs)
- 4. Multiple Employer Trusts (METs)

## D. Medicare Supplement policies

#### E. Group health insurance

- Consolidated Omnibus Budget Reconciliation
   Act (COBRA)
- Health Insurance Portability and Accountability
   Act (HIPAA)

Effective: September 1, 2015

- 3. General concepts
- F. Long Term Care

# V. HEALTH POLICY PROVISIONS, CLAUSES, RIDERS, AND OPTIONS

A. Mandatory provisions

- 1. Entire contract
- 2. Time limit on certain defenses
- 3. Grace period
- 4. Reinstatement
- 5. Payment of claims
- 6. Physical examination and autopsy
- 7. Legal actions
- 8. Change of beneficiary

#### B. Other provisions and clauses

- 1. Insuring clause
- 2. Free look
- 3. Consideration clause
- 4. Elimination period
- 5. Waiver of premium
- 6. Coinsurance

#### C. Optional provisions

- 1. Change of occupation
- 2. Misstatement of age
- D. Renewability
  - 1. Cancellable/noncancellable
  - 2. Guaranteed renewable
  - 3. Conditionally renewable

#### VI. SOCIAL INSURANCE

- A. Medicaid
- B. Medicare
- C. Social Security

## VII. OTHER INSURANCE CONCEPTS AND CONTRACT

- A. Primary and contingent beneficiaries
- B. Tax treatment of premium and proceeds of insurance contracts disability income, medical expenses, etc.)
- C. Nonduplication and coordination of benefits
- D. Requirements of a contract
- E. Unique aspects of a health contract
  - 1. Conditional
  - 2. Unilateral
  - 3. Adhesion

## VIII. LIFE AND HEALTH AGENT RESPONSIBILITIES AND PROCEDURES

#### A. Completing the application

- 1. Required signatures
- 2. Changes in the application
- 3. Incomplete application
- Collecting the initial premium and issuing the receipt
- 5. Initial premium not with application

## B. Underwriting

- 1. Insurable interest
- 2. Medical information/Statement of Good Health
- 3. Fair Credit Reporting Act
- 4. Risk classification

#### C. Delivery

- 1. Effective date of coverage
- 2. Policy review

### D. Commission/Fees

## IX. TEXAS STATUTES AND RULES COMMON TO LIFE, ACCIDENT AND HEALTH INSURANCE

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001-.002, 31.021, 38.001, 82.001-.056, 86.001-.002, 201.004, 401.051-.062, 404.051-.053, 481.001-.009, 491.051-.052, 521.003-.004, 4001.005, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4. Penalties

#### B. Licensing requirements

Ref.: Ins. 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.254, 4003.001, 4003.004, 4003.006-.007, 4004.051-.054, 4005.101-.102, 4005.105, 4052.001, 4054.301-.304, 1115.056; TAC §§1.502, 19.1001-.1030

- 1. Counselor
- 2. Exemptions/exceptions
- 3. Agreements
- 4. License denial, renewal, expiration
- 5. License termination, revocation, suspension

#### C. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.053(c), 4005.101; TAC §§21.4, 21.201-.205, 21.111, 21.115

- 1. Rebating
- 2. Misrepresentation
- 3. Defamation
- 4. Unfair discrimination

# D. Texas Life, Accident, Health and Hospital Insurance Guaranty Association

Ref.: Ins. 463.001-.451, TAC §21.6

## X. TEXAS LAWS AND RULES PERTINENT TO LIFE INSURANCE ONLY

#### A. Marketing and solicitation

Ref.: TAC §§3.303, 21.104-.105, 21.107, 21.111, 21.114, 21.122, 21.2201-.2214

- 1. Advertising
- 2. Illustrations

### B. Group Life

Ref: Ins. 1131.002, 1131.110-.112

- Eligible groups
- C. Credit life

Ref.: Ins. 1153.204, TAC § 3.5104

## XI. TEXAS LAWS AND RULES PERTINENT TO ACCIDENT AND HEALTH INSURANCE ONLY

#### A. Other Required Coverage and Provisions

- 1. Newborn and adopted children Ref: Ins.1201.064, 1367.003; TAC § 3.3403
- 2. Handicapped dependents Ref: General insurance text

Mental Illness, alcoholism, and drug abuse treatment

Ref.: Ins. 1355.004

### B. Small employer group

Ref.: Ins. 1501.002, 1501.102, 1501.108, 1501.151, 1501.153-.154, 1501.252, 1501.352; TAC §26.7-9, 26.13, 26.15-.16,

#### C. Group health

Ref: TAC § 26.8

1. Eligible groups

#### D. Affordable Care Act

- 1. Exchanges/Marketplace
- 2. Taxes, penalties, and subsidies
- 3. Essential health benefits
  - a. Mental health parity
  - b. Pediatric services
  - c. Preventive services
- 4. Employer notification responsibilities

