

LIFE-GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms and Concepts

(50 scoreable questions plus 10 pretest questions)

- I. **TYPES OF POLICIES** 9
 - A. **Traditional whole life products**
 - 1. Ordinary (straight) life
 - 2. Limited-pay and single-premium life
 - 3. Adjustable life
 - B. **Interest-sensitive life products**
 - 1. Universal life
 - 2. Variable whole life
 - 3. Variable universal life
 - 4. Interest-sensitive whole life
 - C. **Term life**
 - 1. Level, decreasing, and increasing term
 - 2. Special features
 - a. Renewable
 - b. Convertible
 - D. **Annuities**
 - 1. Single, level, and flexible premium
 - 2. Immediate and deferred
 - 3. Fixed and variable
 - 4. Equity index
 - E. **Combination plans and variations**
 - 1. Joint life
 - 2. Survivorship life
- II. **POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS**..... 21
 - A. **Policy riders**
 - 1. Waiver of premium and waiver of premium with disability income
 - 2. Guaranteed insurability
 - 3. Payor benefit
 - 4. Accidental death and/or accidental death and dismemberment
 - 5. Term riders
 - 6. Other insureds (e.g., spouse, children, nonfamily)
 - 7. Cost of living
 - B. **Policy provisions and options**
 - 1. Entire contract
 - 2. Insuring clause
 - 3. Free look
 - 4. Consideration
 - 5. Owner's rights
 - 6. Beneficiary designations
 - a. Primary and contingent
 - b. Revocable and irrevocable
 - c. Changes
 - d. Common disaster
 - e. Minor beneficiaries
 - 7. Premium Payment
 - a. Modes
 - b. Grace period
 - c. Automatic premium loan
 - d. Level or flexible
- III. **COMPLETING THE APPLICATION, UNDERWRITING, AND DELIVERING THE POLICY** 12
 - A. **Completing the application**
 - 1. Required signatures
 - 2. Changes in the application
 - 3. Consequences of incomplete applications
 - 4. Warranties and representations
 - 5. Collecting the initial premium and issuing the receipt
 - 6. Replacement
 - 7. Disclosures at point of sale (i.e. HIPAA, HIV consent)
 - B. **Underwriting**
 - 1. Insurable interest
 - 2. Medical information and consumer reports
 - 3. Fair Credit Reporting Act
 - 4. Risk classification
 - C. **Delivering the policy**
 - 1. When coverage begins
 - 2. Explaining the policy and its provisions, riders, exclusions, and ratings to the client
 - D. **Do Not Call List**
- 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. **Business insurance**
 - E. **Social Security benefits and taxes**
 - F. **Tax treatment of insurance premiums, proceeds, dividends**
 - 1. Individual life
 - 2. Group life
 - 3. Modified Endowment Contracts (MECs)
 - G. **Accelerated Death Benefits—Living Benefits**
 - H. **Endowments**

LIFE-STATE SPECIFIC CONTENT OUTLINE

State Statutes, Rules, and Regulations

(28 scoreable questions plus 4 pretest questions)

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

I. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE.....	13
A. License Regulations.....	5
1. Persons required to be licensed and responsibilities	
a. Producer/Agent and Broker	
b. Producer/Consultant	
<i>Ref: 1702 (i)</i>	
2. License requirements	
a. Fees and application	
b. Prerequisites	
c. Written examinations and exemptions	
d. Exemptions from licensing	
e. Insurer's appointment	
3. Authority	
a. Definitions	
<i>Ref: 902-908</i>	
b. License requirements	
<i>Ref: Title 18 Chapter 17</i>	
c. Lines of authority	
d. Termination of appointment	
4. Notice of address change	
5. Continuing education	
<i>Ref: Regulation 504</i>	
B. Marketing Practices.....	5
1. Duties of licensed personnel	
2. Record keeping	
3. Compensation of licensees	
4. Termination, suspension, fines	
C. Insurance Commissioner.....	3
1. Election and term	
<i>Ref: 301</i>	
2. General powers and duties	
<i>Ref: 309, 310, 311</i>	
3. Examination of insurers and producers	
<i>Ref: 318, 319, 322, 2306</i>	
4. Hearings	
<i>Ref: 323, 327, 328, 2307</i>	
5. Cease and desist orders and penalties	
<i>Ref: 2308, 2311</i>	
6. General penalties	
<i>Ref: 106, 1712</i>	
II. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS COMMON TO BOTH LIFE AND HEALTH INSURANCE.....	5
A. Credit Life and Health	
<i>Ref: 3702-3706, 3713, Regulation 1901</i>	

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

III. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS PERTINENT TO LIFE INSURANCE ONLY	10
A. Life insurance standard provisions	
<i>Ref: 2901-2915</i>	
B. Annuity and endowment contracts standard provisions	
<i>Ref: 2918-2924</i>	
C. Standard Nonforfeiture Law	
<i>Ref: 2929</i>	
D. Prohibited policies	
<i>Ref: 2933</i>	
E. Policy replacement	
<i>Ref: Regulation 1204</i>	
F. Life insurance solicitation	
<i>Ref: Regulation 1203</i>	
G. Group life insurance	
1. Types of groups	
<i>Ref: 3101, 3106, 3107, 3109, 3110</i>	
2. Dependent coverage	
<i>Ref: 3111</i>	
3. Required provisions	
<i>Ref: 3111 through 3125</i>	
4. Employee life insurance	
<i>Ref: 3102</i>	

DELAWARE ETHICS CONTENT OUTLINE

State Statutes, Rules, and Regulations

(25 scoreable questions plus 4 pretest questions)

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

I. INSURANCE ETHICS	
A. Definitions	
1. Market Conduct	
2. Authority	
a. Express	
b. Implied	
c. Apparent	
3. Agency versus individual licensee	
<i>Ref: Title 18 Chapter 17</i>	
4. Suitability	
5. Ethical behavior and good moral standards	
B. Market Conduct examination	
C. Binding coverage	
D. Disclosure letters and forms	
E. Errors and Omissions insurance	
F. Unfair practices	
<i>Ref: 2303, 2304, 2305, 2315, 2316, Regulation 902</i>	
1. Twisting	

2. Churning
 3. Commingling
 4. Misrepresentation
 5. Defamation
 6. Coercion and intimidation
Ref: 2304(4)
 7. Unfair discrimination
 8. Rebating
 9. Unfair claims settlement practices
Ref: Chapter 23
 10. Coercion of debtors
Ref: 2305(a)
 11. Publicized Founded Complaints
Ref: 907
- G. Insurance fraud and Fraud Prevention Bureau**
Ref: Chapter 24
- H. Advertisement procedures**
- I. Privacy**
- J. Conflict of issues and producer's responsibilities**

- F. Long Term Care**
1. Individual LTC contracts
 2. Group/voluntary LTC contracts
 3. Service days vs. calendar days
- G. Cancer (for specified diseases) plans**
- H. Critical illness plans**
- I. Worksite (employer-sponsored) Plans**

II. POLICY PROVISIONS, CLAUSES, AND RIDERS20

- A. Mandatory provisions**
1. Entire contract
 2. Time limit on certain defenses (incontestable)
 3. Grace period
 4. Reinstatement
 5. Notice of claim
 6. Claim forms
 7. Proof of loss
 8. Time of payment of claims
 9. Payment of claims
 10. Physical examination and autopsy
 11. Legal actions
 12. Change of beneficiary
- B. Optional provisions**
1. Change of occupation
 2. Misstatement of age
 3. Illegal occupation
- C. Other provisions and clauses**
1. Insuring clause
 2. Free look (10-day, 20-day, etc.)
 3. Consideration clause
 4. Probationary period
 5. Elimination period
 6. Waiver of premium
 7. Exclusions
 8. Preexisting conditions
 9. Recurrent disability
 10. Coinsurance
 11. Deductibles
 12. Eligible expenses
 13. Copayments
 14. Pre-authorizations and prior approval requirements
 15. Usual, reasonable, and customary (URC) charges
 16. Lifetime, annual or per cause maximum benefit limits
- D. Riders**
1. Impairment rider
 2. Guaranteed insurability rider
 3. Multiple indemnity rider (double, triple)
- E. Rights of renewability**
1. Noncancelable
 2. Cancelable
 3. Guaranteed renewable
 4. Conditionally renewable
 5. Optionally renewable
 6. Period of time for renewal

