

MASSACHUSETTS
Insurance Content Outlines

Content Outlines: Effective July 22, 2026

**LIFE PRODUCER
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

A. Policy riders

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

B. Policy provisions and options

1. Entire contract
2. Insuring clause
3. Free look
4. Consideration

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

C. Policy exclusions

1. War
2. Aviation
3. Dangerous Occupation

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

A. Completing the application

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

B. Underwriting

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

C. Delivering the policy

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

D. Contract law

1. Elements of a contract
 - a. Consideration
 - b. Offer and Acceptance
 - c. Competent parties
 - d. Legal purpose

2. Unique aspects of the insurance contract
 - a. Conditional
 - b. Unilateral
 - c. Adhesion
 - d. Aleatory

IV. RETIREMENT AND OTHER INSURANCE CONCEPTS 8

A. Third-party ownership

B. Life Settlements

C. Group life insurance

1. Conversion privilege
2. Contributory vs. noncontributory

D. Retirement plans

1. Qualified plans
2. Nonqualified plans

E. Life insurance needs analysis/suitability

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

F. Social Security benefits

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

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

LIFE PRODUCER MASSACHUSETTS SPECIFIC CONTENT OUTLINE

State Statutes, Rules and Regulations

(30 scoreable plus 5 pretest questions)

I. MASSACHUSETTS LAWS AND RULES PERTINENT TO ALL LINES OF INSURANCE.....15

A. Licensing

1. Process
Ref: 175:162G-X
2. Types of licenses
 - a. Producers
Ref: 175:162H, L, M
 - b. Business entity producers
Ref: 175:162L
 - c. Nonresident producers
Ref: 175:162N, U
 - d. Temporary
Ref: 175:162Q
 - e. Advisers
Ref: 175:177A, B
 - f. Reinsurance intermediaries
Ref: 175:177M-W
 - g. Life settlement broker
Ref: 175:213
 - h. Exemptions
Ref: 175:162J
3. Maintenance and duration
 - a. Reinstatement and renewal
Ref: 175:162M(b-d), 177B, 177O
 - b. Address change
Ref: 175:162M(f)
 - c. Reporting of actions
Ref: 175:162V

- d. Assumed names
Ref: 175:162P
- e. Continuing education requirements, exemptions and penalties
Ref: 175:177E; Reg 211 CMR 50.00

4. Disciplinary actions

- a. Cease and desist order
Ref: 176D:7
- b. Hearings
Ref: 175:162R; 176D:6
- c. Probation, suspension, revocation, refusal to issue or renew
Ref: 175:162R, 177B; 176D:7, 10; 30A:13
- d. Penalties and fines
Ref: 175:162R(b-e), 170, 174, 175, 176, 177, 194; 176D:7, 10

B. State Regulation

1. Commissioner's general duties and powers
Ref: 175:3A; 176D:5
2. Company regulation
 - a. Certificate of authority
Ref: 175:4, 33, 151
 - b. Solvency
Ref: 175:6, 180A-L; 175J
 - c. Rates
Ref: 175:113B; 175A; 175E; 176A:6; 176H:6; 176J:3
 - d. Policy forms
Ref: 175:2B, 192
 - e. Examination of books and records
Ref: 175:4
 - f. Producer appointments
Ref: 175:162S
 - g. Termination of producer appointment
Ref: 175:162T
 - h. Payment of claims
3. Producer regulation
 - a. Impersonation
Ref: 175:175
 - b. Larceny
Ref: 175:176
 - c. Unlicensed persons compensation
Ref: 175:177
 - d. Commissions
Ref: 175:3
 - e. Records Retention
Ref: 175:149R
 - f. Insurance transactions
Ref: 175I:2
4. Unfair or deceptive practices
 - a. Misrepresentation
Ref: 175:181, 186; 176D:3(1), (11)
 - b. False advertising
Ref: 175:181; 176D:3(1),(2)
 - c. Defamation of insurer
Ref: 176D:3(3)
 - d. Boycott, coercion, intimidation
Ref: 176D:3(4), 3A
 - e. False financial statements
Ref: 176D:3(5)

- f. Failure to maintain a complaint record
Ref: 176D:3(10)
 - g. Unfair discrimination
Ref: 176D:3(7)
 - h. Unfair claims settlement practices
Ref: 176D:3(9)
 - i. Rebating
Ref: 175:182-184; 176D:3(8)
5. Insurance fraud regulation
Ref: 175:170, 181; 176D:3
 6. Insurance Information and Privacy Protection
Ref: 175I
 7. Types of insurers
 - a. Foreign, alien, domestic
Ref: 175:1
 - b. Authorized and unauthorized insurers
Ref: 175:45
 - c. Stock and mutual insurers
Ref: 175:19T, 48, 48A