# INSURANCE SERVICE REPRESENTATIVE CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

#### I. TYPES OF PROPERTY POLICIES

#### A. Personal lines

- 1. Dwelling and contents (DP forms)
- 2. Personal liability
- 3. Homeowners (ISO HO forms)

#### B. Commercial lines

- 1. Commercial property
  - a. Commercial building and personal property form
  - b. Causes of loss forms
- 2. Commercial Package Policy (CPP)
- 3. Businessowners Policy (BOP)
- 4. Crime

### C. Inland marine

- 1. Personal floaters
- 2. Commercial floaters

#### D. Others

1. Flood

#### II. TYPES OF CASUALTY POLICIES

### A. Automotive: personal auto

- 1. Liability
- 2. Medical Payments
- 3. Physical damage (collision and other than collision/comprehensive)
- 4. Uninsured motorists
- 5. Underinsured motorists

# B. 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

#### III. INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurance
- B. Insurable interest
- C Risk
- D. Hazard
- E. Peril
- F. Loss
  - Direct
  - 2. Indirect
- G. Proximate cause
- H. Deductible
- I. Indemnity
- J. Limits of liability
- K. Extensions of coverage

#### IV. POLICY PROVISIONS AND CONTRACT LAW

- 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. Proof of loss
- I. Notice of claim
- J. Appraisal
- K. Subrogation
- L. Arbitration
- M. Elements of a contract
- N. Binders
- O. Fair Credit Reporting Act

## V. TEXAS STATUTES AND RULES COMMON TO PROPERTY AND CASUALTY INSURANCE

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation
- 4. Penalties

#### B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2

- 1. Certificate of authority
- 2. Transacting insurance
- 3. Stock, mutual
- 4. Admitted/nonadmitted
- C. Licensing requirements

Ref.: Ins. 981.202, 1115.056, 4001.003, 4001.105, 4001.151-.156, 4001.201, 4001.205, 4001.254, 4003.001, 4003.004, 4003.006-.007,4004.051-.054, 4005.101-.102, 4005.105, 4051.051, 4053.051, 4056.001.-.004, 4153.051; TAC §§1.502, 19.1001-.1030, 19.1201-.1206, 19.1301-.1320, 19.1501-.1503

- 1. Types
  - a. Agent
  - b. Nonresident agent
  - c. Temporary
  - d. Limited lines
  - e. Surplus lines
  - f. Adjuster
  - g. Insurance service representative
  - h. Emergency
- 2. Exemptions/exceptions
- 3. Appointment
- 4. Continuing education
- 5. License denial, renewal, expiration
- 6. License termination, revocation, suspension

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.101; TAC §§21.4, 21.201-.205, 21.111, 21.115

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. Misrepresentation
  - c. Defamation
  - d. Controlled business
  - e. Rebating
  - f. Fraud
- 2. Rating and underwriting practices

## VI. TEXAS STATUTES AND RULES PERTINENT TO PROPERTY AND CASUALTY INSURANCE

A. Property and casualty definitions

Ref.: TAC §5.5002

B. Surplus lines

Ref.: Ins. 981.001-.004, 981.057; TAC§ 15.2-15.6

- C. Homeowner's Insurance
  - 1. Declination, cancellation, nonrenewal

Ref: General insurance text

- 2. Texas FAIR Plan Association
- 3. Texas Windstorm Insurance Association (TWIA)
- D. Automobile insurance
  - 1. Provisions

Ref: Transportation Code: Chapter 601; Ins. 1952.101–.110, Ins. 1952.151–.161TAC §5.204

- a. Coverage
- b. Uninsured Motorists/Underinsured Motorists
- c. Personal Injury Protection (PIP)
- 2. Financial responsibility and required minimum liability limits

Ref: Transportation Code: §§601.051, 601.053, 601.056-.057, 601.071-.072

3. Renewal, nonrenewal, and cancellation Ref: Ins. 551.101-.113, 551.151-.152; TAC § 5.7002 4. Texas Automobile Insurance Plan Association *Ref: Ins. 2151.051–.154* 

#### E. Workers' Compensation

Ref: Texas Labor Code Title 5: §\$401.011-.013, 401.022, 403.006-.007, 406.002, 406.034, 408.041, 408.001-.008, 408.021-.030, 408.041-.047, 408.061-.064, 408.081-.086, 408.101-.105, 408.121-.129, 408.141-.151, 408.161-.162, 408.182, 409.001-.004, 417.002

Benefits

### F. Texas Property and Casualty Insurance Guaranty Association

Ref: Ins. 462.001-.351; TAC§ 29.1

G. Joint Underwriting Association (JUA)

## SURPLUS LINES CONTENT OUTLINE

(60 scoreable questions)

This examination will test topics listed on the following content outline and is composed of sixty (60) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