**HEALTH-GENERAL KNOWLEDGE
CONTENT OUTLINE**

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

- I. TYPES OF POLICIES 14**
- A. Disability income**
1. Individual disability income policy
 2. Business overhead expense policy
 3. Business disability buyout policy
 4. Group disability income policy
 5. Key employee/partner policies
- B. Accidental death and dismemberment**
- C. Medical expense insurance**
1. Basic hospital, medical, and surgical policies
 2. Major medical policies
 3. Comprehensive major medical policies
 4. Health Maintenance Organizations (HMOs)
 5. Preferred provider organizations (PPOs)
 6. Service organizations (Blue Plans)
 7. Point of Service (POS) plans
 8. Medical Savings Accounts (MSAs)
 9. Flexible Spending Accounts (FSAs)
 10. Health Reimbursement Accounts (HRAs)
 11. High Deductible Health Plans (HDHPs) and related Health Savings Accounts (HSAs)
 12. Consumer Driven Health Plans (CDHPs)
- D. Medicare supplement policies**
- E. Group insurance**
1. Group conversion
 2. Differences between individual and group contracts
 3. General concepts
 4. COBRA
 5. HIPAA

III. SOCIAL INSURANCE	3
A. Medicare	
1. Primary, secondary payor	
2. Medicare parts A,B,C,D	
B. Medicaid	
C. Social Security benefits	
IV. OTHER INSURANCE CONCEPTS	4
A. Total, partial, and residual disability	
B. Owner's rights	
C. Dependent children benefits	
D. Primary and contingent beneficiaries	
E. Modes of premium payments (annual, semiannual, etc.)	
F. Nonduplication and coordination of benefits (e.g., primary vs. excess)	
G. Occupational vs. nonoccupational	
H. Tax treatment of premiums and proceeds of insurance contracts (e.g., disability income and medical expenses, etc.)	
I. Managed care	
J. Workers Compensation	
K. Subrogation	
V. FIELD UNDERWRITING PROCEDURES	9
A. Completing application and obtaining necessary signatures	
B. Explaining sources of insurability information (e.g., MIB Report, Fair Credit Reporting Act, etc.)	
C. Initial premium payment and receipt and consequences of the receipt (e.g. medical examination, etc.)	
D. Submitting application (and initial premium if collected) to company for underwriting	
E. Assuring delivery of policy and related documents to client	
F. Explaining policy and its provisions, riders, exclusions, and ratings to clients	
G. Replacement	
H. Contract law	
1. Requirements of forming a contract	
2. Insurable interest	
3. Warranties and representations	
4. Unique aspects of the health contract	
a. Conditional	
b. Unilateral	
c. Adhesion	

ACCIDENT & HEALTH- STATE SPECIFIC CONTENT OUTLINE

State Statutes, Rules, and Regulations

(30 scoreable questions plus 11 pretest questions)

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

I. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE	13
A. LICENSE REGULATIONS	5
1. Persons required to be licensed and responsibilities	
a. Producer/Agent and Broker	
b. Producer/Consultant	
<i>Ref: 1702 (i)</i>	
2. License requirements	
a. Fees and application	
b. Prerequisites	
c. Written examinations and exemptions	
d. Exemptions from licensing	
e. Insurer's appointment	
3. Authority	
a. Definitions	
<i>Ref: 902-908</i>	
b. License requirements	
<i>Ref: Title 18 Chapter 17</i>	
c. Lines of authority	
d. Termination of appointment	
4. Notice of address change	
5. Continuing education	
<i>Ref: Regulation 504</i>	
B. Marketing Practices	5
1. Duties of licensed personnel	
2. Record keeping	
3. Compensation of licensees	
4. Termination, suspension, fines	
C. Insurance Commissioner	3
1. Election and term	
<i>Ref: 301</i>	
2. General powers and duties	
<i>Ref: 309, 310, 311</i>	
3. Examination of insurers and producers	
<i>Ref: 318, 319, 322, 2306</i>	
4. Hearings	
<i>Ref: 323, 327, 328, 2307</i>	
5. Cease and desist orders and penalties	
<i>Ref: 2308, 2311</i>	
6. General penalties	
<i>Ref: 106, 1712</i>	
II. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS COMMON TO BOTH LIFE AND HEALTH INSURANCE	5

- A. Credit Life and Health**
Ref: 3702-3706, 3713, Regulation 1901
- B. Life and Health Guaranty Association Act**
Ref: 4401, 18 Del. C. Chapter 44

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

- A. Individual Health insurance required provisions**
Ref: 3301-3316, 3335, 3336
- B. Individual Health insurance optional provisions**
Ref: 3317, 3325
- C. Individual accident and health minimum standards**
Ref: Regulation 1304
- D. Group and blanket health insurance**
 - 1. Definitions
 - 2. Required provisions
Ref: 3501- 3566
 - 3. Small employer health insurance
Ref: Chapter 72, Regulation 1308
- E. Long Term Care**
Ref: Chapter 71, Regulation 1404
- F. Medicare Supplement**
Ref: Chapter 34, Regulation 1501
- G. AIDS related testing**
Ref: Chapter 74, Regulation 1209

- 2. Churning
- 3. Commingling
- 4. Misrepresentation
- 5. Defamation
- 6. Coercion and intimidation
Ref: 2304(4)
- 7. Unfair discrimination
- 8. Rebating
Ref: Chapter 23
- 9. Unfair claims settlement practices
Ref: 2305(a)
- 10. Coercion of debtors
Ref: 907
- 11. Publicized Founded Complaints
Ref: 907
- G. Insurance fraud and Fraud Prevention Bureau**
Ref: Chapter 24
- H. Advertisement procedures**
- I. Privacy**
- J. Conflict of issues and producer’s responsibilities**

**DELAWARE ETHICS
CONTENT OUTLINE**

State Statutes, Rules, and Regulations

(25 scoreable questions plus 4 pretest questions)

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 - A. Definitions**
 - 1. Market Conduct
 - 2. Authority
 - a. Express
 - b. Implied
 - c. Apparent
 - 3. Agency versus individual licensee
Ref: Title 18 Chapter 17
 - 4. Suitability
 - 5. Ethical behavior and good moral standards
 - B. Market Conduct examination**
 - C. Binding coverage**
 - D. Disclosure letters and forms**
 - E. Errors and Omissions insurance**
 - F. Unfair practices**
Ref: 2303, 2304, 2305, 2315, 2316, Regulation 902
 - 1. Twisting

**PROPERTY-GENERAL KNOWLEDGE
CONTENT OUTLINE**

Product Knowledge, Terms and Concepts

(50 scoreable questions plus 10 pretest questions)

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

- I. TYPES OF POLICIES25**
 - A. Personal lines**
 - 1. Dwelling and contents (DP forms)
 - 2. Homeowners (HO forms)
 - 3. Mobile Homes
 - B. Commercial lines**
 - 1. Commercial property
 - a. Commercial building and personal property form
 - b. Causes of loss forms
 - c. Business income
 - d. Extra expense
 - 2. Commercial Package Policy (CPP)
 - 3. Boiler and machinery coverage forms
 - 4. Businessowners Policy (BOP)
 - C. Inland marine**
 - 1. Personal floaters
 - 2. Commercial floaters
 - 3. Nationwide Definition
 - D. Others**
 - 1. Flood
 - 2. Earthquake
- II. INSURANCE TERMS AND RELATED CONCEPTS.....14**
 - A. Insurance**
 - B. Insurable interest**