II. MASSACHUSETTS LAWS AND REGULATIONS PERTINENT TO LIFE INSURANCE 15

A. Life and Health Insurance Guaranty Association

Law

Ref: 175:146B

B. Producer Responsibilities

1. Solicitation and sales presentations
Ref: 211 CMR 31.00, 31.07
 - a. Policy summary
Ref: Reg 31.04
 - b. Buyer's guide
Ref: Reg 31.05 (1)(a)
 - c. Life insurance policy cost comparison methods
Ref: Reg 31.04, 31.05
 - d. Replacement
Ref: Reg 34.01-34.09
 - e. Use and disclosure of insurance information
Ref: Reg 31.05
2. Field Underwriting
 - a. Notice of information practices
Ref: 175I:4
 - b. Application procedures including backdating
Ref: 175:130

C. Individual underwriting by the insurer

1. Information sources and regulation
 - a. Investigative consumer (inspection) report
Ref: 175I:7
 - b. Medical examinations and lab tests including HIV
Ref: Reg 36.03
2. Selection criteria and unfair discrimination
Ref: 175:120, 120 A-E

D. Life Insurance Policy Provisions, Options, and Riders

1. Standard Provision
 - a. Ownership
 - b. Assignability
Ref: 175:134C
 - c. Entire contract
Ref: 175:132(3)
 - d. Right to examine (free look)
Ref: Reg 34.06(1)(d); 175:187H

- e. Grace period
Ref: (175:132(1))
 - f. Reinstatement
Ref: 175:132(11)
 - g. Incontestability
Ref: 175:132(2)
 - h. Misstatement of age
Ref: 175:132 (4), (12)
 - i. Interest on insurance proceeds
Ref: 175:119A, 119C
2. Nonforfeiture options
 - a. Cash surrender value
Ref: 175:144
 3. Policy loan and withdrawal options
 - a. Cash loans
Ref: 175:142
 4. Disability riders
 - a. Waiver of premium/waiver of stipulated premium (universal life)
Ref: 175:24
 5. Living benefit provisions/riders
 - a. Accelerated
Ref: Reg 55.01-.07, 55.100, 110
 - b. Minimum standards
Ref: Reg 55.05
 - c. Long-term care riders
Ref: Reg 65.00
 - d. Children's term rider
Ref: 175:144(7)(iv)
 - e. Accidental death
Ref: 175:24, 144(7)(i)
 6. Group life insurance
 - a. Conversion to individual policy
Ref: Reg 175:134(4), 134A
 7. Flexible Premium Policies
 - a. Variable life
Ref: Reg 211 CMR 95
 8. Whole Life Insurance
 - a. Equity index
Ref: Bulletin 98-17

E. Annuities

1. Deferred annuities
Ref: 175:144A 1/2
2. General account assets
Ref: 175:144A 1/2
3. Equity indexed annuities
Ref: Bul 98-17
4. Variable annuities
Ref: 175:132F, G, H
 - a. Regulation of variable products (SEC, FINRA and Massachusetts)
Ref: Reg 95.03

E. Life Settlement Act

- Ref: 175:212-223E*
1. Life settlement broker authority
Ref: 175:213
 2. Disclosure to customers
Ref: 175:220
 3. Fraudulent acts
Ref: 175:223A

4. Definitions
Ref: 175:212

**ACCIDENT, HEALTH, OR SICKNESS
 PRODUCER**

**GENERAL KNOWLEDGE
 CONTENT OUTLINE**

Product Knowledge, Terms and Concepts

(50 scoreable questions plus 5 pretest questions)

I. TYPES OF POLICIES

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A. Disability income

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

B. Accidental death and dismemberment

C. Medical expense insurance

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

D. Medicare supplement policies

E. Group insurance

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

F. Individual/Group Long Term Care (LTC)

1. Eligibility
2. Levels of care

G. Other policies

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

II. POLICY PROVISIONS, CLAUSES, AND RIDERS 15

A. Mandatory and optional provisions

1. Entire contract
2. Time limit on certain defenses (incontestable)
3. Grace period
4. Reinstatement
5. Notice of claim
6. Claim forms
7. Proof of loss
8. Time of payment of claims
9. Payment of claims
10. Physical examination and autopsy
11. Legal actions
12. Change of beneficiary
13. Misstatement of age or gender