### I. INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurance
- B. Elements of a contract
- C. Indemnity
- D. Risk
- E. Hazard
- F. Peril
- G. Loss
- H. Proximate cause
- I. Liability
- J. Actual Cash Value
- K. Replacement cost
- L. Subrogation
- M. Salvage
- N. Negligence
- O. Warranties, representation/misrepresentation
- P. Lloyd's
- Q. Reinsurance

## II. TEXAS STATUTES AND RULES PERTINENT TO SURPLUS LINES INSURANCE

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001-.002, 31.021, 981.009

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/hearing
- 4. Penalties/sanctions

#### B. Definitions

1. Surplus lines insurance *Ref.: Ins. 981.002* 

2. Managing General Agent

Ref.: Ins. 4053.001, 4053.051; TAC §19.1202

3. Insurance transaction

Ref.: General insurance text

4. Authorized/unauthorized, admitted/non-admitted

Ref.: Ins. 101.301; TAC§15.8

5. Purchasing groups

Ref.: Ins. 2201.001-.259

6. Risk retention

Ref.: Ins. 2201.001-.209

7. Domestic, foreign, and alien companies

Ref.: General insurance text

8. Stock, mutual companies

Ref.: General insurance text

#### C. Licensing requirements

Ref.: Ins. 981.202-.204; TAC §15.3-.4

- 1. Surplus lines agent
- 2. License renewal
- 3. License suspension, revocation, termination

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.057, 541.061, 542.001-.014, -.051-.061; 4001.104, 4005.053, 4005.101; TAC §21.4, 21.201-.205, 21.111, 21.115

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. False advertising
  - c. Misrepresentation
  - d. Defamation
  - e. Controlled business
  - f. Rebating
  - g. Unfair discrimination
  - h. Fraud
  - i. Unfair comparison
  - j. Boycott, coercion, intimidation

#### E. Surplus lines insurance

1. Purpose/definitions

Ref.: Ins. 981.001-002; TAC § 15.2

2. Premium payments and unearned premiums

Ref.: Ins. 981.007

3. Evidence of insurance

Ref.: Ins. 981.103; TAC §15.22

4. Premium taxes

Ref.: Ins. 225.004, 225.006; Pub. Fin. TAC §3.822

5. Reports and notices

Ref.: Ins. 981.216-217

6. Eligible unauthorized insurers

Ref.: Ins. 981.002

7. Commissions

Ref.: 981.212; 225.001

8. Stamping Office

Ref.: Ins. 981.105, 981.151-.160; TAC§ 15.23, 15.101

9. Recordkeeping

Ref.: Ins. 981.215-.216; TAC §§15.5, 15. 7, 15.12, 15.14-.17, 15.19-.20

10. Minimum capital and surplus

Ref.: Ins. 981.057

11. Contract requirements

Ref.: Ins. 981.102; TAC §15.21

12. Service of process

Ref.: Ins. 804.106

13. Advertising

Ref.: Ins. Ch. 981.219

## RISK MANAGER CONTENT OUTLINE

(100 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred (100) four-option, multiple choice questions.

All references are General insurance text and forms, unless otherwise noted

### I. INSURANCE TERMS AND RELATED CONCEPTS

- A. Risk
- B. Hazard
- C. Peril
- D. Loss/Causes of loss
- E. Exposure
- F. Indemnity
- G. Liability
- H. Deductible
- I. Contractual ambiguities
- J. Negligence
- K. Torts
- L. Personal property
- M. Actual cash value
- N. Occurrences
- O. Warranty
- P. Insurable interest

#### II. POLICY PROVISIONS

- A. Declarations
- **B.** Insuring Agreement
- C. Conditions
- D. Exclusions
- E. Duties of the insured after a loss

#### III. RISK MANAGEMENT

#### A. Types of loss exposure

- 1. Property/Commercial property
- 2. Accounts
- 3. Net income
- 4. Liability
- 5. Personnel
- 6. Business interruption
- 7. Use
- 8. Pure

#### B. Methods of identifying loss exposures

- 1. Loss frequency
- 2. Loss severity
- 3. Tools

#### C. Risk control

- 1. Exposure avoidance
- 2. Loss prevention
- 3. Separation
- 4. Contractual transfer

- 5. Reduction
- 6. Segregation
- 7. Acceptance

#### D. Risk financing

- 1. Retention
- 2. Transfer
- 3. Plans (cash flow, formal retention, captive)
- E. Risk management processes

## IV. COVERAGES, POLICIES, ENDORSEMENTS, AND FORMS

#### A. Commercial Package Policy (CPP)

- 1. Limits of liability
- 2. Conditions
- 3. Exclusions
- 4. Claims Made policy form
- 5. Business Interruption and Extra Expense
- B. Commercial General Liability (CGL)
- C. Businessowners policy
- D. Aircraft insurance
- E. Hull coverage
- F. Yacht policy
- G. Umbrella policy/Excess coverage
- H. Medical Malpractice
- I. Employers liability-Part Two
- J. National Flood Insurance Program
- K. Boiler and Machinery (includes small Boiler and Machinery) coverage
- L. Product liability
- M. Completed operation liability
- N. Marine insurance
- O. Extended coverage
- P. Premises liability
- Q. Crime
- R. Fiduciary coverage
- S. Directors and Officers liability/ Professional
- T. Cyber liability
- **U.** Commercial Automobile
- V. Inland Marine