C. Risk		c. Limited Lines producer	
D. Hazard		d. Producer/Consultant	
E. Peril		<i>Ref: 1702(i)</i>	
F. Loss		2. License requirements	
1. Direct		a. Fees and application	
2. Indirect		b. Prerequisites	
G. Proximate cause		c. Special qualifications	
H. Deductible		d. Written examinations and exemptions	
I. Indemnity		e. Exemptions from licensing	
J. Actual cash value		f. Insurer's appointment	
K. Replacement cost		3. Authority	
L. Limits of liability		a. Definitions	
M. Coinsurance/Insurance to value		<i>Ref: 902-908</i>	
N. Accident		b. License requirements	
O. Occurrence		<i>Ref: Title 18 Chapter 17</i>	
P. Cancellation		c. Lines of authority	
Q. Nonrenewal		d. Termination of appointment	
R. Vacancy and unoccupancy		4. Notice of address change	
S. Liability		5. Continuing education	
T. Negligence		<i>Ref: Regulation 504</i>	
III. POLICY PROVISIONS AND CONTRACT LAW 11		B. Marketing Practices5	
A. Declarations		1. Duties of licensed personnel	
B. Insuring agreement		2. Record keeping	
C. Conditions		3. Compensation of licensees	
D. Exclusions		4. Termination, suspension, fines	
E. Definition of the insured		C. Insurance Commissioner 3	
F. Duties of the insured		1. Election and term	
G. Obligations of the insurance company		<i>Ref: 301</i>	
H. Mortgagee rights		2. General powers and duties	
I. Proof of loss		<i>Ref: 309, 310, 311</i>	
J. Notice of claim		3. Examination of insurers and producers	
K. Appraisal		<i>Ref: 318, 319, 322, 2306</i>	
L. Other Insurance Provision		4. Hearings	
M. Assignment		<i>Ref: 323, 327, 328, 2307</i>	
N. Subrogation		5. Cease and desist orders and penalties	
O. Elements of a contract		<i>Ref: 2308, 2311</i>	
P. Warranties, representations, and concealment		6. General penalties	
Q. Binders		<i>Ref: 106</i>	
R. Sources of insurability information		II. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS COMMON TO BOTH PROPERTY AND CASUALTY INSURANCE.....5	
S. Fair Credit Reporting Act		A. Surplus Lines Broker	

**PROPERTY-STATE SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules, and Regulations

(23 questions plus 5 pretest questions)

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

I. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE. 13	
A. License Regulations 5	
1. Persons required to be licensed and responsibilities	
a. Producer/Agent and Broker	
b. Surplus lines broker	

1. Definitions	
<i>Ref: Chapters 17 & 19</i>	
2. Conditions for procurement	
<i>Ref: Chapter 19</i>	
3. Risks insured	
<i>Ref: Chapter 19</i>	
4. Endorsement of policy	
<i>Ref: Chapter 19</i>	
5. Liability of insurer	
<i>Ref: Chapter 19</i>	
6. License suspension, revocation	
<i>Ref: Chapter 19</i>	
7. Records and annual statement	
<i>Ref: Chapter 19</i>	
8. Broker's affidavit	

Ref: Chapter 19

B. Consent of rate filings

Ref: Regulation 1901

C. Waiver of filing requirements

Ref: Regulation 1903

D. Fiduciary accounts

Ref: Chapter 17

E. Guaranty Association Act

Ref: 4201–4206; 4208

F. Premium financing

1. Definitions

Ref: 4801

2. Licensing

Ref: 4802

3. Form of agreement

Ref: 4806

G. Credit Scoring for Underwriting

Ref: Title 18, Chapter 83, Reg 906

1. Purpose

2. Scope

3. Applicability

4. Written notice to consumers

5. Prohibited practices

III. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE ONLY..... 5

A. Delaware FAIR Plan

Ref: Chapter 41

1. Purpose and definitions

Ref: 4103, 4104

2. Eligibility

3. Coverage available

4. Limits of coverage

5. Effective date of coverage

6. Binding authority of producers

B. Declinations, renewal, and cancellation of Property insurance contracts

1. Definitions

Ref: 4121

2. Notification and reasons for declination, non-renewal, and termination

Ref: 4122, Regulation 703

3. Permissible cancellations

Ref: 4123

4. Prohibited practices

Ref: 4124

5. Enforcement

Ref: 4125

6. Disclosures

Ref: Regulation 702

C. National Flood Insurance Program

Ref: National Flood Insurance Program, Regulation 702

1. Definitions

2. Policies and Products Available

3. Who needs flood insurance

4. Flood Maps and Zone Determinations

5. General Rules

6. Claims Handling Process

7. Write Your Own Company

DELAWARE ETHICS CONTENT OUTLINE

State Statutes, Rules, and Regulations

(25 scoreable questions plus 2 pretest questions)

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

I. INSURANCE ETHICS

A. Definitions

1. Market Conduct

2. Authority

a. Express

b. Implied

c. Apparent

3. Agency versus individual licensee

Ref: Title 18 Chapter 17

4. Suitability

5. Ethical behavior and good moral standards

B. Market Conduct examination

C. Binding coverage

D. Disclosure letters and forms

E. Errors and Omissions insurance

F. Unfair practices

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

1. Twisting

2. Churning

3. Commingling

4. Misrepresentation

5. Defamation

6. Coercion and intimidation

Ref: 2304(4)

7. Unfair discrimination

8. Rebating

9. Unfair claims settlement practices

Ref: Chapter 23

10. Coercion of debtors

Ref: 2305(a)

11. Publicized Founded Complaints

Ref: 907

G. Insurance fraud and Fraud Prevention Bureau

Ref: Chapter 24

H. Advertisement procedures

I. Privacy

J. Conflict of issues and producer's responsibilities

CASUALTY-GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms and Concepts

(50 scoreable questions plus 10 pretest questions)

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

I. TYPES OF POLICIES, BONDS, AND RELATED TERMS 23

A. Commercial general liability

1. Basic Hazards
 - a. Premises and Operations
 - b. Products and Completed Operations
 - c. Independent Contractors
 - d. Contractual
2. Commercial General Liability Coverage Forms
 - a. Coverage A: Bodily Injury and Property Damage Liability
 - (1) Occurrence
 - (2) Claims Made
 - (a) Extended Reporting Periods: Basic and Supplemental
 - (b) Retroactive Date
 - b. Coverage B: Personal Injury and Advertising Injury
 - c. Coverage C: Medical Payments
 - d. Supplemental Payments
 - e. Who is an insured
 - f. Limits
 - g. Conditions (The candidate also should be familiar with ISO's Common Policy Conditions)
 - h. Definitions

B. Automotive: personal auto and business (commercial) auto

1. Liability
2. Medical Payments
3. Physical damage (collision and other than collision/comprehensive)
4. Uninsured motorists
5. Underinsured motorists
6. Who is an insured
7. Types of Auto
 - a. Owned
 - b. Non-owned
 - c. Hired
 - d. Temporary Substitute
8. Garage Coverage Form, including Garagekeepers insurance

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

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

1. Standard policy concepts
 2. Work-related vs. non-work-related
 3. Other states' insurance
- D. Crime**
1. Employee theft
 2. Inside the premises-Theft of Money and securities
 3. Inside the premises-Robbery or Safe Burglary of Other Property
 4. Inside the premises-Robbery or Burglary of Other Property
- E. Surety Bonding**
1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety

F. Professional liability

1. Errors and Omissions

G. Umbrella/Excess liability

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

A. Risk

B. Hazard

C. Indemnity

D. Insurable interest

E. Actual cash value

F. Negligence

G. Liability

H. Accident

I. Occurrence

J. Burglary

K. Robbery

L. Theft

M. Mysterious disappearance

N. Binders

O. Warranties

P. Representations

Q. Concealment

R. Bodily injury liability

S. Property damage liability

T. Personal injury liability

U. Limits of liability

V. Deductibles

W. Insured contract

X. Deposit Premium/Audit

Y. Certificate of Insurance

III. POLICY PROVISIONS..... 12

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions

E. Definition of the insured

F. Duties of the insured after a loss

G. Cancellation and nonrenewal provisions

H. Additional (supplementary) payments

I. Proof of loss

J. Notice of claim

- K. Arbitration
- L. Other insurance
- M. Subrogation
- N. Compliance with provisions of Fair Credit Reporting Act
- O. Claims made policy form
- P. Salvage
- Q. Loss settlement provisions including consent to settle a loss

