



Iowa

Insurance Licensing

CANDIDATE HANDBOOK

July 2025

QUICK REFERENCE

STATE LICENSING INFORMATION

Iowa Insurance Division

1963 Bell Ave., Ste. 100
Des Moines, IA 50315

Phone

(515) 654-6600

Fax

(515) 654-6500

Website

www.iid.iowa.gov

Email

producer.licensing@iid.iowa.gov

EXAMINATION INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or about an upcoming examination.

Pearson VUE Iowa Insurance

Attn: Regulatory Program
5601 Green Valley Dr.
Bloomington, MN 55437

Phone

(877) 540-5825

Email

pearsonvuecustomerservice@pearson.com

Website

www.pearsonvue.com

RESERVATIONS

Before making an exam reservation

Candidates should thoroughly review this handbook, which contains examination content outlines and important information regarding eligibility and the examination and licensing application process.

Making an exam reservation

Candidates may make a reservation by visiting <https://www.pearsonvue.com/us/en/ia/insurance.html>. Candidates have the option to register to take their exams online or at a physical Pearson VUE testing location.

Candidates should make a reservation online at least twenty-four (24) hours before the desired examination date.

Walk-in examinations are not available.

SCHEDULES & FEES

Test Center locations

Candidates should visit <https://www.pearsonvue.com/us/en/ia/insurance.html> for a complete list of test center locations.

Exam fees

The examination fee must be paid at the time of reservation by credit card, debit card, or voucher.

Fees will not be accepted at the test center.

Examination fees are non-refundable and non-transferable, except as detailed in the **Change/Cancel Policy**.

EXAM DAY

What to bring/needed for exams

Candidates should bring to the examination proper identification and other materials as dictated by the state licensing agency. A complete list appears in **What to Bring**.

Exam procedures

Candidates should report to the test center at least thirty (30) minutes before the examination begins to complete registration. The time allotted for the examinations is detailed in **Available Exams and Fees**, and each candidate will leave the test center with an official score report in hand.

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OVERVIEW

The candidate handbook is a useful tool in preparing for an examination.

It is highly recommended that the Iowa Insurance Handbook be reviewed, with special attention given to the content outlines, before taking an examination.

Individuals who wish to obtain an insurance license in the state of Iowa must:

1. Make a reservation and pay examination fee.

Make a reservation with Pearson VUE for the examination.

2. Go to the test center or prepare for your exam online.

Go to the test center on the day of the examination, bringing along all required materials.

3. Apply for a license.

After passing the examination, allow 3-4 business days for your notification to be uploaded to the NIPR (National Producer Insurance Registry) website.

Then submit application and license fee online following links on www.nipr.com.

Please note that the application process must be completed within 90 days of passing the examination.

INTRODUCTION

CONTACT INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or about an upcoming examination.

FOR EXAMINATIONS		
Pearson VUE/Iowa Insurance Attn: Regulatory Program 5601 Green Valley Dr., Bloomington, MN 55437		
Phone: (877) 540-5825	Website: www.pearsonvue.com	Email: pearsonvuecustomerservice@pearson.com

Live Chat is available to address your support inquiries and is the quickest way to reach a customer service agent. It's available from 8:00 AM through 5:00 PM Central Time, Monday through Friday, subject to change during locally designated holidays.

Please visit <https://www.pearsonvue.com/us/en/ia/insurance.html#contact> for further information.

Candidates may contact the Iowa Insurance Division with questions about obtaining or maintaining a license after the examination has been passed.

FOR STATE LICENSING			
Iowa Insurance Division 1963 Bell Ave., Ste. 100, Des Moines, IA 50315			
Phone: (515) 654-6600	Fax: (515) 654-6500	Website: www.iid.iowa.gov	Email: producer.licensing@iid.iowa.gov

LICENSURE PROCESS

Licensure is the process by which an agency of state government or other jurisdiction grants permission to individuals to engage in the practice of a particular profession, vocation, or occupation, and prohibits all others from legally practicing that profession. By ensuring a minimum level of competence, the licensure process protects the general public. The state regulatory agency is responsible for establishing the acceptable level of safe practice and for determining whether an individual meets that standard.

The state of Iowa has retained the services of Pearson VUE to develop and administer its insurance licensing examination program. Pearson VUE is a leading provider of assessment services to regulatory agencies and national associations.

PRACTICE TESTS

Practice tests are offered exclusively online at www.pearsonvue.com, giving candidates even more opportunity to succeed on insurance examinations. Our practice tests will not only prepare candidates for the types of questions they will see on the licensure exam, but also familiarize them with taking computer-based examinations.

Pearson VUE offers practice tests in the areas of Life, Health, and Property and Casualty that contain questions developed by subject matter experts using concepts found in the general portion of the licensure examination. The tests closely reflect the format of the real licensure examination, can be scored instantly, and provide immediate feedback to help candidates identify correct and incorrect answers. Candidates can purchase practice tests anytime at www.pearsonvue.com.

IOWA LICENSING REQUIREMENTS

REQUIREMENTS FOR RESIDENTS

Candidates who would like to transact insurance business as a resident producer in Iowa must pass the appropriate examination and apply for and be granted a license by the Iowa Insurance Division.

- Must be a resident of Iowa.
- Must be at least 18 years of age prior to sitting for the examination.
- Submit a completed uniform application.
- Pass the examination.
- Pay the appropriate license fee.
- Have not committed any act that is grounds for denial, suspension, or revocation as set forth in Iowa Code 522B.

NOTICE TO APPLICANTS WITH FELONIES

- “Prohibited person” means any person who is a resident of Iowa and who has been convicted of any felony crime involving dishonesty or breach of trust in a state or federal jurisdiction or who has been convicted of any violation of the Act.
- “Request for consent” means a completed application, submitted by a prohibited person, that requests the commissioner’s consent to allow that prohibited person to engage in or transact, or to continue to engage in or transact, the business of insurance in Iowa.
- Questions regarding whether or not an applicant is considered a Prohibited Person can be directed to the Iowa Insurance Division at 515-654-6565 or <https://iid.iowa.gov/prohibited-persons-requesting-consent-work-business-insurance>

REQUIREMENTS FOR NON-RESIDENTS

For information regarding non-resident licensing, go to the Iowa Insurance Division web site at www.iid.iowa.gov.

To apply for an Iowa non-resident license, submit application and license fee online following the links on www.nipr.com.

APPLICATION FOR LICENSURE

To apply for a license a candidate must satisfy all applicable resident or non-resident requirements. Requirements can be viewed on the Iowa Insurance Division web site www.iid.iowa.gov.

EXAM RESERVATIONS

Walk-in examinations are not available. Candidates must make a reservation either online.

MAKING A RESERVATION

Online reservations are the most efficient way for candidates to schedule their examination. Candidates **must** go to <https://www.pearsonvue.com/us/en/ia/insurance.html> to make an online reservation for an examination. First-time users are required to create an account. The candidate will need to fill in all required fields, which are preceded by an asterisk (*), on the online form in order to create an ID and be assigned a password. Step-by-step instructions will lead the candidate through the rest of the examination reservation process.

Candidates **must** make an online reservation at least twenty-four (24) hours before the desired examination date.

Before making a reservation, candidates should have the following:

- Legal name, address, Social Security number, daytime telephone number, and date of birth
- The name of the examination(s)
- The preferred examination date and test center location (a list of test centers appears at the end of this handbook)

Candidates must:

- **Be at least 18 years of age prior to sitting for the examination**
- **Have a valid Social Security number**

Candidates are responsible for knowing which examination they need to take. A Pearson VUE representative will help candidates select a convenient examination date and location and will answer questions. The reservation will be made based on the next available examination date.

TEST CENTER LOCATIONS

Candidates may view test center locations by going to <https://www.pearsonvue.com/us/en/ia/insurance.html>. If the candidate has questions regarding the confirmation of specific locations and/or examination schedules, please contact Pearson VUE.

Iowa Insurance licensure exams are now available at select Pearson VUE test centers on military installations across the globe. Service members, dependents, and contractors with authorized base access who want to gain Iowa Insurance licensure from their duty station or assignment in another state and foreign deployment will have the option to take their exams without having to leave their base. In addition to Pearson VUE's standard ID policy, candidates must have valid government ID and authorization to gain access to military testing sites. Civilians without valid government ID will be turned away by the test center and/or military entrance gate security.

AVAILABLE EXAMS AND FEES

The following is a list of the Iowa Insurance Division licensing examinations offered by Pearson VUE:

Exam Code	Exam Name	Length	Fee
12-IA-01	Life	2 hours	\$44
12-IA-02	Accident & Health	2 hours	\$44
12-IA-03	Property	2 hours	\$44
12-IA-04	Casualty	2 hours	\$44
12-IA-20	Public Adjusters	1 hour	\$44
12-IA-21	Independent Adjuster	1 hour	\$44
12-IA-22	Staff Adjuster	1 hour	\$44
12-IA-23	Independent Adjuster & Appraiser	2 hours	\$44
12-IA-24	Appraiser	1 hour	\$44
12-IA-25	Umpire	1 hour	\$44
12-IA-26	Public Adjuster & Appraiser	2 hours	\$44
12-IA-27	Staff Adjuster & Appraiser	2 hours	\$44
12-IA-29	Credit	1 hour	\$44
12-IA-31	Crop	1 hour	\$44
12-IA-44	Commercial Lines*	2 hours	\$44
12-IA-46	Surety	1 hour	\$44
12-IA-55	Personal Lines	2 hours	\$44
12-IA-60	Viatical Settlement	1 hour	\$44
12-IA-82	Excess & Surplus Lines	1 hour	\$44
12-IA-84	Navigator	1 hour	\$44

*Candidates must have passed the Personal Lines exam prior to take the Commercial Lines.

The examination fee must be paid at the time of reservation by credit card, debit card, or voucher. **Fees will not be accepted at the test center.** Examination fees are non-refundable and non-transferable, except as detailed in the **Change/Cancel Policy**.

Vouchers

Vouchers offer another convenient way to pay for tests. Vouchers can be purchased online at <https://voucherstore.pearsonvue.com/order?clientCode=IOWAINSURANCE> by credit card either singly or in volume. To redeem a voucher as payment when scheduling a test, simply indicate voucher as the payment method and provide the voucher number. **All vouchers are pre-paid. Vouchers are non-refundable and non-returnable.**

Vouchers expire twelve (12) months from the date they are issued. Voucher expiration dates cannot be extended. The exam must be taken by the expiration date printed on the voucher.

CHANGE/CANCEL POLICY

Candidates should call visit <https://www.pearsonvue.com/us/en/ia/insurance.html> forty-eight (48) hours before the examination to change or cancel a reservation. **Candidates who change or cancel a reservation with proper notice may either transfer the fee to a new reservation, or may request a refund.**

Candidates who change or cancel their reservations without proper notice will forfeit the examination fee. Refunds for credit/debit cards are immediate, while refunds for vouchers will be processed in two to three (2-3) weeks.