#### V. BONDS

- A. Bid
- B. Surety

## VI. TEXAS STATUTES AND RULES PERTINENT TO RISK MANAGEMENT

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001-.002, 38.001, 201.004, 401.051-.054, 404.051-.053, 481.001-.009, 491.051-.052, 521.003-.004, 4001.005

- 1. General powers and duties
- 2. Examination of records

#### B. Licensing requirements

Ref.: Ins. 4153.001, 4153.051-.060, 4153.152-.153; TAC §§19.1305-.1306

1. Risk Manager

- 2. Exemption/exception
- 3. License denial, renewal, expiration
- 4. License termination, revocation, suspension

#### C. Marketing practices

Ref.: Ins. 542.001-.014; TAC §§21.201-.205

1. Claims methods and practices

#### D. Workers' Compensation

Ref.: Texas Labor Code Title 5: 401.011-.013, 406.002, 406.034, 407.001, 407.121; TAC §180.1

- 1. Coverage
- 2. Employment covered
- 3. Employer election
- 4. Employee election
- 5. Self-insured employers

#### E. Texas Automobile Insurance Plan Association

Ref.: Ins. 2151.051-.154

F. Surplus Lines

Ref. Ins. 981.001-.004, 981.057; TAC §15.2-.6

## G. Texas Property and Casualty Guaranty

Insurance Association

Ref.: Ins. 462.001-.351; TAC §29.1

# MANAGING GENERAL AGENT CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are General insurance texts and forms, unless otherwise noted

#### . INSURANCE TERMS AND RELATED CONCEPTS

- A. Insurance
- B. Insurable interest
- C. Risk
- D. Hazard
- E. Peril
- F. Direct loss
- G Indirect loss
- H. Deductible
- I. Actual cash value
- J. Replacement cost
- K. Salvage
- L. Abandonment
- M. Accident
- N. Occurrence
- O. Warranty, representations, concealment
- P. Insured contract
- Q. Coinsurance
- R. Extensions of coverage
- S. Nonrenewal/Cancellation
- T. Vacancy
- **U.** Negligence
- V. Pro Rata liability
- W. Binders
- X. Proximate cause

#### II. POLICY PROVISIONS

- A. Declarations
- **B.** Conditions
- C. Exclusions
- D. Insuring agreement
- E. Duties of the insured after a loss
- F. Obligations of the insurer
- G. Arbitration
- H. Other Insurance
- I. Mortgagee rights
- J. Proof of loss
- K. Notice of claim
- L. Appraisal
- M. Assignment
- N. Elements of a contract
- O. Sources of insurability information
- P. Fair Credit Reporting Act
- Q. Additional payments
- R. Subrogation
- S. Claims made policy form
- T. Loss settlement
- **U.** Limitations
- V. Liberalization clause

## III. TEXAS STATUTES AND RULES COMMON TO PROPERTY AND CASUALTY INSURANCE

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4. Penalties

#### B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2

- 1. Certificate of authority
- 2. Transacting insurance
- 3. Foreign, domestic, alien
- 4. Stock, mutual
- 5. Admitted/nonadmitted/unauthorized

### C. Licensing requirements

Ref: Ins. 981.202, 4001.105-.106, 4003.001-.007, 4001.254, 4004.051-.054, 4005.101-.105, 4051.151, 252; 4053.051-.052, 4056.001-.004, 4101.051-.053;; TAC §§1.502, 19.1001-.1027, 19.602, 19.1201-.1206, 19.1301-.1320

- 1. Types
  - a. Managing general agent
  - b. Agent/nonresident agent
  - c. Temporary/ Emergency
  - d. Limited license
  - e. Surplus lines

- f. Adjuster
- g. Risk manager
- 2. Exemptions/exceptions
- 3. Contract
- 4. Continuing education
- 5. License denial, renewal, expiration
- 6. License termination, revocation, suspension
- 7. Appointments

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056, 541.060, 542.001-.014, 701.001-.154, 4001.104, 4005.053(c), 4005.101; TAC \$\\$21.4, 21.201-.205, 21.111, 21.115

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. Misrepresentation
  - c. Defamation
  - d. Rebating
  - e. False advertising
  - f. Controlled business
  - g. Unfair discrimination
  - h. Fraud
  - i. Unfair comparison
  - j. Boycott, coercion, intimidation
- 2. Rating and underwriting practices