- 3. Examination of insurers and producers
Ref: 318, 319, 322, 2306
- 4. Hearings
Ref: 323, 327, 328, 2307
- 5. Cease and desist orders and penalties
Ref: 2308, 2311
- 6. General penalties
Ref: 106

CASUALTY-STATE SPECIFIC CONTENT OUTLINE

State Statutes, Rules, and Regulations

(33 scoreable questions plus 7 pretest questions)

Ref: All references are to sections in Title 18, Chapter 17

unless otherwise noted

- I. **DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO LIFE, ACCIDENT AND HEALTH, PROPERTY AND CASUALTY INSURANCE..... 13**
 - A. **License Regulations..... 5**
 - 1. Persons required to be licensed and responsibilities
 - a. Producer/Agent and Broker
 - b. Surplus lines broker
 - c. Limited Lines producer
 - d. Producer/Consultant
Ref: 1702 (i)
 - 2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Special qualifications
 - d. Written examinations and exemptions
 - e. Exemptions from licensing
 - f. Insurer's appointment
 - 3. Authority
 - a. Definitions
Ref: 902-908
 - b. License requirements
Ref: Title 18 Chapter 17
 - c. Lines of authority
 - d. Termination of appointment
 - 4. Notice of address change
 - 5. Continuing education
Ref: Regulation 504
 - B. **Marketing Practices..... 5**
 - 1. Duties of licensed personnel
 - 2. Record keeping
 - 3. Compensation of licensees
 - 4. Termination, suspension, fines
 - C. **Insurance Commissioner..... 3**
 - 1. Election and term
Ref: 301
 - 2. General powers and duties
Ref: 309, 310, 311

II. **DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS COMMON TO BOTH PROPERTY AND CASUALTY INSURANCE.....5**

A. **Surplus Lines Broker**

- 1. Definitions
Ref: Chapter 17 and Ch. 19
- 2. Conditions for procurement
Ref: Chapter 19
- 3. Risks insured
Ref: Chapter 19
- 4. Endorsement of policy
Ref: Chapter 19
- 5. Liability of insurer
Ref: Chapter 19
- 6. License suspension, revocation
Ref: Chapter 19
- 7. Records and annual statement
Ref: Chapter 19
- 8. Broker's affidavit
Ref: Chapter 19

B. **Consent of rate filings**

Ref: Regulation 1901

C. **Waiver of filing requirements**

Ref: Regulation 1903

D. **Fiduciary accounts**

Ref: 1722

E. **Guaranty Association Act**

Ref: 4201-4206; 4208

F. **Premium financing**

- 1. Definitions
Ref: 4801
- 2. Licensing
Ref: 4802
- 3. Form of agreement
Ref: 4806

H. **Credit Scoring for Underwriting**

Ref: Title 18, Chapter 83, Reg 906

- 1. Purpose
- 2. Scope
- 3. Applicability
- 4. Written notice to consumers
- 5. Prohibited practices

III. **DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS PERTINENT TO CASUALTY INSURANCE ONLY 15**

A. **Delaware Motorist Protection Act**

Ref: Title 21, 2118, Regulations 603, 901

- 1. Required coverage and limits

2. Arbitration
Ref: Regulation 901
 3. Insurance ID card
Ref: Regulation 606
 4. Fines
Ref: Title 21, 2118(s)(1)
 5. Form A
Ref: Regulation 603
- B. Uninsured and Underinsured Motorists**
- Coverage**
Ref: 3902
1. Required coverage
 2. Option for additional coverage
- C. Cancellation and nonrenewal of auto insurance**
1. Reasons for
Ref: 3904
 2. Notice
Ref: 3905
 3. Hearing
Ref: 3906
 4. Exclusion of designated person
Ref: 3909
 5. Request for driving records
Ref: 3913
- D. Delaware Automobile Insurance Plan**
Ref: Delaware Automobile Insurance Plan
1. Producer and insurer responsibilities
 2. Eligibility
 3. Coverage and options
 4. Designation of carrier
 5. Binding authority
 6. Collection of placement fee
- E. Defensive driving course credit**
Ref: Regulation 607
- F. Private passenger automobile insurance rating information**
Ref: Regulation 1902
- G. Workers Compensation**
Ref: Title 19
1. Applicability
Ref: 2301, 2306
 2. Excluded employments
Ref: 2307
 3. Executive offices, sole proprietors, partners
Ref: 2308
 4. Requirement for insurance policy
 5. Minimum duration of incapacity
Ref: 2321
 6. Medical benefits required
Ref: 2322
 7. Compensation for total disability
Ref: 2324
 8. Compensation for partial disability
Ref: 2325
 9. Survivorship benefits
Ref: 2330
 10. Burial expenses
Ref: 2331
11. Deductible options Form B
Ref: Regulation 801
 12. Assigned Risk Plan
Ref: Title 18, 2527; Title 21, 2905
 13. Workplace safety
Ref: Regulation 802
 14. Worker's Compensation rating/classification
Ref: Title 18, 2602
 15. Terrorism Risk Insurance Act
Ref: Domestic and Foreign Insurance Bulletin
 16. Permanent Impairment and Disfigurement Settlements
Ref: Title 19

DELAWARE ETHICS CONTENT OUTLINE

State Statutes, Rules, and Regulations

(25 scoreable questions plus 2 pretest questions)

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

I. INSURANCE ETHICS

A. Definitions

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

B. Market Conduct examination

C. Binding coverage

D. Disclosure letters and forms

E. Errors and Omissions insurance

F. Unfair practices

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

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

G. Insurance fraud and Fraud Prevention Bureau

Ref: Chapter 24

H. Advertisement procedures

I. Privacy

J. Conflict of issues and producer's responsibilities

K. Limits of liability

L. Pair and set clause

M. Extensions of coverage

N. Additional coverages

O. Accident

P. Occurrence

Q. Vacancy and unoccupancy

R. Right of salvage

S. Abandonment

T. Liability

U. Negligence

V. Theft

W. Burglary

X. Robbery

Y. Mysterious disappearance

Z. Binders

AA. Bodily injury liability

BB. Property damage liability

CC. Personal injury liability

DD. Certificate of insurance

EE. Risk management

FF. Professional designations

PERSONAL LINES-GENERAL KNOWLEDGE

CONTENT OUTLINE

Product Knowledge, Terms, and Concepts

(75 questions plus 11 pretest questions)

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

A. Property: Personal lines

1. Dwelling and contents (DP forms)

2. Homeowners (HO forms)

B. Inland marine

1. Personal floaters

C. Other types of property policies

1. Flood

2. Personal Watercraft

3. Earthquake

4. Mobile Homes

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

A. Personal Automobile

1. Liability

2. Medical Payments

3. Physical damage (collision and other than collision)

4. Uninsured motorists

5. Underinsured motorists

6. Who is an insured

7. Types of Auto

a. Owned

b. Temporary Substitute

8. Use and Eligibility of Auto

B. Personal Liability

C. Umbrella/Excess Liability

D. Other Personal Exposures

1. Errors and Omissions

III. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS28

A. Insurable interest

B. Risk

C. Hazard

D. Peril

E. Loss

1. Direct

2. Indirect

F. Proximate cause

G. Deductible

H. Indemnity

I. Actual cash value

J. Replacement cost

IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW24

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions

E. Definitions

F. Duties of the insured after a loss

G. Obligations of the insurance company

H. Mortgagee rights

I. Proof of loss

J. Notice of claim

K. Appraisal

L. Other Insurance

M. Assignment

N. Subrogation

O. Elements of a contract

P. Sources of underwriting information

Q. Compliance with provisions of Fair Credit Reporting Act

R. Cancellation and Nonrenewal provisions

S. Additional (supplementary) payments

T. Loss settlement provisions including consent to settle a loss

U. Limitations

V. Representations and misrepresentations

W. Concealment

X. Arbitration

Y. Coinsurance

Z. Endorsements

AA. Premium Payments

BB. Effective dates of coverage

**PERSONAL LINES-STATE SPECIFIC
CONTENT OUTLINE**

State Laws, Rules, and Regulations

(28 questions plus 6 pretest questions)