Candidates are individually liable for the full amount of the examination fee once a reservation has been made, whether **paid** individually or by a third party.

ABSENCE/LATENESS POLICY

Candidates who are late or absent from an exam may call Pearson VUE within 14 days of the exam date to request an excused absence for the following reasons:

- Illness of the candidate or of the candidate's immediate family member
- Death in their immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

A case number will be assigned and instructions provided for emailing supporting documentation.

Candidates absent from or late to an exam who have not changed or canceled the reservation according to the *Change/Cancel Policy* will not be admitted to the exam and will forfeit the exam fee.

WEATHER DELAYS AND CANCELLATIONS

If severe weather or a natural disaster makes the Pearson VUE test center inaccessible or unsafe, the examination may be delayed or canceled. Pearson VUE will notify and reschedule candidates in the case of severe weather.

PEARSON VUE HOLIDAY SCHEDULE

Testing may be unavailable on U.S. federal holidays and, in some cases, holiday weekends.

ACCOMMODATIONS

Pearson VUE complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Pearson VUE provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations.

Test accommodations may include things such as:

- A separate testing room
- Extra testing time
- A Reader or recorder, for individuals with mobility or vision impairments and cannot read or write on their own

Test accommodations are individualized and considered on a case-by-case basis. All candidates who are requesting accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis
- A description of past accommodations the candidate has received

The steps to follow when requesting test accommodations vary, depending on your test program sponsor. To begin, go to <https://www.pearsonvue.com/us/en/test-takers/accommodations.html>, and then select your test program sponsor from the alphabetized list. Candidates who have additional questions concerning test accommodations may contact the ADA Coordinator at accommodationspearsonvue@pearson.com.

Candidates requiring and/or requesting special accommodations must test at a physical Pearson VUE testing location.

English as a Second Language (ESL)

Candidates for whom English is a second language (ESL) may request additional time for the examination by sending the ESL Request Form (found in the back of this Candidate Handbook) to Pearson VUE. Candidates **MUST** include a letter from either his/her English instructor or sponsoring company (on official letterhead if from a company) stating that English is not the candidate's primary language.

Candidates should not attempt to make a reservation until after they have been notified by Pearson VUE via email that their request for additional time has been approved. The length of the examination will be equal to $1\frac{1}{2}$ times the length of the examination. For example, a 2 hour examination will be extended to 3 hours. NOTE: NO OTHER accommodations will be granted for ESL, i.e. separate testing room, reader, marker, etc. These accommodations are for individuals who qualify under the American's with Disability Act (ADA) only.

Candidates who have additional questions about ESL examinations should contact the Special Examination Coordinator at (800) 466-0450.

Candidates should NOT attempt to make an examination reservation until after they have been notified by Pearson VUE that their request for additional time has been approved.

The approval of additional time will be for one (1) year from the date of the request for the level you have requested. Candidates who have additional questions about ESL examinations should contact the Special Examination Coordinator at (800) 466-0450.

Candidates who need to reschedule or need to retest should notify Pearson VUE Special Accommodations that special arrangements were used for the prior examination.

EXAM DAY

REQUIRED ITEMS

Candidates who do not present the required items will be denied admission to the examination, will be considered absent, and will forfeit the examination fee.

WHAT TO BRING

Required Materials

All candidates are required to bring identification that is deemed acceptable, listed under **Acceptable Forms of Candidate Identification**, to the test center on the day of examination.

Candidates who have changed their names must provide written documentation of the change. This documentation may be a copy of a marriage license, divorce decree or other official document.

For the Commercial Lines exam only: The Personal Lines exam must have been passed before the Commercial Lines exam can be scheduled.

Candidates who have changed their names must provide written documentation of the change. This documentation may be a copy of a marriage license, divorce decree, or other official document.

Acceptable Forms of Candidate Identification

Candidate must present **two (2)** forms of current signature identification. The name on the identification must exactly match the name on the registration. The primary identification must be government issued, photo-bearing with a signature and the secondary identification must contain a valid signature. Identification must be in English. **If the name on the registration does not exactly match the name on the IDs presented, you will be turned away and your exam fees will be forfeited.**

Primary ID (photograph, and signature, not expired)

- Government-issued Driver's License
- U.S. Dept of State Drivers License
- U.S. Learner's Permit (plastic card only with photo and signature)
- National/State/Country Identification Card
- Passport
- Passport cards
- Military ID
- Military ID for spouses and dependents
- Alien Registration Card (Green Card, Permanent Resident Visa)

Secondary ID (signature, not expired)

- U.S. Social Security Card
- Debit (ATM) Card or Credit card
- Any form of ID on the Primary list

If the ID presented has an embedded signature that is not visible (microchip), or is difficult or impossible to read, the candidate must present another form of identification from the Primary ID or Secondary ID list that contains a visible signature.

Pearson VUE does not recognize grace periods. For example, if a candidate's driver's license expired yesterday and the state allows a 30-day grace period for renewing the ID, the ID is considered to be expired.

EXAM PROCEDURES

At Physical Test Location

Candidates should report to the test center thirty (30) minutes before the examination and check in with the test center administrator. The candidate's identification and other documentation will be reviewed and they will be photographed for the score report.

If the Candidate Rules Agreement is not followed and/or cheating or tampering with the examination is suspected it will be reported as such, and the appropriate action will be taken. The examination fee will not be refunded, the exam may be determined invalid, and/or the state may take further action such as prohibiting candidates from retaking the examination and/or denying a license.

Candidates will have an opportunity to take a tutorial on the computer on which the examination will be administered. The time spent on this tutorial will not reduce the examination time. The examination administrators will answer questions, but candidates should be aware that the administrators are not familiar with the content of the examinations or with the state's licensing requirements. Examination administrators have been instructed not to advise candidates on requirements for licensure.

Once candidates are familiar with the computer, they may begin the examination. The examination begins the moment a candidate looks at the first examination question. The time allotted for each examination is detailed in **Available Exams and Fees**. After the examination time has expired, the examination will automatically end. **If testing at a Pearson VUE testing site, the score report will be provided at the test center. If testing online, candidates will need to log into their Pearson VUE account to obtain their score report.**

OnVUE online procedures

If you are testing online and not in a physical Pearson VUE testing location, you should first review the materials and watch the short video at <https://www.pearsonvue.com/us/en/test-takers/onvue-online-proctoring.html> before you begin your online exam.

EXAMINATION QUESTIONS

All examination questions, each form of the examination, and any other examination materials are copyrighted and are the property of Pearson VUE. Consequently, any distribution of the examination content or materials through any form of reproduction or oral or written communication is strictly prohibited and punishable by law.

ABOUT THE EXAM

The content of the general examination is based upon information obtained from a job analysis performed by Pearson VUE. Responses from insurance professionals were analyzed to determine the nature and scope of tasks they perform and the knowledge and skills needed to perform them. This information is the basis upon which examination questions are written and ensures that examinations reflect the practice of insurance. The examination has been developed to reflect the laws, statutes, rules and regulations for the practice of insurance in Iowa, and has been reviewed and approved by Iowa insurance professionals.

Each major lines examination is given in a multiple-choice format and consists of two parts. The general section deals with basic insurance product knowledge. The state section deals with insurance laws, rules, regulations, and practices that are unique to Iowa.

The passing score for the examination is determined by the Iowa Insurance Division. Through standardization and control, Pearson VUE ensures that no individual has an unfair disadvantage or advantage because of a particular examination format.

Examination scores are based on the number of questions answered correctly. Candidates who are uncertain about the correct answer to a question may be able to eliminate one or more of the answer choices as incorrect. It is always better to guess at the correct answer than to not answer a question because there is no penalty for incorrect answers.

EXAM SECURITY

Pearson VUE maintains examination administration and examination security standards designed to ensure that all candidates are given the same opportunity to demonstrate their abilities and to prevent some candidates from gaining an unfair advantage over others because of testing irregularities or misconduct. Pearson VUE routinely reviews irregularities and examination scores believed to be earned under unusual or nonstandard circumstances.

Pearson VUE maintains the right to question any examination score whose validity is in doubt because the score may have been obtained unfairly. Pearson VUE first undertakes a confidential review of the circumstances contributing to the questions about score validity. If there is sufficient cause to question the score, Pearson VUE will refer the matter to the state licensing agency, which will make the final decision on whether or not to cancel the score.

The performance of all candidates is monitored and may be analyzed statistically for the purpose of detecting and verifying fraud. If it is determined that a score has questionable validity, the Insurance Division will be so notified and will determine whether the candidate's scores will be released.

SCORE REPORTING

When candidates complete the examination, they will receive a score report marked "pass" or "fail". Candidates who pass the examination will receive a score report that includes information on how to apply for a license. Candidates who fail the examination will receive a score report that includes a numeric score and diagnostic information relating to both the general portion and state portion of the examination, as well as information about reexamination. Reservations for reexamination are not made at the test center, and **candidates must wait twenty-four (24) hours before making one.**

If testing at a Pearson VUE testing site, the score report will be provided at the test center. If testing online, candidates will need to log into their Pearson VUE account to obtain their score report.

DUPLICATE SCORE REPORTS

To obtain your score report, log into your Pearson VUE account. For test center exams prior to March 11, 2022, contact customer service at (877) 540-5825 to request your score report.

QUESTIONS OR COMMENTS ABOUT THE EXAM

For security reasons, examination material is not available to candidates for review. Candidates who have questions, comments, or concerns related to the exams, scoring or score reports, or who wish to verify any data held in Pearson VUE files, should direct written inquiries to Pearson VUE at the address provided on the inside front cover of this handbook. Candidates may also email their questions directly to Pearson VUE Customer Service at pearsonvuecustomerservice@pearson.com.