### E. Duties/responsibilities

Ref.: TAC §19.1201-1204

- 1. Fiduciary capacity
- 2. Processes
- 3. Reinsurance
- 4. Reports/records

### F. Premium financing/premium taxes

Ref.: Ins. 221.002

#### G. Rates and ratemaking

Ref: Texas Insurance Code Art. 5.35

#### H. County Mutual Companies

Ref.: Ins. 911.303, 912.002; TAC §5.9361

#### I. Lloyd's plan

Ref.: General insurance text

#### J. Surplus Lines

Ref. Ins. 981.202

#### K. Automobile insurance

1. Under/Uninsured Motorists

Ref: Transportation Code: Chapter 601; Ins. 1952.101–.110, Ins. 1952.151–.161TAC §5.204

2. Financial responsibility and required minimum liability limits

Ref: Transportation Code: §§601.051, 601.053, 601.056-.057, 601.071-.072

3. Renewal, nonrenewal, and cancellation Ref: Ins. 551.101-.113, 551.151-.152; TAC § 5.7002

4. Texas Automobile Insurance Plan Association *Ref: Ins. 2151.051–.154* 

- 5. Personal Injury Protection (PIP)
- 6. Medical payments

#### L. Workers' Compensation

Ref.: Texas Labor Code-Title 5: Secs. 401.012; 406.002, 406.034; 407.061-.065, 409.003

- 1. Coverage
- 2. Employment covered
- 3. Employer election
- 4. Employee election
- 5. Self-insured employers
- M Medical Liability Insurance Underwriting Association (JUA)

Ref.: TAC §§ 5.2001-.2002

N. Texas Windstorm Insurance Association Ref: TAC §§ 5.4016, 5.4700, 5.4800, 5.4903

Q. Texas Property and Casualty Guaranty Insurance Association

Ref: Ins. 462.001-.351; TAC§ 29.1

R. Texas FAIR Plan Association

# WORKERS' COMPENSATION ADJUSTER CONTENT OUTLINE

(60 scoreable questions)

This examination will test topics listed on the following content outline and is composed of sixty (60) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

#### I. INSURANCE TERMS AND RELATED CONCEPTS

- A. Risk
- B. Hazard
- C. Loss
- D. Deductible
- E. Indemnity
- F. Subrogation
- G. Binder
- H. Liability

## II. POLICY PROVISIONS

- A. Declarations
- **B.** Insuring Agreement
- C. Conditions
- D. Exclusions
- E. Arbitration

## III. TEXAS STATUTES AND RULES PERTINENT TO WORKERS' COMPENSATION ADJUSTING

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

## A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing
- 4. Penalties
- B. Licensing requirements

Ref.: Ins.4101-.001, .002, .051-.054, 4101.057, 4101.059, 4101.061, 4101.101, 4101.202-203; TAC §§ 19.601-.602, 19.1001-.1018

- 1. Adjuster
- 2. Exemptions/exceptions
- 3. Continuing education
- 4. License denial, renewal, expiration
- 5. License termination, revocation, suspension

#### C. Marketing practices

Ref.: Ins. 542.001-.014, 542.051-061, 542.151-.154; TAC §§21.4, 21.201-.205

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. Misrepresentation
  - c. Defamation

#### D. Workers' Compensation

1. Definitions

Ref.: Texas Labor Code Secs. 401.011-..013

- a. Workers' Compensation insurance
- b. Employer
- c. Employee
- d. Disability definitions
- 2. Who is covered

Ref.: Texas Labor Code Sec. 406.091

3. Obtaining coverage (Employer)

Ref: Texas Labor Code Secs. 401.022, 406

Ref.: Texas Labor Code Secs. 401.022, 406.003, 406.033

4. Employer election

Ref.: Texas Labor Code Sec. 406.003

5. Average weekly wage

Ref.: Texas Labor Code Secs. 408.041-.047

6. Waiting period

Ref.: Texas Labor Code Secs. 408.082

7. Compensable injuries

Ref: Texas Labor Code Secs. 401.011, 406.032, 408.181

8. Benefits

Ref.: Texas Labor Code Secs. 401.011, 408.021-.030, 408.041, 408.081-.086, 408.101-.105, 408.150, 408.181-.187; 409.021-.024

- a. medical
- b income
- c. temporary income
- d. rehabilitation
- e. death and burial
- 9. Other insurance coverage

Ref.: Texas Labor Code Sec. 406.052

10. Claims procedures/Reports

Ref.: Texas Labor Code Secs. 401.110, 409.001-.013, 409.021-.024, 410.021

11. Informal Hearing/Awards

Ref.: Texas Labor Code Secs. 410.006, 410.119, 410.121

12. Subsequent Injury Fund

Ref.: Texas Labor Code Sec. 403.007

13. Workers' compensation and employers liability *Ref.: Texas Approved Workers'* 

Compensation Policy

- a. Employers Liability insurance
- b. Other States insurance
- 14. Federal Workers' Compensation (US Code)