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

I. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO LIFE, ACCIDENT AND HEALTH, PROPERTY, CASUALTY AND PERSONAL LINES INSURANCE 13

A. License Regulations..... 5

1. Persons required to be licensed and responsibilities
 - a. Producer/Agent and Broker
 - b. Limited Lines producer
 - c. Producer/Consultant
Ref: 1702 (i)
2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Special qualifications
 - d. Written examinations and exemptions
 - e. Exemptions from licensing
 - f. Insurer's appointment
3. Authority
 - a. Definitions
Ref: 902-908
 - b. License requirements
Ref: Title 18 Chapter 17
 - c. Lines of authority
 - d. Termination of appointment
4. Notice of address change
5. Continuing education
Ref: Regulation 504

B. Marketing Practices..... 5

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

C. Insurance Commissioner..... 3

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

II. DELAWARE STATUTES, RULES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE ONLY5

A. Delaware FAIR Plan
Ref: Chapter 41

1. Purpose and definitions
Ref: 4103, 4104
2. Eligibility
3. Coverage available
4. Limits of coverage
5. Effective date of coverage
6. Binding authority of producers

B. Declinations, renewal, and cancellation of Property insurance contracts

1. Definitions
Ref: 4121
2. Notification and reasons for declination, non-renewal, and termination
Ref: 4122, Regulation 703
3. Permissible cancellations
Ref: 4123
4. Prohibited practices
Ref: 4124
5. Enforcement
Ref: 4125
6. Disclosures
Ref: Regulation 702

C. National Flood Insurance Program
Ref: National Flood Insurance Program, Regulation 702

1. Definitions
2. Policies and Products Available
3. Who needs flood insurance
4. Flood Maps and Zone Determinations
5. General Rules
6. Claims Handling Process
7. Write Your Own Company

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

A. Delaware Motorist Protection Act
Ref: Title 21, 2118, Regulations 603, 901

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

B. Uninsured and Underinsured Motorists Coverage
Ref: 3902

1. Required coverage
2. Option for additional coverage

C. Cancellation and nonrenewal of auto insurance

1. Reasons for

- Ref: 3904*
- 2. Notice
Ref: 3905
- 3. Hearing
Ref: 3906
- 4. Exclusion of designated person
Ref: 3909
- 5. Request for driving records
Ref: 3913

D. Delaware Automobile Insurance Plan

Ref: Delaware Automobile Insurance Plan

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

E. Defensive driving course credit

Ref: Regulation 607

F. Private passenger automobile insurance rating information

Ref: Regulation 1902

**DELAWARE ETHICS
CONTENT OUTLINE**

State Statutes, Rules, and Regulations

(25 scoreable questions plus 4 pretest questions)

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

I. INSURANCE ETHICS

A. Definitions

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

B. Market Conduct examination

C. Binding coverage

D. Disclosure letters and forms

E. Errors and Omissions insurance

F. Unfair practices

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

- 1. Twisting
- 2. Churning
- 3. Commingling
- 4. Misrepresentation
- 5. Defamation
- 6. Coercion and intimidation

Ref: 2304(4)

- 7. Unfair discrimination
- 8. Rebating
- 9. Unfair claims settlement practices
Ref: Chapter 23
- 10. Coercion of debtors
Ref: 2305(a)
- 11. Publicized Founded Complaints
Ref: 907

G. Insurance fraud and Fraud Prevention Bureau

Ref: Chapter 24

H. Advertisement procedures

I. Privacy

J. Conflict of issues and producer's responsibilities

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

(50 scoreable questions)

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

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

A. Standard Fire Policy

Ref: New York Standard Fire Policy

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

B. Personal lines

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

C. Commercial lines

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

- 5. Law and Ordinance Coverage
 - 6. Condominium Association Coverage Form
 - D. Inland marine**
 - 1. Personal floaters
 - 2. Commercial floaters
 - 3. Nationwide Definition
 - 4. Builders' Risk coverage
 - 5. Transportation coverage
 - 6. Electronic Data Processing (EDP) coverage
 - E. Others**
 - 1. Aviation
 - 2. National Flood Insurance Program
 - 3. Personal Watercraft
 - 4. Commercial Ocean Marine
 - 5. Earthquake
 - 6. Terrorism
 - F. Additional Coverages and Exclusions**
 - 1. Business Interruption
 - 2. Time Element
 - 3. Valuable Papers and Records
 - G. Crime**
 - 1. Employee Theft
 - 2. Inside the Premises-Theft of Money and Securities
 - 3. Inside the Premises-Robbery or Safe Burglary of Other Property
 - 4. Inside the Premises - Robbery or Burglary of Other Property
 - 5. Definitions
 - a. Custodian
 - b. Messenger
 - c. Guard or watchperson
 - H. Surety Bonding**
 - 1. Definitions
 - a. Obligee
 - b. Principal
 - c. Surety
- II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW**
- A. Declarations**
 - B. Insuring agreement**
 - C. Conditions**
 - D. Exclusions**
 - E. Definition of the insured**
 - F. Duties of the insured after a loss**
 - G. Obligations of the insurance company**
 - H. Mortgagee rights**
 - I. Proof of loss**
 - J. Notice of claim**
 - K. Appraisal**
 - L. Other Insurance**
 - M. Assignment**
 - N. Subrogation**
 - O. Elements of a contract**
 - P. Sources of underwriting information**
 - Q. Compliance with provisions of Fair Credit Reporting Act**
 - R. Cancellation and Nonrenewal provisions**
 - S. Additional (supplementary) payments**
 - T. Loss settlement provisions including consent to settle a loss**
 - U. Limitations**
 - V. Representations and misrepresentations**
 - W. Concealment**
 - X. Arbitration**
 - Y. Coinsurance**
 - Z. Endorsements**
 - AA. Warranties**
 - BB. Replacement Cost**
 - CC. Fraud**
- III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS**
- Ref: Fundamentals of Risk and Insurance by Emmett and Therese Vaughn (Wiley), Businessowners Policy Coverage by George Krauss and Commercial Property Coverage Guide by Hillman & McCracken (National Underwriter), Property Loss Adjusting (James Markham (IIA), BHM Insurance Services*
- A. Insurable interest**
 - B. Risk**
 - C. Hazard**
 - 1. Physical
 - 2. Moral
 - 3. Morale
 - 4. Legal
 - D. Peril**
 - E. Loss**
 - 1. Direct
 - 2. Indirect
 - F. Proximate cause**
 - G. Deductible**
 - H. Indemnity**
 - I. Actual cash value**
 - J. Replacement cost**
 - K. Limits of liability**
 - L. Pair and set clause**
 - M. Extensions of coverage**
 - N. Additional coverages**
 - O. Accident**
 - P. Occurrence**
 - Q. Vacancy and unoccupancy**
 - R. Right of salvage**
 - S. Abandonment**
 - T. Liability**
 - U. Negligence**
 - V. Theft**
 - W. Burglary**
 - X. Robbery**
 - Y. Mysterious disappearance**
 - Z. Binders**
 - AA. Apportionment clause**
 - BB. Tariff Liability**
 - CC. Waiver/Non-Waiver Agreement**
 - DD. Value Policy**

- EE. Estoppel
- FF. Reservation of Rights

IV. PUBLIC ADJUSTER

A. Loss Report

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

B. Loss/Damage Valuation

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

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

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

A. Definitions

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

B. Marketing Practices

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

C. Insurance Commissioner

Ref: Chapter 3 unless otherwise specified

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

VI. INSURANCE ETHICS

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulations 26 and 84, Ethics (Bisys), Ethical Practices (Bisys), Ethics for the Insurance Professional (Kaplan), Ethics For the Field of Insurance (Cape Education, Inc.), The Claims Environment (Edited by James Markham IIA) and BHM Insurance Services.