In all correspondence, candidates should provide their name and address information. If questions or comments concern an examination already taken, candidates should also include:

- the name of the examination
- the date the examination was taken
- the location of the test center

TEST CENTER POLICIES

Physical Test Center Location

The following policies are observed at each test center. **Candidates who violate any of these policies will not be permitted to finish the examination and will be dismissed from the test center, forfeiting the examination fee.**

- **No personal items are allowed in the testing room.** Personal items include but are not limited to: cellular phones, hand-held computers or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats, bags, coats, books, and/or notes, pens or pencils.
- Candidates must store all personal items in a secure area as indicated by the administrator, or return items to their vehicle. All electronic devices must be turned off before storing them in a locker. **The test center is not responsible for lost, stolen or misplaced personal items.**
- Studying **is not** allowed in the test center. Visitors, children, family or friends **are not** allowed in the test center.
- Dictionaries, books, papers (including scratch paper), and reference materials are not permitted in the examination room (unless permitted by the exam sponsor), and candidates are strongly urged not to bring such materials to the test center. Upon entering and being seated in the testing room, the test administrator will provide the candidate with materials to make notes or calculations and any other items specified by the exam sponsor. **The candidate may not write on these items before the exam begins or remove these items from the testing room.**
- Eating, drinking, or chewing gum, smoking and/or making noise that creates a disturbance for other candidates is prohibited during the exam.
- Break policies are established by the exam sponsor. Most sponsors allow unscheduled breaks. To request an unscheduled break, the candidate **must** raise their hand to get the administrator's attention. **The exam clock will not stop while the candidate is taking a break.**
- Candidates must leave the testing room for all breaks. However, candidates **are not permitted to leave the floor or building for any reason during this time, unless specified by the administrator and the exam sponsor.** If a candidate is discovered to have left the floor or building they will not be permitted to proceed with the examination and may forfeit the exam fees.
- While taking a break, candidates are permitted to access personal items that are being stored during the exam only if necessary—for example, personal medication that must be taken at a specific time. **However, a candidate must receive permission from the administrator prior to accessing personal items that have been stored.** Candidates are **not** allowed access to other items, including but not limited to, cellular phones, exam notes and study guides, unless the exam sponsor specifically permits this.
- Any candidate discovered causing a disturbance of any kind or engaging in any kind of misconduct—giving or receiving help; using notes, books, or other aids; taking part in an act of impersonation; or removing examination materials or notes from the examination room—will be summarily dismissed from the examination and will be reported to the state licensing agency. Decisions regarding disciplinary measures are the responsibility of the state licensing agency.

OnVUE Testing

There are a few simple requirements for candidates to take an OnVUE online proctored exam:

- Quiet, private location
- Reliable device with a webcam
- Strong internet connection

For more information, please go to <https://www.pearsonvue.com/us/en/test-takers/onvue-online-proctoring.html>.

HOW TO PREPARE FOR THE EXAM

HELPFUL HINTS

Testing in a physical Pearson VUE testing location

Since preparation increases the chances of passing the examination, candidates are advised to:

- Obtain a current copy of the candidate handbook and be familiar with the policies covered for the examination process.
- Obtain a current copy of the examination study manual and use the outline it contains and references in the manual. Candidates should be able to explain the major points associated with each outline topic, highlight key ideas for review and check off each topic when finished.
- Use new terms and concepts as frequently as possible in discussions with colleagues. This will test understanding and reinforce ideas.

OnVUE testing

- If you are testing online and not in a physical Pearson VUE testing location, you should first review the materials and watch the short video at <https://www.pearsonvue.com/us/en/test-takers/onvue-online-proctoring.html> before you begin your online exam.
- Please familiarize yourself with the disciplines expected of a candidate testing online. This would include remaining in screen view of the proctor during the entire session, workspace preparation, cell phones being placed out of reach and general candidate behaviors.
- There are no unscheduled breaks in the exam therefore be prepared to commit your full time and attention during the entire exam to avoid the exam being revoked.

PRETEST QUESTIONS

The examination will contain pretest questions. Pretest questions are questions on which statistical information is being collected for use in constructing future examinations. Responses to pretest questions do not affect the score. Pretest questions are mixed in with the scored questions and are not identified.

The number of pretest questions are listed in the content outline heading of each examination for which they are available. If a number is not present then there are no pretest questions for that particular examination.

CONTENT OUTLINES

Each examination is based on a detailed content outline of topics, subtopics, and references to applicable state laws, statutes and regulations. These content outlines are provided to publishers of study materials and to state-approved education providers for their use in developing and updating their educational materials and programs. Content outlines are updated periodically to reflect changes in practice, state laws and regulations. Iowa offers these content outlines as part of the handbook and online.

STUDY MATERIALS

Neither the Iowa Insurance Division nor Pearson VUE specifically endorses or provides any particular study materials. You are free to use the materials of your choice to prepare for the examination. Manuals have been prepared by different publishers to assist candidates specifically in preparing for the license examination. To purchase a copy of the study manuals, please contact the appropriate trade association or publisher.

For the examination questions regarding Iowa Laws and Regulations, refer to the [Iowa Code Chapter 522B](#), [Iowa Administrative Code, Insurance Division \(191\) Chapter 10 Licensing of Insurance Producers](#) and [\(191\) Chapter 11 Continuing Education for Insurance Producers](#).

ENGLISH AS A SECOND LANGUAGE (ESL) REQUEST FORM



Note: Only candidates who require additional examination time for ESL should use this form.

Candidates who wish to request additional time for ESL should email this form to AccommodationsPearsonVUE@pearson.com or fax this form to Pearson VUE at 610-471-0555. Please attach a letter (on official letterhead) from an instructor or employer that verifies English is your second language.

All requests must first be approved by Pearson VUE. Candidates must wait for confirmation of the approval before scheduling an examination.

PLEASE PRINT CLEARLY

Date:		
Last Name:		
First Name:	M.I.:	
Address:		
City:	State:	Zip:
Daytime Telephone:		
Email address:		
Program / Examination name:		
<input type="checkbox"/> Additional time for English as a second language		
<p>Candidates should contact Pearson VUE with questions about additional time.</p> <p>PEARSON VUE Accommodation Requests for ESL Email: AccommodationsPearsonVUE@pearson.com Fax: 610-471-0555</p>		

IOWA

Insurance Content Outlines

Content Outlines: Effective January 1, 2025

LIFE - GENERAL KNOWLEDGE CONTENT OUTLINE Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES 15

A. Traditional whole life products

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

B. Interest/market-sensitive/adjustable life products

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

C. Term life

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

D. Annuities

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

E. Combination plans and variations

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

II. POLICY RIDERS, PROVISIONS, OPTIONS, AND EXCLUSIONS 15

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

B. Policy provisions and options

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

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

7. Premium Payment

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

8. Reinstatement

9. Policy loans, withdrawals, partial surrenders

10. Non-forfeiture options

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

12. Incontestability

13. Assignments

14. Suicide

15. Misstatement of age and gender

16. Settlement options

17. Accelerated death benefits

C. Policy exclusions

1. War
2. Aviation
3. Dangerous Occupation

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

B. Underwriting

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

C. Delivering the policy

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

D. Contract law

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

- c. Adhesion
- d. Aleatory

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- A. Third-party ownership**
- B. Life Settlements**
- C. Group life insurance**
 - 1. Conversion privilege
 - 2. Contributory vs. noncontributory
- D. Retirement plans**
 - 1. Qualified plans
 - 2. Nonqualified plans
- E. Life insurance needs analysis/suitability**
 - 1. Personal insurance needs
 - 2. Business insurance needs
 - a. Key person
 - b. Buy sell
- F. Social Security benefits**
- G. Tax treatment of insurance premiums, proceeds, and dividends**
 - 1. Individual life
 - 2. Group life
 - 3. Modified Endowment Contracts (MECs)

LIFE – IOWA SPECIFIC CONTENT OUTLINE State Laws, Rules, Regulations and Coverages
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(27 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES..... 15

- A. Insurance Commissioner/Division**
 - 1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
 - 2. Examination of records
Ref: 507.1, .2, .3
 - 3. Hearings
Ref: 507B.6
 - 4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
 - 5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14
- B. Licensing**
 - 1. Applications
Ref: 422B.5
 - 2. Change of address
Ref: 191-10.12
 - 3. Licensing examinations
Ref: 191-11.1 - 11.4
 - 4. Resident/nonresident
Ref: 191-10.4 & 10.5
 - 5. Temporary license
Ref: 191-10.11
 - 6. Exemptions
Ref: 522B.8
 - 7. Denial, renewal, termination of licenses
Ref: 522B.11
 - 8. Commissions and referral fees
Ref: 522B.12
 - 9. Company appointments
Ref: 522B.13
 - 10. Continuing education
Ref: 191-11.1 - 11.4
- C. Unfair and Deceptive Practices**
 - 1. Unfair discrimination
Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
 - 2. Misrepresentation
Ref: 507B.4(3)(a)(1)-(10)

- 3. Rebating
Ref: 507B.4(3)(i)
- 4. False information and advertising
Ref: 507B.4(3)(b)(1); Reg 191-15.3
- 5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
- 6. Defamation
Ref: 507B.4(3)(c)
- 7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8(5), 515.103

- 1. Prohibited Acts
- 2. Use of credit information**

F. Guaranty Association

Ref: 508C.2, .3, .5, .6, .8, .9, .12, .14, .18

G. Definitions

- 1. Domestic, foreign, alien
Ref: 521A, 521E.1, 515.70
- 2. Fraternal benefit society*
Ref: 512B(3)
- 3. Certificate of Authority
Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

** Applies to Life/Health only*

*** Applies to Property/Casualty associated exams only*

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

A. Policy replacement

Ref: 191-16.21 through .29

B. Disclosure and solicitation requirements

Ref: 191-15.2 through .4, .8, .9; 191-14.1, .3 through .10

C. Group Life Insurance

- 1. Eligibility
Ref: 509.1
- 2. Required provisions
Ref: 509.2, 509.10
- 3. Assignability
Ref: 509.15
- 4. Conversion
Ref: 509.2
- 5. Interest on proceeds
Ref: 511.38

D. Individual life and annuities

- 1. Policy Loans
Ref: 511.36
- 2. Viatical and life settlements
Ref: 191-48.1; 508E
- 3. Credit Life
Ref: 191-28
- 4. Incontestability period
Ref: 508.28

E. Suitability

- 1. Life Insurance
Ref: 191-15.8(4)
- 2. Annuities
Ref: 191-15.72-.78

ACCIDENT & HEALTH – GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms, and Concepts

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES 16

A. Disability income

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

B. Accidental death and dismemberment

C. Medical expense insurance

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

D. Medicare supplement policies

E. Group insurance

1. Differences between individual and group contracts
2. General characteristics
3. COBRA

F. Individual/Group Long Term Care (LTC)

1. Eligibility
2. Levels of care

G. Other policies

1. Dental
2. Vision
3. Cancer
4. Critical illness or specified disease
5. Worksite (employer-sponsored)
6. Hospital indemnity
7. Short-term medical
8. Accident

II. POLICY PROVISIONS, CLAUSES, AND RIDERS15

A. Mandatory and Optional provisions

1. Entire contract
2. Time limit on certain defenses (incontestable)
3. Grace period
4. Reinstatement
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6. Claim forms
7. Proof of loss
8. Time of payment of claims
9. Payment of claims
10. Physical examination and autopsy
11. Legal actions
12. Change of beneficiary
13. Misstatement of age or gender
14. Change of occupation
15. Illegal occupation
16. Relation of earning to insurance