Ref.: Texas Workers' Compensation Manual

- a. Who is covered
- b. Federal Employers Liability Act (FELA) Ref.: 45 USC 51-60
- c. U.S. Longshore and Harbor Workers Compensation Act *Ref: 33 USC 901-950*

# ALL LINES ADJUSTER CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

# I. GENERAL PROPERTY AND CASUALTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO ADJUSTERS

#### A. General policy terms

- 1. Basic coverages, provisions, and clauses
- 2. Limitations and restrictions
- 3. Proof of loss
- 4. Loss requirements and inventories
- 5. Appraisal
- 6. Replacement costs

## B. Auto liability

- 1. Personal
- 2. Coverage
- 3. PAP

### C. Personal lines Home owner coverage

- 1. Dwelling and contents
- 2. Homeowners forms/coverages
  - a. Policy provisions
  - b. Replacement costs
  - c. Appraisal
  - d. Optional provisions
  - e. Special limits of liability
  - f. Proof of loss
- 3. General property forms
  - a. ISO, HO-B, HO-C

#### D. Commercial lines coverage

- 1. Commercial property forms
  - a. Commercial property and buildings
  - b. Causes of loss
- 2. Commercial Package Policy (CPP)
- 3. Boiler and Machinery (includes small Boiler and Machinery)
- 4. Businessowners policy
- 5. Commercial and Special Multi-peril
- 6. Cargo
- E. Inland Marine

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

#### F. Ocean Marine

# G. Additional coverages, exclusions, and extensions

- 1. Business Interruption
- 2. Time Element
- 3. Law and Ordinance exclusion
- 4. Law and Ordinance coverage
- 5. Valuable Papers and records
- 6. Garagekeepers liability
- 7. Aviation
- 8. Umbrella
- 9. Protection and Indemnity
- 10 Yacht
- H. Bonds

#### II. INSURANCE TERMS AND RELATED CONCEPTS

- A. Peril
- B. Waiver/non-waiver agreement
- C. Insurance, insurance contracts, and insurable interest
- D. Estoppel
- E. Proof of loss
- F. Depreciation
- G. Deductible
- H. Liability/ limits of liability
- H. Valued policy
- I. Appraisal
- J. Actual cash value, fair market value
- K. Robbery
- L. Burglary and theft
- M. Agreed value
- N. Replacement cost
- O. Indemnity
- P. Damages
- Q. Subrogation
- R. Other insurance
- S. Arbitration
- T. Insuring agreement
- U. Constructive total loss
- V. Loss
- W. Warranties
- X. Salvage
- Y. Risk
- Z. Hazard
- AA. Liberalization
- **BB. Binder**

## III. TEXAS STATUTES AND RULES PERTINENT TO PROPERTY AND CASUALTY ADJUSTING

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/hearing
- 4. Penalties

### B. Licensing requirements

Ref.: Ins.4101-.001, .002, .051-.054, 4101.057, 4101.059, 4101.061, 4101.101, 4101.202-203; TAC §§ 19.601-.602, 19.1001-.1018

- 1. Adjuster
- 2. Exemptions/exceptions
- 3. Continuing education
- 4. License denial, renewal, expiration
- 5. License termination, revocation, suspension

#### C. Marketing practices

Ref.: Ins. 542.001-.014, 542.051-061, 542.151-.154; TAC §§21.4, 21.201-.205

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. Misrepresentation

#### D. Adjuster practices, responsibilities, and duties

Ref.: Ins. 4101.251; TAC Ins § 19.602; General insurance text

#### E. Workers' Compensation

Definitions

Ref.: Texas Labor Code Secs. 401.011-.013

- a. Workers' Compensation insurance
- b. Employer
- c. Employee
- d. Disability definitions
- 2. Who is covered

Ref.: Texas Labor Code Sec. 406.091

3. Obtaining coverage (Employer)

Ref.: Texas Labor Code Secs. 401.022, 406.003, 406.033

4. Employer election

Ref.: Texas Labor Code Sec. 406.003

5. Average weekly wage

Ref.: Texas Labor Code Secs. 408.041-.047

6. Waiting period

Ref.: Texas Labor Code Secs. 408.082

7. Compensable injuries

Ref: Texas Labor Code Secs. 401.011, 406.032, 408.181

8. Benefits

Ref.: Texas Labor Code Secs. 401.011, 408.021-.030, 408.041, 408.081-.086, 408.101-.105, 408.150, 408.181-.187; 409.021-.024

- a. medical
- b. income
- c. temporary income
- d. rehabilitation
- e. death and burial

# PROPERTY AND CASUALTY ADJUSTER CONTENT OUTLINE

(150 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred fifty (150) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