A. Definitions

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

B. Market Conduct examination

C. Disclosure letters and forms

D. Errors and Omissions insurance

E. Unfair practices

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

F. Insurance fraud and Fraud Prevention Bureau

G. Privacy

H. Conflict of issues

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

DELAWARE CASUALTY ADJUSTER CONTENT OUTLINE

(50 scoreable questions)

I. TYPES OF POLICIES, BONDS, AND RELATED TERMS

A. Commercial general liability

1. Basic Hazards
 - a. Premises and Operations
 - b. Products and Completed Operations
 - c. Independent Contractors
 - d. Contractual
2. Commercial General Liability Coverage Forms
 - a. Coverage A: Bodily Injury and Property Damage Liability
 - (1) Occurrence
 - (2) Claims Made
 - (a) Extended Reporting Periods: Basic and Supplemental
 - (b) Retroactive Date
 - b. Coverage B: Personal Injury and Advertising Injury
 - c. Coverage C: Medical Payments
 - d. Supplemental Payments
 - e. Who is an insured
 - f. Limits
 - g. Conditions (The candidate also should be familiar with ISO's Common Policy Conditions)
 - h. Definitions
 - i. Extracontractual

B. Automotive: personal auto and business (commercial) auto

1. Liability
2. Medical Payments
3. Physical damage (collision and other than collision/comprehensive)
4. Uninsured motorists
5. Underinsured motorists
6. Who is an insured
7. Types of Auto
 - a. Owned
 - b. Non-owned
 - c. Hired
 - d. Temporary Substitute
8. Garage Coverage Form, including Garagekeepers insurance

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

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

1. Standard policy concepts
2. Work-related vs. non-work-related
3. Other states' insurance

D. Crime

1. Employee theft

2. Inside the premises-Theft of Money and securities
3. Inside the premises-Robbery or Safe Burglary of Other Property
4. Inside the premises-Robbery or Burglary of Other Property

E. Surety Bonding

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

F. Professional liability

1. Errors and Omissions

G. Umbrella/Excess liability

II. INSURANCE TERMS AND RELATED CONCEPTS

A. Risk

B. Hazard

C. Indemnity

D. Insurable interest

E. Actual cash value

F. Negligence

G. Liability

H. Accident

I. Occurrence

J. Burglary

K. Robbery

L. Theft

M. Mysterious disappearance

N. Binders

O. Warranties

P. Representations

Q. Concealment

R. Bodily injury liability

S. Property damage liability

T. Personal injury liability

U. Limits of liability

V. Deductibles

W. Insured contract

X. Deposit Premium/Audit

Y. Certificate of Insurance

III. POLICY PROVISIONS

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions

E. Definition of the insured

F. Duties of the insured after a loss

G. Cancellation and nonrenewal provisions

H. Additional (supplementary) payments

I. Proof of loss

J. Notice of claim

K. Arbitration

L. Other insurance

M. Subrogation

N. Compliance with provisions of Fair Credit Reporting Act

- O. Claims made policy form**
- P. Salvage**
- Q. Loss settlement provisions including consent to settle a loss**

IV. DUTIES OF THE CASUALTY ADJUSTER

A. Loss Report

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

B. Loss/Damage Valuation

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

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

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

A. Definitions

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

B. Marketing Practices

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

C. Insurance Commissioner

Ref: Chapter 3 unless otherwise specified

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

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A. Definitions

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

B. Market Conduct examination

C. Disclosure letters and forms

D. Errors and Omissions insurance

E. Unfair practices

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

F. Insurance fraud and Fraud Prevention Bureau

G. Privacy

H. Conflict of issues

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

A. Delaware Motorist Protection Act

Ref: Title 21, 2118, Regulations 603, 901

- 1. Required coverage and limits
- 2. Arbitration
Ref: Regulation 901
- 3. Insurance ID card
Ref: Regulation 606
- 4. Fines
Ref: Title 21, 2118(s)(1)
- 5. Form A

Ref: Regulation 603

6. Learner's Permit Prohibitions

Ref: Title 21 Motor Vehicles

B. Uninsured and Underinsured Motorists

Coverage

Ref: 3902

1. Required coverage
2. Option for additional coverage

C. Cancellation and nonrenewal of auto insurance

1. Reasons for

Ref: 3904

2. Notice

Ref: 3905

3. Hearing

Ref: 3906

4. Exclusion of designated person

Ref: 3909

5. Request for driving records

Ref: 3913

D. Delaware Automobile Insurance Plan

Ref: Delaware Automobile Insurance Plan

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

E. Defensive driving course credit

Ref: Regulation 607

F. Private passenger automobile insurance rating information

Ref: Regulation 1902

G. Workers Compensation

Ref: Title 19

1. Applicability

Ref: 2301, 2306

2. Excluded employments

Ref: 2307

3. Executive offices, sole proprietors, partners

Ref: 2308

4. Requirement for insurance policy

5. Minimum duration of incapacity

Ref: 2321

6. Medical benefits required

Ref: 2322

7. Compensation for total disability

Ref: 2324

8. Compensation for partial disability

Ref: 2325

9. Survivorship benefits

Ref: 2330

10. Burial expenses

Ref: 2331

11. Deductible options Form B

Ref: Regulation 801

12. Assigned Risk Plan

Ref: Title 18, 2527; Title 21, 2905

13. Workplace safety

Ref: Regulation 802

14. Worker's Compensation rating/classification

Ref: Title 18, 2602

15. Terrorism Risk Insurance Act

Ref: Domestic and Foreign Insurance Bulletin

16. Permanent Impairment and Disfigurement Settlements

Ref: Title 19

DELAWARE PROPERTY ADJUSTER CONTENT OUTLINE

(50 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO PROPERTY ADJUSTERS

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

B. Standard Fire Policy

Ref: New York Standard Fire Policy

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

B. Personal lines

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

C. Commercial lines

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

D. Inland marine

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

E. Others

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

F. Additional Coverages and Exclusions

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

G. Crime

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

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions

E. Definition of the insured

F. Duties of the insured after a loss

G. Obligations of the insurance company

H. Mortgagee rights

I. Proof of loss

J. Notice of claim

K. Appraisal

L. Other Insurance

M. Assignment

N. Subrogation

O. Elements of a contract

P. Sources of underwriting information

R. Compliance with provisions of Fair Credit Reporting Act

R. Cancellation and Nonrenewal provisions

S. Additional (supplementary) payments

T. Loss settlement provisions including consent to settle a loss

U. Limitations

V. Representations and misrepresentations

W. Concealment

X. Arbitration

Y. Coinsurance

Z. Endorsements

AA. Warranties

BB. Replacement Cost

CC. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

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

A. Insurable interest

B. Risk

C. Hazard

1. Physical

2. Moral

3. Morale

4. Legal

D. Peril

E. Loss

1. Direct

2. Indirect

F. Proximate cause

G. Deductible

H. Indemnity

I. Actual cash value

J. Replacement cost

K. Limits of liability

L. Pair and set clause

M. Extensions of coverage

N. Additional coverages

O. Accident

P. Occurrence

Q. Vacancy and unoccupancy

R. Right of salvage

S. Abandonment

T. Liability

U. Negligence

V. Theft

W. Burglary

X. Robbery

Y. Mysterious disappearance

Z. Binders

AA. Apportionment clause

BB. Tariff Liability

CC. Waiver/Non-Waiver Agreement

DD. Value Policy

EE. Estoppel

FF. Reservation of Rights

IV. DUTIES OF THE PROPERTY ADJUSTER

A. Loss Report

1. Essential Elements

a. Inception/Expiration Date

b. Occurrence Date

e. Identification of Parties Involved

d. Policy Form/Number

e. Description of Loss

f. Coverages

g. Deductible

h. Date of loss

B. Loss/Damage Valuation

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

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

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

A. Definitions

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

B. Marketing Practices

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

C. Insurance Commissioner

Ref: Chapter 3 unless otherwise specified

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

VI. INSURANCE ETHICS

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulations 26 and 84, Ethics (Bisys), Ethical Practices (Bisys), Ethics for the

Insurance Professional (Kaplan), Ethics For the Field of Insurance (Cape Education, Inc.), The Claims Environment (Edited by James Markham IIA) and BHM Insurance Services.