B. Other provisions and clauses

1. Insuring clause

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

C. Riders

1. Impairment/exclusions
2. Guaranteed insurability
3. Future increase option

D. Rights of renewability

1. Noncancelable
2. Cancelable
3. Guaranteed renewable

III. SOCIAL INSURANCE6

A. Medicare (Parts A, B, C, D)

B. Medicaid

C. Social Security benefits

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A. Total, partial, recurrent and residual disability

B. Owner's rights

C. Dependent children benefits

D. Primary and contingent beneficiaries

E. Modes of premium payments

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

G. Occupational vs. non-occupational

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

I. Managed care

J. Workers Compensation

K. Subrogation

V. FIELD UNDERWRITING PROCEDURES 8

A. Completing the application

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

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

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

E. Policy delivery

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

G. Replacement

H. Contract law

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

- c. Adhesion
- d. Aleatory

ACCIDENT AND HEALTH – IOWA SPECIFIC CONTENT OUTLINE

State Laws, Rules, Regulations and Coverages

(30 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES 15

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
2. Examination of records
Ref: 507.1, .2, .3
3. Hearings
Ref: 507B.6
4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing

1. Applications
Ref: 422B.5
2. Change of address
Ref: 191-10.12
3. Licensing examinations
Ref: 191-11.1 - 11.4
4. Resident/nonresident
Ref: 191-10.4 & 10.5
5. Temporary license
Ref: 191-10.11
6. Exemptions
Ref: 522B.8
7. Denial, renewal, termination of licenses
Ref: 522B.11
8. Commissions and referral fees
Ref: 522B.12
9. Company appointments
Ref: 522B.13
10. Continuing education
Ref: 191-11.1 - 11.4

C. Unfair and Deceptive Practices

1. Unfair discrimination
Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
2. Misrepresentation
Ref: 507B.4(3)(a)(1)-(10)
3. Rebating
Ref: 507B.4(3)(i)
4. False information and advertising
Ref: 507B.4(3)(b)(1); Reg 191-15.3
5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8(507B)

1. Prohibited Acts
2. Use of credit information**

F. Guaranty Association

Ref: 508C.2, .3, .5, .6, .8, .9, .12, .14, .18

G. Definitions

1. Domestic, foreign, alien
Ref: 521A, 508B, 515.70

2. Fraternal benefit society*

Ref: 512B(3)

3. Certificate of Authority

Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO ACCIDENT AND HEALTH INSURANCE ONLY 15

A. Individual Health insurance

1. Eligibility
Ref: 513C.3(7)(10)
2. Required provisions
Ref: 514A.3
3. Renewability
Ref: 191-36.10
4. Mandatory coverages
 1. Diabetes
Ref: 514C.18
 2. Mammography
Ref: 514C.14
 3. Coverage for newborns
Ref: 514C.1
 4. Adopted children
Ref: 514C.1, 514C.10
 5. Complications of pregnancy
Ref: 514C.12
5. Preexisting conditions
Ref: 514C
6. Claims
7. Credit disability
Ref: 191-28.1 – 28.17

B. Group Health insurance

1. Eligibility
Ref: 509.1; 513B.2(10)
2. Required provisions
Ref: 509.3
3. Claims
Ref: 509.19
4. Mandatory coverages
 1. Diabetes
Ref: 514C.18
 2. Mammography
Ref: 514C.4
 3. Coverage for newborns
Ref: 514C.1
 4. Adopted children
Ref: 514C.1; 514C.10
 5. Complications of pregnancy
Ref: 514C.12

C. Medicare supplement insurance

1. Purpose
Ref: 191-37.1
2. Required provisions
Ref: 191-37.5
3. Preexisting conditions
Ref: 191-37.21
4. Exclusions
5. Replacement
Ref: 191-37.27
6. Cancellation

Ref: 191-37.6

D. Long Term Care insurance

1. Marketing

Ref: 39.15

2. Policy provisions

Ref: 39.6

3. Types of care

Ref: 191.39.9

1. Home Health Care

Ref: 191.39.9

2. Nursing Home

Ref: 191-39.5

3. Assisted living

4. Iowa Long-Term Care partnership program

Ref: 191-39.75-85

E. Special Programs

1. Healthy and Well Kids in Iowa Program (HAWK-I)

Ref: 514I.1, .2, .3, .6, .8, .9

2. HIPIOWA

Ref: 514E

F. Affordable Care Act

1. Exchanges/Marketplace (ACA Section 1321)

2. Taxes, penalties, and subsidies (ACA Section 1401, 1402)

3. Essential health benefits (ACA Section 1302)

a. Mental health parity

b. Pediatric services

c. Preventive services

4. Employer notification responsibilities (ACA Section 1511-1515)

G. No Surprises Act

Ref: Title I of Division BB of the CAA, 2021, Title XXVII of PHS Act Part E

1. Earthquake
2. Mobile Homes
3. Watercraft
4. Farm Owners
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II. INSURANCE TERMS AND RELATED CONCEPTS..... 15

A. Insurance

1. Law of Large Numbers

B. Insurable interest

C. Risk

1. Pure vs. Speculative Risk

D. Hazard

1. Moral

2. Morale

3. Physical

E. Peril

F. Loss

1. Direct

2. Indirect

G. Loss Valuation

1. Actual cash value

2. Replacement cost

3. Market value

4. Stated/agreed value

5. Salvage value

H. Proximate cause

I. Deductible

J. Indemnity

K. Limits of liability

L. Coinsurance/Insurance to value

M. Occurrence

N. Cancellation

O. Nonrenewal

P. Vacancy and unoccupancy

Q. Liability

1. Absolute

2. Strict

3. Vicarious

R. Negligence

S. Binder

T. Endorsements

U. Blanket vs. Specific

III. POLICY PROVISIONS AND CONTRACT LAW..... 13

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions

E. Definition of the insured

F. Duties of the insured

G. Obligations of the insurance company

H. Mortgagee rights

I. Proof of loss

J. Notice of claim

K. Appraisal

L. Other Insurance Provision

M. Subrogation

N. Elements of a contract

O. Warranties, representations, and concealment

P. Sources of underwriting information

Q. Fair Credit Reporting Act

**PROPERTY – GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES 22

A. Homeowners

1. HO-2

2. HO-3

3. HO-4

4. HO-5

5. HO-6

6. HO-8

B. Dwelling policies

1. DP-1

2. DP-2

3. DP-3

C. Commercial lines

1. Commercial Package Policy (CPP)

2. Commercial property

1. Commercial building and business personal property form

2. Causes of loss forms

3. Business income

4. Extra expense

5. Equipment breakdown

3. Business Owners Policy (BOP)

4. Builders Risk

5. Cyber First-Party Coverage

D. Inland marine

1. Personal Articles floaters

2. Commercial Property floaters

E. National Flood Insurance Program

F. Others

- R. Privacy Protection (Gramm Leach Bliley)
- S. Policy Application
- T. Terrorism Risk Insurance Act (TRIA)
- U. Territory

**PROPERTY - IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(31 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES..... 25

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
2. Examination of records
Ref: 507.1, .2, .3
3. Hearings
Ref: 507B.6
4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20
5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing

1. Applications
Ref: 422B.5
2. Change of address
Ref: 191-10.12
3. Licensing examinations
Ref: 191-11.1 - 11.4
4. Resident/nonresident
Ref: 191-10.4 & 10.5
5. Temporary license
Ref: 191-10.11
6. Exemptions
Ref: 522B.8
7. Denial, renewal, termination of licenses
Ref: 522B.11
8. Commissions and referral fees
Ref: 522B.12
9. Company appointments
Ref: 522B.13
10. Continuing education
Ref: 191-11.1 - 11.4

C. Unfair and Deceptive Practices

1. Unfair discrimination
Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
2. Misrepresentation
Ref: 507B.4(3)(a)(1)-(10)
3. Rebating
Ref: 507B.4(3)(i)
4. False information and advertising
Ref: 507B.4(3)(b)(1); Reg 191-15.3
5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8; 515.103

1. Prohibited Acts
2. Use of credit information**

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

1. Domestic, foreign, alien
Ref: 521A, 521E.1, 515.70
2. Fraternal benefit society*
Ref: 512B(3)
3. Certificate of Authority
Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

II. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO PROPERTY INSURANCE 6

A. Iowa FAIR Plan Association

Ref: 515F.31 through .36

B. Cancellation/Nonrenewal

Ref: 515.125-.131; 515D.4 through .7

C. Standard Fire Policy

Ref: 515.109

D. Private-passenger automobile insurance

Ref: 321A.2-.11; 516A.1 through .4; 191-15.45

1. Aftermarket parts regulation

E. Rate standards

Ref: 515F.4(1), 515F.5(1)(a)

**CASUALTY – GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions plus 5 pretest questions)

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

A. Commercial general liability

1. Exposures
 1. Premises and Operations
 2. Products and Completed Operations
2. Coverage
 - a. Coverage A: Bodily Injury and Property Damage Liability (Occurrence, Claims made including Retroactive Date)
 2. Coverage B: Personal Injury and Advertising Injury
 3. Coverage C: Medical Payments
 4. Supplemental Payments
 5. Who is an insured
 6. First named insured
 7. Limits (Per occurrence, Annual Aggregate)
 8. Damage to Property of Others

B. Automobile: personal auto and business auto

1. Liability
 1. Bodily Injury
 2. Property Damage
 3. Split Limits
 4. Combined Single Limit
2. Medical Payments
3. Physical Damage (collision; other than collision; specified perils)
4. Uninsured motorists
5. Underinsured motorists
6. Who is an insured
7. Types of Auto
 1. Owned

2. Non-owned	
3. Hired	
4. Temporary Substitute	
5. Newly Acquired Autos	
6. Transportation Expense and Rental Reimbursement Expense	
8. Auto Dealers Coverage Form, including Garagekeepers Insurance	
9. Exclusions	
10. Individual Insured and Drive Other Car (DOC)	
11. Mobile equipment	
C. Workers Compensation Insurance, Employers Liability Insurance, and Related Issues	
(This section does not deal with specifics of state law, which are addressed elsewhere in this outline.)	
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1. Who is an employee/employer	
2. Compensation	
2. Work-related vs. non-work-related	
3. Other states' insurance	
4. Employers Liability	
5. Exclusive remedy	
6. Premium Determination	
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2. Theft	
3. Robbery	
4. Burglary	
5. Forgery and Alteration	
6. Mysterious disappearance	
E. Bonds	
1. Surety	
2. Fidelity	
F. Professional liability	
1. Errors and Omissions	
2. Medical Malpractice	
3. Directors and Officers (D&O)	
4. Employment Practices Liability (EPLI)	
5. Cyber liability and data breach, funds transfer	
6. Liquor liability	
G. Umbrella/Excess Liability	
H. Businessowners Policy (BOP)	
II. INSURANCE TERMS AND RELATED CONCEPTS..... 15	
A. Risk	
B. Hazards	
1. Moral	
2. Morale	
3. Physical	
C. Indemnity	
D. Insurable interest	
E. Loss valuation	
1. Actual cash value	
2. Replacement cost	
3. Market value	
4. Stated/agreed value	
5. Salvage value	
F. Negligence	
G. Liability	
H. Occurrence	
I. Binders	
J. Warranties	
K. Representations	
L. Concealment	
M. Deposit Premium/Audit	
N. Certificate of Insurance	
O. Law of Large Numbers	