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

#### A. 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. Replacement costs

#### **B.** Auto liability

- 1. Personal
- 2. Coverage
- 3. PAP

#### C. Personal lines coverage

- 1. Dwelling and contents
- 2. Homeowners forms/coverages
  - a. Policy provisions
  - b. Replacement costs
  - c. Appraisal
  - d. Optional provisions
  - e. Special limits of liability
  - f. Proof of loss
- 3. General property forms
  - a. ISO, HO-B, HO-C

### D. Commercial lines coverage

- 1. Commercial property forms
  - a. Commercial property and buildings
  - b. Causes of loss
- 2. Commercial Package Policy (CPP)
- 3. Boiler and Machinery (includes small Boiler and Machinery)
- 4. Businessowners policy
- 5. Commercial and Special Multi-peril
- 6. Cargo

#### E. Inland Marine

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

#### F. Ocean Marine

## G. Additional coverages, exclusions, and extensions

- 1. Business Interruption
- 2. Time Element
- 3. Law and Ordinance exclusion
- 4. Law and Ordinance coverage
- 5. Valuable Papers and records

- 6. Garagekeepers liability
- 7. Aviation
- 8. Umbrella
- 9. Protection and Indemnity
- 10. Yacht
- H. Bonds

#### II. INSURANCE TERMS AND RELATED CONCEPTS

- A. Peril
- B. Waiver/non-waiver agreement
- C. Insurance, insurance contracts, and insurable interest
- D. Estoppel
- E. Proof of loss
- F. Depreciation
- G. Deductible
- I. Valued policy
- J. Liability/ Limits of liability
- J. Appraisal
- K. Actual cash value, fair market value
- L. Robbery
- M. Burglary and theft
- N. Agreed value
- O. Replacement cost
- P. Indemnity
- Q. Damages
- R. Subrogation
- S. Other insurance
- T. Arbitration
- U. Insuring agreement
- V. Constructive total loss
- W. Loss

Warranties

- X. Salvage
- Y. Risk
- Z. Hazard
- AA. Liberalization
- BB. Binder

## III. TEXAS STATUTES AND RULES PERTINENT TO PROPERTY AND CASUALTY ADJUSTING

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

### A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/hearing
- 4. Penalties

### B. Licensing requirements

Ref.: Ins.4101-.001, .002, .051-.054, 4101.057, 4101.059, 4101.061, 4101.101, 4101.202-203; TAC §§ 19.601-.602, 19.1001-.1018

- 1. Adjuster
- 2. Exemptions/exceptions

- 3. Continuing education
- 4. License denial, renewal, expiration
- 5. License termination, revocation, suspension

#### C. Marketing practices

Ref.: Ins. 542.001-.014, 542.051-061, 542.151-.154; TAC §§21.4, 21.201-.205

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. Misrepresentation

#### D. Adjuster practices, responsibilities, and duties

Ref.: Ins. 4102.163; TAC Ins § 19.602; General insurance text

# LIMITED LINES AGENT CONTENT OUTLINE

(50 scoreable questions)

This examination will test topics listed on the following content outline and is composed of fifty (50) four-option, multiple choice questions.

All references are to General insurance texts and forms, unless otherwise noted

#### I. INSURANCE TERMS AND RELATED CONCEPTS

- A. Risk
- B. Hazard
- C. Peril
- D. Loss
- E. Deductible
- F. Indemnity
- G. Limits of liability
- H. Extensions of coverage
- I. Subrogation
- J. Accident
- K. Fair Credit Reporting Act
- L. Implied/express authority

#### II. POLICY PROVISIONS

- A. Declarations/Schedule of Benefits
- **B.** Insuring Agreement
- C. Conditions
- D. Exclusions
- E. Definition of the insured
- F. Duties of the insured after a loss
- G. Proof of loss
- H. Appraisal

## III. TEXAS STATUTES AND RULES PERTINENT TO LIMITED LINES

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 31.001, 31.002, 31.021, 201.004, 404.051-.053, 481.001-.009, 491.051, 491.052, 521.003-.004, 4001.005, 38.001, 86.001-.002, 401.051-.062, 82.001-.056, 4005.102

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/Notice of hearing

TEXAS Insurance Supplement - Examination Content Outlines

#### 4. Penalties

#### B. Insurance definitions

Ref.: Ins. 801.051-.053; General insurance text; TAC §15.2

- 1. Certificate of authority
- 2. Transacting insurance
- 3. Foreign, domestic, alien
- 4. Stock, mutual

#### C. Licensing requirements

Ref.: Ins. 981.201-.222, 4001.003, 4001.006, 4001.051, 4001.102-.106, 4001.151-.156, 4001.254, 4003.001, 4003.004, 4003.006-.007,4004.051-.054, 4005.101-.102, 4005.105, 4051.051-.054, 4051.101-.102, 4051.401-.404, 4051.151-.152, 4051.201-.206, 4052-001.101, 4054-301-.304, 4053.001-.152, 4054.001-.304, 4054-.101-.103, 4056.001.-.004; TAC §§ 19.1001-.1030