A. Definitions

1. Business Practices
2. Authority
 - a. Express
 - b. Implied
 - c. Apparent
3. Suitability
4. Ethical behavior and good moral standards

B. Market Conduct examination

C. Disclosure letters and forms

D. Errors and Omissions insurance

E. Unfair practices

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

Ref: 907

F. Insurance fraud and Fraud Prevention Bureau

G. Privacy

H. Conflict of issues

MOTOR VEHICLE ADJUSTER CONTENT OUTLINE

(50 scoreable questions)

I. BASIC CONCEPTS OF AUTOMOBILE INSURANCE

Ref: Policy

A. Coverages

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

B. Definitions

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

C. Policy Components

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

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

A. Definitions

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

B. Marketing Practices

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

C. Insurance Commissioner

Ref: Chapter 3 unless otherwise specified

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

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

A. Delaware Motorist Protection Act

Ref: Title 21, 2118, Regulations 603, 901

1. Required coverage and limits
2. Arbitration
Ref: Regulation 901
3. Insurance ID card
Ref: Regulation 606

4. Fines
Ref: Title 21, 2118(s)(1)

5. Form A
Ref: Regulation 603

6. Learner's Permit Prohibitions
Ref: Title 21 Motor Vehicles

B. Uninsured and Underinsured Motorists Coverage

Ref: 3902

1. Required coverage
2. Option for additional coverage

C. Cancellation and nonrenewal of auto insurance

1. Reasons for

Ref: 3904

2. Notice

Ref: 3905

3. Hearing

Ref: 3906

4. Exclusion of designated person

Ref: 3909

5. Request for driving records

Ref: 3913

D. Delaware Automobile Insurance Plan

Ref: Delaware Automobile Insurance Plan

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

E. Defensive driving course credit

Ref: Regulation 607

F. Private passenger automobile insurance rating information

Ref: Regulation 1902

V. INSURANCE ETHICS

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulations 26 and 84, Ethics (Bisys), Ethical Practices (Bisys), Ethics for the Insurance Professional (Kaplan), Ethics For the Field of Insurance (Cape Education, Inc.), The Claims Environment (Edited by James Markham IIA) and BHM Insurance Services.

A. Definitions

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

B. Market Conduct examination

- C. Disclosure letters and forms
- D. Errors and Omissions insurance
- E. Unfair practices
 - 1. Commingling
 - 2. Misrepresentation
 - 3. Defamation
 - 4. Coercion and intimidation
 - 5. Rebating
 - 6. Unfair claims settlement practices
 - 7. Publicized Founded Complaints
- Ref: 907
- F. Insurance fraud and Fraud Prevention Bureau
- G. Privacy
- H. Conflict of issues

VI. DUTIES OF THE MOTOR VEHICLE ADJUSTER

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

DELAWARE MARINE AND TRANSPORTATION ADJUSTER CONTENT OUTLINE

(50 scoreable questions)

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

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

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

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

- A. Declarations
- B. Insuring agreement
- C. Conditions
- D. Exclusions
- E. Definition of the insured
- F. Duties of the insured after a loss
- G. Obligations of the insurance company
- H. Proof of loss
- I. Notice of claim
- J. Appraisal
- K. Other Insurance
- L. Assignment
- M. Subrogation
- N. Elements of a contract
- O. Sources of underwriting information
- P. Cancellation and Nonrenewal provisions
- Q. Additional (supplementary) payments
- R. Loss settlement provisions including consent to settle a loss
- S. Limitations
- T. Representations and misrepresentations
- U. Concealment
- V. Arbitration
- W. Coinsurance
- X. Endorsements
- Y. Warranties
- Z. Replacement Cost
- AA. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

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

- A. Insurable interest
- B. Risk
- C. Hazard
 - 1. Physical
 - 2. Moral
 - 3. Morale
 - 4. Legal
- D. Peril
- E. Loss
 - 1. Direct
 - 2. Indirect
- F. Proximate cause
- G. Deductible
- H. Indemnity
- I. Actual cash value
- J. Replacement cost
- K. Limits of liability
- L. Pair and set clause
- M. Extensions of coverage

- N. Additional coverages
- O. Accident
- P. Occurrence
- Q. Right of salvage
- R. Abandonment
- S. Liability
- T. Negligence
- U. Theft
- V. Burglary
- W. Robbery
- X. Mysterious disappearance
- Y. Binders
- Z. Apportionment clause
- AA. Tariff Liability
- BB. Waiver/Non-Waiver Agreement
- CC. Estoppel
- DD. Reservation of Rights

IV. DUTIES OF THE MARINE AND TRANSPORTATION ADJUSTER

A. Loss Report

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

B. Loss/Damage Valuation

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

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

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

A. Definitions

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

7. Regulation and Scope

B. Marketing Practices

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

C. Insurance Commissioner

Ref: Chapter 3 unless otherwise specified

1. Election and term
2. General powers and duties
3. Maintenance of Records

Ref: Chapter 17, Section 1707
4. Hearings
5. Cease and desist orders and penalties

Ref: Chapters 17 and 23
6. General penalties

Ref: Chapters 1, 3, and 17

VI. INSURANCE ETHICS

Ref: In addition to specific cites listed from Title 18, it is recommended that the candidate review the following study materials: Title 18 – Chapters 17, 23 & 24, Regulations 26 and 84, Ethics (Bisys), Ethical Practices (Bisys), Ethics for the Insurance Professional (Kaplan), Ethics For the Field of Insurance (Cape Education, Inc.), The Claims Environment (Edited by James Markham IIA) and BHM Insurance Services.

A. Definitions

1. Business Practices
2. Authority
 - a. Express
 - b. Implied
 - c. Apparent
3. Agency versus individual license

Ref: Title 18, Chapter 17
4. Suitability
5. Ethical behavior and good moral standards

B. Market Conduct examination

C. Disclosure letters and forms

D. Errors and Omissions insurance

E. Unfair practices

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

Ref: 907

F. Insurance fraud and Fraud Prevention Bureau

G. Privacy

H. Conflict of issues

SURETY CONTENT OUTLINE

(25 scoreable questions)

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

I. TERMS AND CONCEPTS

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

II. PURPOSE AND TYPE OF SURETY BONDS

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

III. PURPOSE AND TYPE OF FIDELITY BONDS

- A. Individual**
- B. Schedule**
- C. Blanket**
- D. Financial institutions**
- E. Premiums and terms of obligations**

IV. DELAWARE STATUTES AND REGULATIONS

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

- A. Definitions**
 - 1. Persons required to be licensed and their responsibilities
 - a. Adjuster
 - b. License
 - c. Licensee
 - d. Surety Producer/Adjuster
 - 2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Special qualifications
 - d. Written examinations and exemptions
 - e. Exceptions to licensing
 - f. Surety bonds
 - 3. Authority
 - a. Definitions
 - b. License requirements
 - 4. Notice of address change

- 5. Continuing education
Ref: Regulation 504
- 6. Ownership of other entities
- 7. Contracts and Solicitation of Contracts
- 8. Regulation and Scope

B. Marketing Practices

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

C. Insurance Commissioner

Ref: Chapter 3 unless otherwise specified

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

DELAWARE TITLE INSURANCE CONTENT OUTLINE

**Product Knowledge, Terms, and Concepts
State Statutes, Rules, and Regulations**

(40 questions)