P. Pure vs. Speculative Risk	
Q. Endorsements	
R. Damages	
1. Compensatory	
1. General	
2. Special	
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S. Compliance with provisions of Fair Credit Reporting Act	
III. POLICY PROVISIONS 12	
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B. Insuring agreement	
C. Conditions	
D. Exclusions and Limitations	
E. Definition of the insured	
F. Duties of the insured after a loss	
G. Cancellation and nonrenewal provisions	
H. Supplementary payments	
I. Proof of loss	
J. Notice of claim	
K. Other insurance	
L. Subrogation	
M. Loss settlement provisions including consent to settle a loss	
N. Terrorism Risk Insurance Act (TRIA)	

<p style="text-align: center;">CASUALTY - IOWA SPECIFIC CONTENT OUTLINE</p> <p style="text-align: center;">State Laws, Rules, Regulations and Coverages</p>

(33 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES..... 25	
A. Insurance Commissioner/Division	
1. Broad powers and duties	
<i>Ref: 505.2; 505.8; 507B.3; 507C</i>	
2. Examination of records	
<i>Ref: 507.1, .2, .3</i>	
3. Hearings	
<i>Ref: 507B.6</i>	
4. Penalties	
<i>Ref: 505.7A; 507B.7; Reg 191-10.20</i>	
5. Cease and desist	
<i>Ref: 507B.6A; 522B.17; Reg 191-15.14</i>	
B. Licensing	
1. Applications	
<i>Ref: 422B.5</i>	
2. Change of address	
<i>Ref: 191-10.12</i>	
3. Licensing examinations	
<i>Ref: 191-11.1 - 11.4</i>	
4. Resident/nonresident	
<i>Ref: 191-10.4 & 10.5</i>	
5. Temporary license	
<i>Ref: 191-10.11</i>	
6. Exemptions	
<i>Ref: 522B.8</i>	
7. Denial, renewal, termination of licenses	
<i>Ref: 522B.11</i>	
8. Commissions and referral fees	
<i>Ref: 522B.12</i>	
9. Company appointments	
<i>Ref: 522B.13</i>	
10. Continuing education	

C. Unfair and Deceptive Practices

1. Unfair discrimination
Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11
2. Misrepresentation
Ref: 507B.4(3)(a)(1)-(10)
3. Rebating
Ref: 507B.4(3)(i)
4. False information and advertising
Ref: 507B.4(3)(b)(1); Reg 191-15.3
5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: Reg 191-15.8; 515.103

1. Prohibited Acts
2. Use of credit information**

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

1. Domestic, foreign, alien
Ref: 521A, 521E.1, 515.70
2. Fraternal benefit society*
Ref: 512B(3)
3. Certificate of Authority
Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

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C. Transportation Network Companies (ride-sharing services)

Ref: 321N.1(5), 321N.4(2)(a)

D. Workers' Compensation

1. Definitions
Ref: 85.61
2. Covered employment
Ref: 85.1
3. Benefits provided
Ref: 85.27-29, 31-34
4. Covered injuries
Ref: 85.3, .32, .60, .61, .71
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**COMMERCIAL LINES EXAM GENERAL
KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions plus 5 pretest questions)

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 7. Damage to Property of Others

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 2. Property Damage
 3. Split Limits
 4. Combined Single Limit
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 3. Hired
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2. Strict	
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CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(32 scoreable questions plus 5 pretest questions)

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2. Misrepresentation
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4. False information and advertising
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5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8

1. Prohibited Acts

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

1. Domestic, foreign, alien
Ref: 521A, 521E.1, 515.70
2. Fraternal benefit society*
Ref: 512B(3)
3. Certificate of Authority
Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

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2. Covered employment

Ref: 85.1

3. Benefits provided

Ref: 85.27-29, 31-34

4. Covered injuries

Ref: 85.3, .32, .60, .61, .71

5. Occupational disease

Ref: 85.20

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GENERAL KNOWLEDGE
CONTENT OUTLINE
Product Knowledge, Terms and Concepts**

(75 questions plus 5 pretest questions)

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 - c. Split Limits
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4. Uninsured motorists
5. Underinsured motorists
6. Who is an insured
7. Types of Auto
 - a. Owned
 - b. Non-owned
 - c. Hired
 - d. Temporary Substitute
 - e. Newly Acquired Autos
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1. Pure vs. Speculative Risk

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E. Peril

F. Loss

1. Direct
2. Indirect

G. Loss Valuation

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

H. Proximate cause

I. Deductible

J. Indemnity

K. Limits of liability

L. Coinsurance/Insurance to value

M. Occurrence

N. Cancellation

O. Nonrenewal

P. Vacancy and unoccupancy

Q. Liability

1. Absolute
2. Strict
3. Vicarious

R. Negligence

S. Binder

T. Endorsements

U. Blanket vs. Specific

V. Burglary, Robbery, Theft, and Mysterious Disappearance

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J. Notice of claim

K. Appraisal

L. Other Insurance Provision

M. Subrogation

N. Elements of a contract

O. Sources of underwriting information

P. Fair Credit Reporting Act

Q. Privacy Protection (Gramm Leach Bliley)

R. Policy Application

S. Terrorism Risk Insurance Act (TRIA)

T. Cancellation and nonrenewal provisions

U. Supplementary payments

V. Loss settlement provisions including consent to settle a loss

W. Territory

**PERSONAL LINES IOWA SPECIFIC
CONTENT OUTLINE
State Laws, Rules, Regulations and Coverages**

(37 scoreable questions plus 5 pretest questions)

I. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES..... 25

A. Insurance Commissioner/Division

1. Broad powers and duties

Ref: 505.2; 505.8; 507B.3; 507C

2. Examination of records

Ref: 507.1, .2, .3

3. Hearings

Ref: 507B.6

4. Penalties

Ref: 505.7A; 507B.7; Reg 191-10.20

5. Cease and desist

Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing

Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.1 through .23; Reg 191-11.1 through .4

1. Applications

Ref: 422B.5

2. Change of address

Ref: 191-10.12

3. Licensing examinations

Ref: 191-11.1 - 11.4

4. Resident/nonresident

Ref: 191-10.4 & 10.5

5. Temporary license

Ref: 191-10.11

6. Exemptions

Ref: 522B.8

7. Denial, renewal, termination of licenses

Ref: 522B.11

8. Commissions and referral fees

Ref: 522B.12

9. Company appointments

Ref: 522B.13

10. Continuing education

Ref: 191-11.1 - 11.4

C. Unfair and Deceptive Practices

1. Unfair discrimination

Ref: 507B.4(3)(g)(1)-(3); Reg 191-15.11

2. Misrepresentation

Ref: 507B.4(3)(a)(1)-(10)

3. Rebating

Ref: 507B.4(3)(i)

4. False information and advertising

Ref: 507B.4(3)(b)(1); Reg 191-15.3

5. Claims settlement
Ref: 507B.4(3)(j)(1)-(15)
6. Defamation
Ref: 507B.4(3)(c)
7. Boycott, coercion and intimidation
Ref: 507B.4(3)(d)

D. Iowa Insurance Fraud Act

Ref: 507E.1 through .7

E. Producer Responsibilities

Ref: 191—15.8; 515.103

1. Prohibited Acts
2. Use of credit information**

F. Guaranty Association

Ref: 515B.2, .3, .5, .7 through .11, .18

G. Definitions

1. Domestic, foreign, alien

Ref: 521A, 521E.1, 515.70

2. Fraternal benefit society*

Ref: 512B(3)

3. Certificate of Authority

Ref: 507A.7(1)(b); 515.41

H. Surplus**

Ref: 515I.2(17)(18); 191-21.1 through .9

I. Insurance Notices and Documents - Electronic Delivery

Ref: 505B.1

* Applies to Life/Health only

** Applies to Property/Casualty associated exams only

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2. Proof of financial responsibility

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3. Cancellation and nonrenewal

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C. Transportation Network Companies (ride-sharing services)

Ref: 321N.1(5), 321N.4(2)(a)

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CREDIT INSURANCE CONTENT OUTLINE Product Knowledge, Terms and Concepts

(50 scoreable questions)

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3. Hearings

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4. Penalties

Ref: 505.7A; 507B.7; Reg 191-10.20

5. Cease and desist

Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing Requirements

Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13;

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1. Applications
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3. Licensing examinations
4. Resident/nonresident
5. Denial, renewal, termination of licenses

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7

1. Discrimination
2. Misrepresentation
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5. Claims settlement
6. Defamation
7. Boycott, coercion and intimidation
8. Iowa Insurance Fraud Act

CROP INSURANCE CONTENT OUTLINE

Product Knowledge, Terms and Concepts

(50 scoreable questions)

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A. Insurance Commissioner/Division

1. Broad powers and duties

Ref: 505.2; 505.8; 507B.3

2. Examination of records

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3. Hearings

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4. Penalties

Ref: 505.7A; 507B.7; Reg 191-10.20

5. Cease and desist

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B. Licensing Requirements

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1. Applications
2. Change of address
3. Licensing examinations
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6. Exemptions
7. Denial, renewal, termination of licenses
8. Continuing education

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7

1. Discrimination
2. Misrepresentation
3. Rebating
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5. Claims settlement
6. Defamation
7. Boycott, coercion and intimidation
8. Iowa Insurance Fraud Act

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**EXCESS AND SURPLUS LINES INSURANCE
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

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- B. Surety bond fee
- C. Types of bail
- D. Bail piece
- E. Acceptable collateral
- F. Appointing company's underwriting standard

**VII. IOWA STATUTES, RULES, AND REGULATIONS
PERTINENT TO SURETY LICENSING..... 12**

A. Insurance Commissioner/Division

- 1. Broad powers and duties

Ref: 505.2; 505.8; 507B.3

- 2. Examination of records

Ref: 507.1, .2, .3

- 3. Hearings

Ref: 507B.6

- 4. Penalties

Ref: 505.7A; 507B.7; Reg 191-10.20

- 5. Cease and desist

Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing Requirements

*Ref: 507B.7, 522B.3 through .11, .16; Reg 191-10.2, .4, .6, .8, .13;
Reg 191-11.1 through .4*