- 1. Types
  - a. Agent/Agency
  - b. Nonresident agent
  - c. Temporary
  - d. Limited license
- 2. Exemptions/exceptions
- 3. Appointment/contract
- 4. Continuing education
- 5. License denial, renewal, expiration
- 6. License termination, revocation, suspension

#### D. Marketing practices

Ref.: Ins. 541.051-.054, 541.056-.057, 541.060-.061, 542.001-.014, 701.001-.154, 1806.001-.007, 4001.104, 4005.053(c), 4005.101; TAC §§21.4, 21.201-.205, 21.115

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. False advertising
  - c. Misrepresentation
  - d. Defamation
  - e. Controlled business
  - f. Rebating
  - g. Discrimination
  - h. Fraud
  - i. Boycott, coercion, intimidation

#### 2. Ethics

Ref.: General insurance text

#### E. Agent duties/responsibilities

Ref.: Ins. 4001.157, 4005.053-.054

- 1. Fiduciary capacity
- 2. Commission sharing

# PUBLIC INSURANCE ADJUSTER CONTENT OUTLINE

(100 scoreable questions)

This examination will test topics listed on the following content outline and is composed of one hundred (100) four-option, multiple choice questions. All references are to General insurance texts and forms, unless otherwise noted

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

#### A. Standard fire policy

Ref.: 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. Replacement costs

#### B. Auto liability

- 1. Personal
- 2. Coverage
- 3. PAP

#### C. Personal lines coverage

- 1. Dwelling and contents
- 2. Homeowners forms/coverages
  - a. Policy provisions
  - b. Replacement costs
  - c. Appraisal
  - d. Optional provisions
  - e. Special limits of liability
  - f. Proof of loss
- 3. General property forms
  - a. ISO, HO-B, HO-C

#### D. Commercial lines coverage

- 1. Commercial property forms
  - a. Commercial property and buildings
  - b. Causes of loss
- 2. Commercial Package Policy (CPP)
- Boiler and Machinery (includes small Boiler and Machinery)
- 4. Businessowners policy
- 5. Commercial and Special Multi-peril
- 6. Cargo

#### E. Inland Marine

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

#### F. Ocean Marine

# G. Additional coverages, exclusions, and extensions

- 1. Business Interruption
- 2. Time Element
- 3. Law and Ordinance exclusion
- 4. Law and Ordinance coverage
- 5. Valuable Papers and records
- 6. Garagekeepers liability
- 7. Aviation
- 8. Umbrella
- 9. Yacht
- 10. Coinsurance

## H. Bonds

#### II. INSURANCE TERMS AND RELATED CONCEPTS

- A. Peril
- B. Waiver/non-waiver agreement
- C. Insurance, insurance contracts, and insurable interest
- D. Estoppel
- E. Proof of loss
- F. Depreciation
- G. Deductible
- H. Liability/Limits of liability
- I. Valued policy
- J. Appraisal
- K. Actual cash value, fair market value
- L. Robbery
- M. Burglary and theft
- N. Agreed value
- O. Replacement cost
- P. Indemnity
- Q. Damages
- R. Subrogation
- S. Other insurance
- T. Arbitration
- U. Insuring agreement
- V. Constructive total loss
- W. Loss
- X. Salvage
- Y. Risk
- Z. Hazard
- AA. Liberalization

## III. TEXAS STATUTES AND RULES PERTINENT TO PUBLIC INSURANCE ADJUSTING

All references are to the Texas Insurance Code (Ins.) or the Texas Administrative Code (TAC), unless otherwise noted

#### A. Commissioner of Insurance

Ref.: Ins. 4101.052-.055, 4101.057, 4101.203-.204, 4102.001, 4102.110; TAC §19.601

- 1. General powers and duties
- 2. Examination of records
- 3. Investigation/hearing
- 4. Penalties

### B. Licensing requirements

Ref.: Ins. 4102-.001, .002, 4102.051, 4102.064, 4102.101-.103, 4102.109, 4102.152, 4102.201, 4103.156; TAC §§19.1001-.016; TAC §19.701-713

- 1. Public Insurance Adjuster
- 2. Exemptions/exceptions
- 3. Continuing education
- 4. License denial, renewal, expiration
- 5. License termination, revocation, suspension, cease and desist

#### C. Marketing practices

Ref.: Ins. 541.051, 541.062, 542.001-.014; TAC §\$21.201-.205, 21.4

- 1. Unfair/Prohibited trade practices
  - a. Claims methods and practices
  - b. Misrepresentation

# D. Public Insurance Adjuster practices, responsibilities, and duties

Ref. Ins. 4102.005, .151; TAC 19.708, 19.713; General insurance text

- 1. Unauthorized practice of law
- 2. Disclosures
- 3. Consumer rights
- 4. Ethics