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

I. TITLE INSURANCE TERMS AND CONCEPTS.....10

- A. Commitment**
- B. Policy**
- C. Exception**
- D. Requirement**
- E. Endorsement**
- F. Insurer/Underwriter**
- G. Chain of Title**
- H. Closing and Settlement**
- I. Title Agent**
- J. Fiduciary Responsibilities**
- K. Search and Examination**
- L. Premium rates**
- M. Insurable Interest**
- N. Title Insurance**
- O. Certificate of Title**
- P. Gap coverage**

II. TITLE INSURANCE POLICIES.....6

- A. Approved Policy Forms**
 - 1. ALTA Owners policy
 - 2. ALTA Loan policy
 - 3. ALTA U.S. Policy

4. ALTA Short Form and Residential Loan	
5. ALTA Homeowners Policy of Title Insurance	
6. ALTA Expanded Coverage Residential Loan	
B. Policy Provisions	
1. Covered risks	
2. Terms and Conditions	
3. Exclusions	
III. REAL ESTATE OWNERSHIP.....	3
A. Joint Tenancy	
B. Tenants In Common	
C. Fee Simple	
D. Life Estate	
E. Lease Hold	
IV. RIGHTS AND INTERESTS.....	4
A. Easement and Right of Way	
B. Liens	
1. Voluntary	
2. Involuntary	
3. Attachment of liens and judgments	
C. Covenants, Conditions, and Restrictions	
D. Adverse possession	
V. LEGAL DESCRIPTIONS.....	2
A. Platted and Unplatted	
B. Metes and Bounds	
C. Lot and Block	
VI. METHODS OF TRANSFER/CONVEYANCES.....	4
A. Warranty Deeds	
B. Quitclaim Deeds	
C. Mortgage	
D. Foreclosure	
E. Probate	
F. Assumption deeds	
G. Power of Attorney	
VII. DELAWARE STATUTES, REGULATIONS, AND BULLETINS COMMON TO ALL LINES OF INSURANCE.....	8
A. License Regulations	
1. Persons required to be licensed and responsibilities	
a. Producer/Agent and Broker	
2. License requirements	
a. Fees and application	
b. Prerequisites	
c. Special qualifications	
d. Written examinations and exemptions	
e. Exemptions from licensing	
f. Insurer's appointment	
3. Authority	
a. Definitions	
<i>Ref: 902-908</i>	
b. License requirements	
<i>Ref: Title 18 Chapter 17</i>	
c. Lines of authority	
d. Termination of appointment	

4. Notice of address change	
B. Marketing Practices	
1. Duties of licensed personnel	
2. Record keeping	
3. Compensation of licensees	
4. Termination, suspension, fines	
C. Insurance Commissioner	
1. Election and term	
<i>Ref: 301</i>	
2. General powers and duties	
<i>Ref: 309, 310, 311</i>	
3. Examination of insurers and producers	
<i>Ref: 318, 319, 322, 2306</i>	
4. Hearings	
<i>Ref: 323, 327, 328, 2307</i>	
5. Cease and desist orders and penalties	
<i>Ref: 2308, 2311</i>	
6. General penalties	
<i>Ref: 106</i>	

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

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

I. DELAWARE STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO BAIL AND BAIL AGENTS	
A. License Regulations	
1. Persons required to be licensed and responsibilities	
<i>Ref: Title 18, Chapter 43</i>	
2. License requirements	
a. Fees and application	
b. Prerequisites	
<i>Ref: 4333</i>	
3. Special qualifications	
<i>Ref: 4344</i>	
4. Written examinations	
<i>Ref: 4337</i>	
5. Insurer's appointment	
<i>Ref: 4342, 4343</i>	
6. License renewal	
<i>Ref: 4335</i>	
7. Bonds	
<i>Ref: 4336</i>	
8. Issues of license; notice of refusal	
<i>Ref: 4338</i>	
9. Waiver of license fee	
<i>Ref: 4339</i>	

10. Business entity
11. Authority
 - a. Definitions
Ref: 4332
 - b. Termination of appointment
Ref: 4343
12. Notice of address change
13. Continuing education
Ref: Regulation 504

B. Marketing Practices

Ref: Title 18, Chapter 43

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

C. Insurance Commissioner

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

II. INSURANCE ETHICS

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

A. Definitions

1. Market Conduct
2. Authority
 - a. Express
 - b. Implied
 - c. Lingering implied
 - d. Apparent
3. Agency versus individual licensee
Ref: Title 18 Chapter 43
4. Power of Attorney
Ref: 4351
5. Ethical behavior and good moral standards

B. Market Conduct examination

C. Binding coverage

D. Disclosure letters and forms

E. Errors and Omissions insurance

F. Unfair practices

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

1. Commingling
2. Misrepresentation
3. Defamation
4. Coercion, and intimidation
Ref: 2304(4)
5. Unfair discrimination
6. Rebating
7. Unfair trade practice
Ref: Chapter 23
8. Coercion of debtors
Ref: 2305(a)

G. Insurance fraud and Fraud Prevention Bureau

Ref: Chapter 24

H. Advertisement procedures

I. Consumer reports

J. Privacy

K. Conflict of issues and bail agents responsibilities

L. Designated Responsible Bail Agents

III. BAIL BOND PROCEDURES

A. General Duties

1. Discharging bail/collateral
2. Posting bail
3. Application process for indemnitor

B. Recombitment of defendant

C. Bond forfeitures

D. Bond posting/transfers

E. Arrests/ Surrenders

IV. FIDUCIARY RESPONSIBILITIES

Ref: Title 18 Chapter 43

A. Commissions, fees, premiums

B. Recordkeeping

C. Qualification bond

D. Forfeitures

E. Collateral

1. Receipts
2. Maintenance

F. Bond principal limits

G. Limits

V. DEFINITIONS

Ref: Black's Law Dictionary, Dictionary of Insurance Terms

A. Bail

B. Bail bonds

1. Qualification bond
2. Surety bond
3. Appearance bond
4. Cash bond
5. Civil bond
6. Personal Recognizance bond

C. Collateral

- D. Forfeitures
- E. Power of attorney
- F. Recognizance
- G. Extradition
- H. Exoneration
- I. Surety
- J. Premium
- K. Indemnitor
- L. Principal/Defendant

MOTOR VEHICLE PRODUCER CONTENT OUTLINE

State Statutes, Rules, and Regulations

(25 scoreable questions)

I. DELAWARE STATUTES AND REGULATIONS COMMON ALL LINES OF INSURANCE

A. License Regulations

1. Persons required to be licensed and responsibilities
 - a. Producer/Agent and Broker
 - b. Producer/Consultant
Ref: 1702 (i)
2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Written examinations and exemptions
 - d. Exemptions from licensing
 - e. Insurer's appointment
3. Authority
 - a. Definitions of insurance
Ref: 902-908
 - b. License requirements
Ref: Title 18 Chapter 17
 - c. Lines of authority
 - d. Termination of appointment
4. Notice of address change
5. Continuing education
Ref: Regulation 504

B. Marketing Practices

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

C. Insurance Commissioner

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

Ref: 106, 1712

II. BASIC CONCEPTS OF AUTOMOBILE INSURANCE

Ref: Policy

A. Coverages

1. Bodily injury and property damage
2. Personal Injury Protection
3. Physical damage
4. Supplemental coverages

B. Definitions

1. Insured/covered person
2. Owned automobiles/covered automobiles
3. Non-owned automobiles
4. Temporary substitute automobiles

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

A. Delaware Motorist Protection Act

Ref: Title 21, 2118, Regulations 603, 901

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

B. Uninsured and Underinsured Motorists Coverage

Ref: 3902

1. Required coverage
2. Option for additional coverage

C. Cancellation and nonrenewal of auto insurance

1. Reasons for
Ref: 3904
2. Notice
Ref: 3905
3. Hearing
Ref: 3906
4. Exclusion of designated person
Ref: 3909
5. Request for driving records
Ref: 3913

D. Delaware Automobile Insurance Plan

Ref: Delaware Automobile Insurance Plan

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

E. Defensive driving course credit

Ref: Regulation 607

F. Private passenger automobile insurance rating information

Ref: Regulation 1902