- 1. Applications
- 2. Change of address
- 3. Licensing examinations
- 4. Resident/nonresident
- 5. Temporary license
- 6. Exceptions to licensing
- 7. Denial, renewal, termination of licenses

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7

- 1. Discrimination
- 2. Misrepresentation
- 3. Rebating
- 4. Advertising
- 5. Claims settlement
- 6. Defamation
- 7. Boycott, coercion and intimidation
- 8. Iowa Insurance Fraud Act

- 4. Adjustable life

B. Interest-sensitive life products

- 1. Universal life
- 2. Interest-sensitive whole life

C. Indexed Life Products

- 1. Indexed universal life

D. Variable Life Products

- 1. Variable whole life
- 2. Variable universal life

E. Term life

- 1. Level, decreasing, and increasing term
- 2. Special features
 - 1. Renewable
 - 2. Convertible

F. Annuities

- 1. Single, level, and flexible premium
- 2. Immediate and deferred
- 3. Fixed and variable

G. Endowment

H. Combination plans and variations

- 1. Family policy
- 2. Family income policy
- 3. Joint life
- 4. Survivorship life

**II. POLICY RIDERS, PROVISIONS, OPTIONS, AND
EXCLUSIONS 5**

A. Policy riders

- 1. Waiver of premium
- 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)

B. Policy provisions and options

- 1. Entire contract
- 2. Insuring clause
- 3. Owner's rights
- 4. Beneficiary designations
- 5. Premium Payment
- 6. Reinstatement
- 7. Policy loans, withdrawals, partial surrenders
- 8. Nonforfeiture options
- 9. Dividends and dividend options
- 10. Incontestability
- 11. Assignments
- 12. Settlement options

C. Policy exclusions

**III. TAXES, RETIREMENT, AND OTHER INSURANCE
CONCEPTS 3**

A. Third-party ownership

B. Group life insurance

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

**C. Business insurance (e.g., key employee, buy and sell
agreement, split-dollar, etc.)**

**D. Tax treatment of insurance premiums, proceeds,
dividends**

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

E. Accelerated Death Benefits—Living Benefits

**IV. IOWA LAWS, RULES, AND REGULATIONS COMMON TO
ALL LINES 5**

A. Insurance Commissioner/Division

- 1. Broad powers and duties
- Ref: 505.2; 505.8; 507B.3; 507C*

**VIATICAL SETTLEMENT BROKER
CONTENT OUTLINE
Product Knowledge, Terms, and Concepts**

(50 scoreable questions)

I. TYPES OF POLICIES 10

A. Traditional whole life products

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

2. Examination of records
Ref: 191-48.8
3. Cease and desist, hearings and penalties
Ref: 191-48.12; 505.7A , 507B.6, .7; 507B.6A; 522B.17; Reg 1 91-10.20; Reg 191-15.14

B. Licensing Requirements

Ref: 191-48.3; 191-11.1 through .4; Reg 191-11.1 through .4

1. Viatical settlement broker
2. Viatical settlement provider
3. Change of address
4. Licensing examinations
5. Renewal, termination of licenses
6. Continuing education

C. Unfair and Deceptive Practices

Ref: 507B.4; Reg 191-15.2, .3; 507E.2 through .7; Reg 191-48.11

D. Life and Health Guaranty Association

Ref: 508C

V. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO LIFE INSURANCE ONLY 2

A. Policy replacement

Ref: 191-16.21 through .29

VI. IOWA LAWS, RULES, AND REGULATIONS PERTINENT TO VIATICAL SETTLEMENTS 25

A. Definitions

Ref: 191-48.2

B. Advertising

Ref: 191-48.2, .10

C. Contract approval

Ref: 191-48.4

D. Disclosures

Ref: 191-48.5

E. Requirements and Prohibition

Ref: 191-48.9; 508E

F. Confidentiality

Ref: 191-48.7

G. Prohibited activities

Ref: 191-48.9

PUBLIC ADJUSTER CONTENT OUTLINE Product Knowledge, Laws, and Regulations

(50 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO PUBLIC ADJUSTERS

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.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 1. Commercial building and personal property form
 2. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. 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

H. Surety Bonding

1. Definitions
 1. Obligee
 2. Principal
 3. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

K. Obligations of the insurance company

L. Endorsements

M. Replacement cost

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. PUBLIC ADJUSTER

A. Loss Report

1. Essential Elements
 1. Occurrence Date
 2. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

- A. Amount of loss
- B. Catastrophic disaster
- C. Claimant
- D. First party claim
- E. Independent adjuster
- F. Public adjuster
- G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE AND THE LICENSING OF PUBLIC ADJUSTERS

A. Definitions

Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4; 191-55

1. Persons required to be licensed and their responsibilities
 1. Public Adjuster
2. License requirements
 1. Fees and application
 2. Prerequisites
 3. Exceptions to licensing
3. Notice of address change
4. Contracts and Solicitation of Contracts

B. Marketing Practices

Ref: 505.7A, 507B.7, 507B.4

1. Duties of licensed personnel
2. Record keeping
3. License denial, suspension, revocation, and penalties
4. Ethics
5. Unfair practices
 - a. Misrepresentation

C. Insurance Commissioner

Ref: 505.2; 505.7A; 505.8; 507B.3; 507B.6; 507B.7; Reg. 191-10.20; 507B.6A; 522B.17; Reg. 191-15.14

1. Broad powers and duties
2. Hearings
3. Cease and desist orders and penalties
4. General penalties

D. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
2. No contact first 72 hours after catastrophic event
3. No solicitation hours
4. License required to conduct insurance business
5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

E. Adjuster records

Ref: 522C.12 (1-2)

NAVIGATOR CONTENT OUTLINE Product Knowledge, Terms and Concepts

(50 scoreable questions)

I. AFFORDABLE CARE ACT

- A. Intent of the Law
- B. Major Provisions
- C. Essential Health Benefits
- D. Exemptions
- E. Financial assistance availability and determination
 1. Individuals and families
 2. Public programs (i.e., Medicaid and CHIP)

3. Subsidies and tax credits for small businesses
4. Groups and financial subsidies
5. Calculating the Advanced Premium Tax Credit (APTC)

F. Special Populations

1. Identifying and reaching (demographic and geographic)
2. Cultural and linguistic approaches and materials

G. Tribal Considerations

II. BASIC HEALTH CONCEPTS

A. Health care options

1. Health Maintenance Organizations (HMO)
2. Preferred Provider Organizations (PPO)
3. Point of Service (POS) plans
4. Exclusive Provider Organizations (EPO)
5. High Deductible Health Plans (HDHPs)
6. Health Savings Account (HSA) / Health Reimbursement Arrangement (HRA)

B. Cost, premiums, payments

1. Copayments
2. Deductibles
3. Coinsurance
4. Low cost and no-cost care available in the Exchange

III. HEALTH INSURANCE EXCHANGES

A. Types of Exchanges

1. State Based Marketplace (SBM)
2. State Partnership Marketplace (SPM)
3. Federally-Facilitated Marketplace (FFM)

B. Functions of Exchanges

1. One-stop marketplace
2. Eligibility & Enrollment
3. Single Streamlined Application Process
4. Federal Subsidies

C. Individual Exchanges

D. Small Business Health Options (SHOP) Exchanges

E. Qualified Health Plans (QHPs)

1. Essential Health Benefits
2. Preventative Health Services
3. Children's Coverage
4. Dental and Vision Benefits

IV. NAVIGATORS

A. Types

1. Navigators
2. Certified Application Counselors

B. Roles and Responsibilities

1. Definition and eligible entities
2. Training and certification of Navigators
3. Provide information fairly, accurately and impartially
4. Plan eligibility and overview
5. Plan enrollment procedures (signatures)
6. Exchange eligibility and changes (individuals and families)
7. Expanded Medicaid eligibility
8. Medicare disqualification
9. Consumer questions
10. Compensation
11. QHP selection (referrals and information)
12. Conflicts of interest
13. Performance metrics

C. Privacy and security of health information

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

V. BROKERS, AGENTS AND PRODUCERS

A. Roles and responsibilities

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

VI. OUTREACH AND EDUCATION

A. Identify goals (role of Producers and Navigators)

B. Digital literacy

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

C. Medicare and Medicaid

D. Employer-sponsored plans

1. Large Group Employers (101+ employees)
2. Self-insured plans and MEWAs
3. Fully insured plans and METs
4. Small Group Employers
5. Self-employed Business Owners

VII. IOWA LAWS, RULES, AND REGULATIONS COMMON TO ALL LINES

A. Insurance Commissioner/Division

1. Broad powers and duties
Ref: 505.2; 505.8; 507B.3; 507C
2. Examination of records
Ref: 507.1, .2, .3

3. Hearings
Ref: 507B.6

4. Penalties
Ref: 505.7A; 507B.7; Reg 191-10.20

5. Cease and desist
Ref: 507B.6A; 522B.17; Reg 191-15.14

B. Licensing
Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.1 through .15; Reg 191-11.1 through .4

1. Applications
2. Change of address
3. Licensing examinations
4. Resident/nonresident
5. Temporary license
6. Exemptions
7. Denial, renewal, termination of licenses
8. Commissions and referral fees
9. Company appointments
10. Continuing education

C. Unfair and deceptive practices
Ref: 507B.4; Reg 191-15.2, .3; 507E.1 through .7

1. Discrimination
2. Misrepresentation
3. Rebating
4. Advertising
5. Claims settlement
6. Defamation
7. Boycott, coercion and intimidation
8. Iowa Insurance Fraud Act

D. Guaranty Association
Ref: 508C.2, .3, .5, .6, .8, .9, .12, .14, .18

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Actual cash value

H. Replacement cost

I. Extensions of coverage

J. Negligence

K. Theft

L. Burglary

M. Robbery

N. Binders

O. Apportionment clause

P. Waiver/Non-waiver agreement

Q. Estoppel

II. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. Conflict of interest

E. First party claim

F. Umpire

G. Appraiser

H. Good cause

III. IOWA STATUTES AND REGULATIONS PERTINENT TO UMPIRES

A. Payment(s)

Ref: 522F.11 (1-5)

B. Objections

Ref: 522F.12

1. Process of submitting objections

C. Standards of Conduct

Ref: 522F.13

1. Conflict of interest disclosure
2. Submission of differences
3. Umpire duties
4. Prohibited acts

D. Appraisal process

Ref: 522F.14 (1-6)