14. Change of occupation
15. Illegal occupation
16. Relation of earnings to insurance

B. Other provisions and clauses

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

C. Riders

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

D. Rights of renewability

1. Noncancelable
2. Cancelable
3. Guaranteed renewable

III. SOCIAL INSURANCE 6

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

B. Medicaid

C. Social Security benefits

IV. OTHER INSURANCE CONCEPTS..... 5

A. Total, partial, recurrent, and residual disability

B. Owner's rights

C. Dependent children benefits

D. Primary and contingent beneficiaries

E. Modes of premium payments

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

G. Occupational vs. non-occupational

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

I. Managed care

J. Workers' Compensation

K. Subrogation

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

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 - c. Nonresident producers
Ref: 175:162N, U
 - d. Temporary
Ref: 175:162Q
 - e. Advisers
Ref: 175:177A, B
 - f. Reinsurance intermediaries
Ref: 175:177M-W
 - g. Exemptions
Ref: 175:162J
- 3. Maintenance and duration
 - a. Reinstatement and renewal
Ref: 175:162M(b-d), 177B, 177O
 - b. Address change
Ref: 175:162M(f)
 - c. Reporting of actions
Ref: 175:162V
 - d. Assumed names
Ref: 175:162P
 - e. Continuing education requirements, exemptions and penalties
Ref: 175:177E; Reg 211 CMR 50.00
- 4. Disciplinary actions
 - a. Cease and desist order
Ref: 176D:7
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Ref: 175:162R; 176D:6
 - c. Probation, suspension, revocation, refusal to issue or renew
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 - d. Penalties and fines
Ref: 175:162R(b-e), 170, 174, 175, 176, 177, 194; 176D:7, 10

B. State Regulation

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 - a. Certificate of authority
Ref: 175:4, 33, 151
 - b. Solvency
Ref: 175:6, 180A-L; 175J
 - c. Rates
Ref: 175:113B; 175A; 175E; 176A:6; 176H:6; 176J:3
 - d. Policy forms
Ref: 175:2B, 192
 - e. Examination of books and records
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 - f. Producer appointments
Ref: 175:162S
 - g. Termination of producer appointment
Ref: 175:162T
- 3. Producer regulation
 - a. Impersonation
Ref: 175:175
 - b. Larceny
Ref: 175:176
 - c. Unlicensed persons compensation
Ref: 175:177
 - d. Commissions
Ref: 175:3
 - e. Records Retention
Ref: 175:149R
 - f. Insurance transactions
Ref: 175I:2
- 4. Unfair or deceptive practices
 - a. Misrepresentation
Ref: 175:181, 186; 176D:3(1), (11)
 - b. False advertising
Ref: 175:181; 176D:3(1),(2)
 - c. Defamation of insurer
Ref: 176D:3(3)
 - d. Boycott, coercion, intimidation
Ref: 176D:3(4), 3A
 - e. False financial statements
Ref: 176D:3(5)
 - f. Failure to maintain a complaint record
Ref: 176D:3(10)
 - g. Unfair discrimination
Ref: 176D:3(7)
 - h. Unfair claims settlement practices
Ref: 176D:3(9)
 - i. Rebating
Ref: 175:182-184; 176D:3(8)
- 5. Insurance fraud regulation
Ref: 175:170, 181; 176D:3
- 6. Insurance Information and Privacy Protection
Ref: 175I
- 7. Types of Insurers
 - a. Foreign, Alien, Domestic
Ref: 175:1
 - b. Authorized and unauthorized insurers
Ref: 175:45
 - c. Stock and mutual insurers
Ref: 175:19T,48, 48A

II. MASSACHUSETTS LAWS AND REGULATIONS PERTINENT TO ACCIDENT, HEALTH OR SICKNESS INSURANCE ONLY15

A. Life and Health Insurance Guaranty Association Law

Ref: 175:146B

B. Producer responsibilities in individual accident, health or sickness insurance

1. Advertising
Ref: 175:110E
 - a. Sales presentations
 - b. Outline of coverage
Ref: Reg 42.09
 - c. Disclosure of information about individuals
Ref: 175:108E; Reg 42.09.