E. Appraisal award

Ref: 522F.16

F. Record keeping

Ref: 522F.18

IV. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF UMPIRES

A. Licensing

1. Eligibility for Umpire license

Ref: 522F.8

2. License issuance, renewal, and fees

Ref: 522F.9

3. License denial, nonrenewal, or revocation

Ref: 522F.20(1)a-q, 522F.23

- a. Untrue information on the application
- b. Violation of insurance laws
- c. Withheld or misappropriated funds
- d. Conviction of a felony
- e. Use of fraudulent or coercive acts
- f. License revocation in this state or other states
- g. Failure to pay child support or state debt

4. Reinstatement unrelated to disciplinary action

Ref: 522F.10

5. Reinstatement or reissuance after disciplinary action

Ref: 522F.22 (1)(2)(7)(8)

- a. Definitions

**IOWA UMPIRE
CONTENT OUTLINE
Product Knowledge, Terms and Concepts**

(50 scoreable questions)

I. GENERAL INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

- b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
- B. Hearings**
Ref: 522F.19 (1-5)
 - 1. Statement of charges and notice of hearing
 - 2. Opportunity to be heard
 - 3. Hearing procedures
 - 4. Commissioner's powers
 - 5. Service of process
- C. Civil and criminal penalties**
Ref: 522F.21 (1-7)
 - 1. Cease and desist order
 - 2. Criminal penalties
 - 3. Referral to attorney general
- D. Reporting of criminal and administrative actions**
Ref: 522F.17 (1-3)
 - 1. 30-day window
 - 2. Penalty for failure to comply
- E. Fingerprinting/Criminal history check**
Ref: 522F.8, 522B.5A

IOWA APPRAISER CONTENT OUTLINE Product Knowledge, Terms and Concepts

(50 scoreable questions)

- I. GENERAL INSURANCE TERMS AND RELATED CONCEPTS**
 - A. Insurable interest**
 - B. Risk**
 - C. Hazard**
 - 1. Moral
 - D. Loss**
 - 1. Direct
 - 2. Indirect
 - E. Deductible**
 - F. Indemnity**
 - G. Actual cash value**
 - H. Replacement cost**
 - I. Extensions of coverage**
 - J. Negligence**
 - K. Theft**
 - L. Burglary**
 - M. Robbery**
 - N. Binders**
 - O. Apportionment clause**
 - P. Waiver/Non-waiver agreement**
 - Q. Estoppel**
- II. INSURANCE TERMS PERTINENT TO IOWA**
Ref: 522F.1, 522C.2
 - A. Amount of loss**
 - B. Catastrophic disaster**
 - C. Claimant**
 - D. Conflict of interest**
 - E. First party claim**
 - F. Umpire**
 - G. Appraiser**
 - H. Good cause**
- III. IOWA STATUTES AND REGULATIONS PERTINENT TO APPRAISERS**
 - A. Payment(s)**
Ref: 522F.6
 - B. Objections**
Ref: 522F.12
 - 1. Process of submitting objections
 - C. Standards of Conduct**
Ref: 522F.7
 - 1. Conflict of interest disclosure
 - 2. Appraiser duties

- 3. Prohibited acts
- D. Appraisal process**
Ref: 522F.14 (1-6)
- E. Appraisal clause**
Ref: 522F.15
- F. Appraisal award**
Ref: 522F.16
- G. Record keeping**
Ref: 522F.18
- IV. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF APPRAISERS**
 - A. Licensing**
 - 1. Eligibility for Appraisers license
Ref: 522F.3
 - 2. License issuance, renewal, and fees
Ref: 522F.4
 - 3. License denial, nonrenewal, or revocation
Ref: 522F.20(1)a-q, 522F.23; 522F.5; 522F.22 (1)(2)(7)(8)
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
 - 4. Reinstatement unrelated to disciplinary action
 - 5. Reinstatement or reissuance after disciplinary action
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
 - B. Hearings**
Ref: 522F.19 (1-5)
 - 1. Statement of charges and notice of hearing
 - 2. Opportunity to be heard
 - 3. Hearing procedures
 - 4. Commissioner's powers
 - 5. Service of process
 - C. Civil and criminal penalties**
Ref: 522F.21 (1-7)
 - 1. Cease and desist order
 - 2. Criminal penalties
 - 3. Referral to attorney general
 - D. Reporting of criminal and administrative actions**
Ref: 522F.17 (1-3)
 - 1. 30-day window
 - 2. Penalty for failure to comply
 - E. Fingerprinting/Criminal history check**
Ref: 522F.3, 522B.5A

STAFF ADJUSTER CONTENT OUTLINE Product Knowledge, Laws, and Regulations

(50 scoreable questions)

- I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO STAFF ADJUSTERS**
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.
 - A. Standard Fire Policy**
Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Business income

2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. 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

H. Surety Bonding

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

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. STAFF ADJUSTER

A. Loss Report

1. Essential Elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO STAFF ADJUSTERS

A. Authority of the commissioner

Ref: 522C.3

B. Licensing

1. License required

Ref: 522C.4
2. Application for license

Ref: 522C.5, 522C.6, 522C.7, 522C.8, 522C.9

 - a. Individual applicants
 - b. Nonresident
 - c. Business entities
 - d. Business entity license resident/nonresident
 - e. Fees
 - f. Financial responsibility
 - g. Examination
 - h. Exemptions

3. License denial, nonrenewal, or revocation

Ref: 522C.13, 522C.16

- a. Untrue information on the application
- b. Violation of insurance laws
- c. Withheld or misappropriated funds
- d. Conviction of a felony
- e. Use of fraudulent or coercive acts
- f. License revocation in this state or other states
- g. Failure to pay child support or state debt

4. Reinstatement unrelated to disciplinary action

Ref: 522F.10

5. Reinstatement or reissuance after disciplinary action

Ref: 522C.15 1-8

- a. Definitions
- b. Application process
- c. Voluntary forfeiture
- d. Additional action

6. Criminal and civil penalties

Ref: 522C.14 (1-3)

- a. Hearing proceedings and findings
- b. Adjuster acting without proper licensure
- c. Contract used by unlicensed persons will be void

C. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
2. No contact first 72 hours after catastrophic event
3. No solicitation hours
4. License required to conduct insurance business
5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

D. Adjuster records

Ref: 522C.12 (1-2)

INDEPENDENT ADJUSTER CONTENT OUTLINE Product Knowledge, Laws, and Regulations

(50 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO INDEPENDENT ADJUSTERS

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.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. 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

H. Surety Bonding

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

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. INDEPENDENT ADJUSTER

A. Loss Report

1. Essential Elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO INDEPENDENT ADJUSTERS

A. Authority of the commissioner

Ref: 522C.3

B. Licensing

1. License required
Ref: 522C.4
2. Application for license
Ref: 522C.5, 522C.6, 522C.7, 522C.8, 522C.9
 - a. Individual applicants
 - b. Nonresident
 - c. Business entities
 - d. Business entity license resident/nonresident
 - e. Fees
 - f. Financial responsibility
 - g. Examination
 - h. Exemptions
3. License denial, nonrenewal, or revocation
Ref: 522C.13, 522C.16
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
Ref: 522F.10
5. Reinstatement or reissuance after disciplinary action
Ref: 522C.15 1-8

- a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
6. Criminal and civil penalties
Ref: 522C.14 (1-3)
- a. Hearing proceedings and findings
 - b. Adjuster acting without proper licensure
 - c. Contract used by unlicensed persons will be void

C. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

- 1. Act in loyalty to interest of insured
- 2. No contact first 72 hours after catastrophic event
- 3. No solicitation hours
- 4. License required to conduct insurance business
- 5. Adjusters shall not have financial interest
- 6. Adjusters shall not act as public adjuster and independent adjuster on same claim
- 7. Adjusters shall not have a conflict of interest
- 8. Have no direct or indirect financial interest

D. Adjuster records

Ref: 522C.12 (1-2)

PUBLIC ADJUSTER & APPRAISER CONTENT OUTLINE Product Knowledge, Laws, and Regulations

(100 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO PUBLIC ADJUSTERS

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.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

- 1. Basic coverages, provisions, and clauses
- 2. Limitations and restrictions

B. Personal lines

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

C. Commercial lines

- 1. Commercial property
 - 1. Commercial building and personal property form
 - 2. Business income
- 2. Law and Ordinance Coverage

D. Inland marine

- 1. Personal floaters
- 2. Commercial floaters

E. Others

- 1. National Flood Insurance Program

F. Additional Coverages and Exclusions

- 1. Time Element
- 2. 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

H. Surety Bonding

- 1. Definitions
 - 1. Obligor
 - 2. Principal
 - 3. Surety

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

K. Obligations of the insurance company

L. Endorsements

M. Replacement cost

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

- 1. Moral

D. Loss

- 1. Direct
- 2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. PUBLIC ADJUSTER

A. Loss Report

- 1. Essential Elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

- 1. Damages
- 2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO PROPERTY INSURANCE AND THE LICENSING OF PUBLIC ADJUSTERS

A. Definitions

Ref: 507B.7, 522B.3 through .11, .13, .14, .16; Reg 191-10.2, .4, .6, .8, .13; Reg 191-11.1 through .4; 191-55

1. Persons required to be licensed and their responsibilities
 - a. Public Adjuster
2. License requirements
 - a. Fees and application
 - b. Prerequisites
 - c. Exceptions to licensing
3. Notice of address change
4. Contracts and Solicitation of Contracts

B. Marketing Practices

Ref: 505.7A, 507B.7, 507B.4

1. Duties of licensed personnel
2. Record keeping
3. License denial, suspension, revocation, and penalties
4. Ethics
5. Unfair practices
 - a. Misrepresentation

C. Insurance Commissioner

Ref: 505.2; 505.7A; 505.8; 507B.3; 507B.6; 507B.7; Reg. 191-10.20; 507B.6A; 522B.17; Reg. 191-15.14

1. Broad powers and duties
2. Hearings
3. Cease and desist orders and penalties
4. General penalties

D. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
2. No contact first 72 hours after catastrophic event
3. No solicitation hours
4. License required to conduct insurance business
5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

E. Adjuster records

Ref: 522C.12 (1-2)

VII. GENERAL INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Actual cash value

H. Replacement cost

I. Extensions of coverage

J. Negligence

K. Theft

L. Burglary

M. Robbery

N. Binders

O. Apportionment clause

P. Waiver/Non-waiver agreement

Q. Estoppel

VIII. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. Conflict of interest

E. First party claim

F. Umpire

G. Appraiser

H. Good cause

IX. IOWA STATUTES AND REGULATIONS PERTINENT TO APPRAISERS

A. Payment(s)

Ref: 522F.6

B. Objections

Ref: 522F.12

4. Process of submitting objections

C. Standards of Conduct

Ref: 522F.7

1. Conflict of interest disclosure
2. Appraiser duties
3. Prohibited acts

D. Appraisal process

Ref: 522F.14 (1-6)

E. Appraisal clause

Ref: 522F.15

F. Appraisal award

Ref: 522F.16

G. Record keeping

Ref: 522F.18

X. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF APPRAISERS

A. Licensing

1. Eligibility for Appraisers license
Ref: 522F.3
2. License issuance, renewal, and fees
Ref: 522F.4
3. License denial, nonrenewal, or revocation
Ref: 522F.20(1)a-q, 522F.23; 522F.5; 522F.22 (1)(2)(7)(8)
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
5. Reinstatement or reissuance after disciplinary action
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action

B. Hearings

Ref: 522F.19 (1-5)

1. Statement of charges and notice of hearing
2. Opportunity to be heard
3. Hearing procedures
4. Commissioner's powers
5. Service of process

C. Civil and criminal penalties

Ref: 522F.21 (1-7)

1. Cease and desist order
2. Criminal penalties
3. Referral to attorney general

D. Reporting of criminal and administrative actions

Ref: 522F.17 (1-3)

1. 30-day window
2. Penalty for failure to comply

E. Fingerprinting/Criminal history check

Ref: 522F.3, 522B.5A

**STAFF ADJUSTER AND APPRAISER
CONTENT OUTLINE
Product Knowledge, Laws, and Regulations**

(100 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO STAFF ADJUSTERS

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.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element
2. 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

H. Surety Bonding

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

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. STAFF ADJUSTER

A. Loss Report

1. Essential elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO STAFF ADJUSTERS

A. Authority of the commissioner

Ref: 522C.3

B. Licensing

1. License required
Ref: 522C.4
2. Application for license
Ref: 522C.5, 522C.6, 522C.7, 522C.8, 522C.9
 - a. Individual applicants
 - b. Nonresident
 - c. Business entities
 - d. Business entity license resident/nonresident
 - e. Fees
 - f. Financial responsibility
 - g. Examination
 - h. Exemptions
3. License denial, nonrenewal, or revocation
Ref: 522C.13, 522C.16
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
Ref: 522F.10
5. Reinstatement or reissuance after disciplinary action
Ref: 522C.15 1-8
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
6. Criminal and civil penalties
Ref: 522C.14 (1-3)
 - a. Hearing proceedings and findings
 - b. Adjuster acting without proper licensure
 - c. Contract used by unlicensed persons will be void

C. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
2. No contact first 72 hours after catastrophic event
3. No solicitation hours
4. License required to conduct insurance business
5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

D. Adjuster records

Ref: 522C.12 (1-2)

VII. GENERAL INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Actual cash value

H. Replacement cost

I. Extensions of coverage

J. Negligence

K. Theft

L. Burglary

M. Robbery

N. Binders

O. Apportionment clause

P. Waiver/Non-waiver agreement

Q. Estoppel

VIII. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

I. Amount of loss

J. Catastrophic disaster

K. Claimant

L. Conflict of interest

M. First party claim

N. Umpire

O. Appraiser

P. Good cause

IX. IOWA STATUTES AND REGULATIONS PERTINENT TO APPRAISERS

A. Payment(s)

Ref: 522F.6

B. Objections

Ref: 522F.12

1. Process of submitting objections

C. Standards of Conduct

Ref: 522F.7

1. Conflict of interest disclosure
2. Appraiser duties
3. Prohibited acts

D. Appraisal process

Ref: 522F.14 (1-6)

E. Appraisal clause

Ref: 522F.15

F. Appraisal award

Ref: 522F.16

G. Record keeping

Ref: 522F.18

X. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF APPRAISERS

A. Licensing

1. Eligibility for Appraisers license

Ref: 522F.3

2. License issuance, renewal, and fees

Ref: 522F.4

3. License denial, nonrenewal, or revocation

Ref: 522F.20(1)a-q, 522F.23; 522F.5; 522F.22 (1)(2)(7)(8)

- a. Untrue information on the application
- b. Violation of insurance laws
- c. Withheld or misappropriated funds
- d. Conviction of a felony
- e. Use of fraudulent or coercive acts
- f. License revocation in this state or other states
- g. Failure to pay child support or state debt

4. Reinstatement unrelated to disciplinary action

5. Reinstatement or reissuance after disciplinary action

- a. Definitions
- b. Application process
- c. Voluntary forfeiture
- d. Additional action

B. Hearings

Ref: 522F.19 (1-5)

1. Statement of charges and notice of hearing
2. Opportunity to be heard
3. Hearing procedures
4. Commissioner's powers
5. Service of process

C. Civil and criminal penalties

Ref: 522F.21 (1-7)

1. Cease and desist order
2. Criminal penalties
3. Referral to attorney general

D. Reporting of criminal and administrative actions

Ref: 522F.17 (1-3)

1. 30-day window
2. Penalty for failure to comply

E. Fingerprinting/Criminal history check

Ref: 522F.3, 522B.5A

**INDEPENDENT ADJUSTER AND APPRAISER
CONTENT OUTLINE
Product Knowledge, Laws, and Regulations**

(100 scoreable questions)

I. GENERAL PROPERTY INSURANCE PRODUCT KNOWLEDGE PERTINENT TO INDEPENDENT ADJUSTERS

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.

A. Standard Fire Policy

Ref: New York Standard Fire Policy

1. Basic coverages, provisions, and clauses
2. Limitations and restrictions

B. Personal lines

1. Dwelling and contents (DP forms)
2. Homeowners (HO forms)

C. Commercial lines

1. Commercial property
 - a. Commercial building and personal property form
 - b. Business income
2. Law and Ordinance Coverage

D. Inland marine

1. Personal floaters
2. Commercial floaters

E. Others

1. National Flood Insurance Program

F. Additional Coverages and Exclusions

1. Time Element

2. 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

H. Surety Bonding

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

II. PROPERTY POLICY PROVISIONS AND CONTRACT LAW

A. Declarations

B. Exclusions

C. Definition of the insured

D. Proof of loss

E. Notice of claim

F. Appraisal

G. Subrogation

H. Limitations

I. Coinsurance

J. Fraud

III. PROPERTY INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Replacement cost

H. Extensions of coverage

I. Negligence

J. Theft

K. Burglary

L. Robbery

M. Binders

N. Apportionment clause

O. Waiver/Non-Waiver Agreement

P. Estoppel

IV. INDEPENDENT ADJUSTER

A. Loss Report

1. Essential Elements
 - a. Occurrence Date
 - b. Coverages

B. Loss/Damage Valuation

1. Damages
2. Scope of Loss or Damages

V. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

A. Amount of loss

B. Catastrophic disaster

C. Claimant

D. First party claim

E. Independent adjuster

F. Public adjuster

G. Staff adjuster

VI. IOWA STATUTES, REGULATIONS, AND BULLETINS PERTINENT TO INDEPENDENT ADJUSTERS

A. Authority of the commissioner

Ref: 522C.3

B. Licensing

1. License required
Ref: 522C.4
2. Application for license
Ref: 522C.5, 522C.6, 522C.7, 522C.8, 522C.9
 - a. Individual applicants
 - b. Nonresident
 - c. Business entities
 - d. Business entity license resident/nonresident
 - e. Fees
 - f. Financial responsibility
 - g. Examination
 - h. Exemptions
3. License denial, nonrenewal, or revocation
Ref: 522C.13, 522C.16
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
Ref: 522F.10
5. Reinstatement or reissuance after disciplinary action
Ref: 522C.15 1-8
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action
6. Criminal and civil penalties
Ref: 522C.14 (1-3)
 - a. Hearing proceedings and findings
 - b. Adjuster acting without proper licensure
 - c. Contract used by unlicensed persons will be void

C. Adjusters Standards of Conduct

Ref: 522C.11 (1-28)

1. Act in loyalty to interest of insured
2. No contact first 72 hours after catastrophic event
3. No solicitation hours
4. License required to conduct insurance business
5. Adjusters shall not have financial interest
6. Adjusters shall not act as public adjuster and independent adjuster on same claim
7. Adjusters shall not have a conflict of interest
8. Have no direct or indirect financial interest

D. Adjuster records

Ref: 522C.12 (1-2)

VII. GENERAL INSURANCE TERMS AND RELATED CONCEPTS

A. Insurable interest

B. Risk

C. Hazard

1. Moral

D. Loss

1. Direct
2. Indirect

E. Deductible

F. Indemnity

G. Actual cash value

H. Replacement cost

I. Extensions of coverage

J. Negligence

K. Theft

L. Burglary

M. Robbery

N. Binders

- O. Apportionment clause
- P. Waiver/Non-waiver agreement
- Q. Estoppel

VIII. INSURANCE TERMS PERTINENT TO IOWA

Ref: 522F.1, 522C.2

- A. Amount of loss
- B. Catastrophic disaster
- C. Claimant
- D. Conflict of interest
- E. First party claim
- F. Umpire
- G. Appraiser
- H. Good cause

IX. IOWA STATUTES AND REGULATIONS PERTINENT TO APPRAISERS

A. Payment(s)

Ref: 522F.6

B. Objections

Ref: 522F.12

1. Process of submitting objections

C. Standards of Conduct

Ref: 522F.7

1. Conflict of interest disclosure
2. Appraiser duties
3. Prohibited acts

D. Appraisal process

Ref: 522F.14 (1-6)

E. Appraisal clause

Ref: 522F.15

F. Appraisal award

Ref: 522F.16

G. Record keeping

Ref: 522F.18

X. IOWA STATUTES AND REGULATIONS PERTINENT TO LICENSING OF APPRAISERS

A. Licensing

1. Eligibility for Appraisers license
Ref: 522F.3
2. License issuance, renewal, and fees
Ref: 522F.4
3. License denial, nonrenewal, or revocation
Ref: 522F.20(1)a-q, 522F.23; 522F.5; 522F.22 (1)(2)(7)(8)
 - a. Untrue information on the application
 - b. Violation of insurance laws
 - c. Withheld or misappropriated funds
 - d. Conviction of a felony
 - e. Use of fraudulent or coercive acts
 - f. License revocation in this state or other states
 - g. Failure to pay child support or state debt
4. Reinstatement unrelated to disciplinary action
5. Reinstatement or reissuance after disciplinary action
 - a. Definitions
 - b. Application process
 - c. Voluntary forfeiture
 - d. Additional action

B. Hearings

Ref: 522F.19 (1-5)

1. Statement of charges and notice of hearing
2. Opportunity to be heard
3. Hearing procedures
4. Commissioner's powers
5. Service of process

C. Civil and criminal penalties

Ref: 522F.21 (1-7)

1. Cease and desist order
2. Criminal penalties
3. Referral to attorney general

D. Reporting of criminal and administrative actions

Ref: 522F.17 (1-3)

1. 30-day window
2. Penalty for failure to comply

E. Fingerprinting/Criminal history check

Ref: 522F.3, 522B.5A