C. Individual underwriting by the insurer

1. Medical examinations and lab tests (including HIV consent)
Ref: Reg 36.03
2. Genetic information
Ref: 175:108H, 108I

D. Replacement of Accident, Health, or Sickness Insurance

1. Massachusetts replacement requirements
Ref: 175:110(N)(3)(a); Reg 42.08, 42.11
2. Massachusetts individual mandate for minimum creditable coverage requires individual to have health insurance even if the person has accident/sickness
Ref: RL Title XVI M.G.L.C. 111M 956 CMR 5.00

E. Required Policy Provisions

- Ref: 175:108(3)(a)(1–12)*
1. Entire contract; changes
 2. Time limit on certain defenses
 3. Grace period
 4. Reinstatement
 5. Claim procedures
 6. Physical examinations and autopsy
 7. Legal actions
 8. Change of beneficiary
 9. Right to examine (free look)
Ref: 175:187H

F. Optional Policy Provisions

- Ref: 175:108(3)(b)(1–10)*
1. Change of occupation
 2. Misstatement of age
 3. Other insurance in this insurer
 4. Expense-incurred basis
 5. Other benefits
 6. Unpaid premium
 7. Conformity with state statutes
 8. Illegal occupation

G. Health Insurance Provisions

1. Massachusetts eligibility requirements (Open enrollment)
Ref: 176J (4)(1)(3)
 - a. Dependent child age limit
Ref: 175:108(3)(a). (2)(a)(3); 175:110(P); 176A:8BB; 176B:4BB; 176G:4T
 - b. Disabled adult children
Ref: 176A:8D; 176B:6(c); 176G:4T

c. Newborn child coverage

Ref: 175:47C; 176A:8B;176G:4

d. Coverage of adopted children

Ref: 175:47C; 176A:8B; 176B:4C; 176G:4

2. Affordable Care Act (ACA) and Massachusetts Health Connector

Ref: Section 1201

a. Guaranteed issue

Ref: PHS 2708

b. Guaranteed renewability

Ref: PHS 2703

c. Preventive care

Ref: PHS 2713

d. Emergency services

Ref: PHS 2719 A(b)

e. Health status (no discrimination)

Ref: PHS 2705

f. EHB coverage

Ref: PHS 2707 & 2711

3. Massachusetts Mental Health Parity

Ref: 175:47B, 176A:8A, M.G.L. c. 176B:4A 176G:4M - Bul 2013-02

4. Employer group health insurance

a. Nondiscrimination

Ref: 175:108C; 176A:3A; 176A:8E; 176B:4E; 176B:5A; 176G:19

b. Eligibility for coverage

Ref: 175:110

c. Employee eligibility

Ref: Reg 66.04

d. Coordination of benefits provision (COB)

Ref: Reg 38.01–.08

e. Continuation of coverage under COBRA and Massachusetts specific rules

Ref: 175:110D; 110G, 110I

5. Small employer and individual medical plans

a. Definition of small employer

Ref: 176J:1; Reg 66.04

b. Availability and eligibility rating rules

Ref: Reg 66.05, 66.08

c. Restrictions relating to premiums

Ref: 176J:2; Reg 66.08

d. Small group continuation

Ref: 176J:9

e. Renewability

Ref: Reg 66.06

H. Medicare supplement policies

1. Open enrollment

Ref: 176K:3; Reg 71.10

2. Standardized Medicare supplement plans

Ref: Reg 71.08

a. Core benefits, Supplement 1

Ref: Reg 71.90 Appen A, 71.91 Appen B, 71.92 Appen C

3. Massachusetts regulations and required provisions Advertising

Ref: Reg 71.17

4. Standards for marketing

Ref: Reg 71.16

5. Permitted compensation

Ref: Reg 71.18

6. Appropriateness of recommended purchase and

- excessive insurance
Ref: Reg 71.15
- 7. Required disclosure provisions
Ref: Reg 40.15, 71.13
- 8. Reporting of multiple policies
Ref: Reg 71.19
- 9. Buyer's guide
Ref: Reg 40.15, 71.13
- 10. Right to return
Ref: Reg 71.13
- 11. Replacement
Ref: Reg 71.13
- 12. Benefit standards
Ref: Reg 71.08
- 13. Pre-existing conditions
Ref: Reg 176K:3(b)
- 14. Renewability
Ref: Reg 71.07
- 15. Outline of coverage
Ref: Reg 71.13, 71.98 Appen F
- I. MassHealth**
Ref: RL Title XVII 118E:9A
 - 1. Eligibility
 - 2. Benefits
- J. Long-Term Care (LTC) Insurance**
Ref: 211 CMR 65.00
 - 1. Home health care
Ref: Reg 65.05(2)(c), 65.06(3)
 - 2. Exclusions
Ref: Reg 65.05(3)
 - 3. Massachusetts regulations and required provisions
 - a. Standards for marketing
Ref: Reg 65.08
 - b. Suitability of recommended purchase
Ref: Reg 65.09(4)(b)
 - c. Your Options for Financing Long-Term Care
Ref: Reg 65.09(3)(a)
 - d. Outline of coverage
Ref: Reg 65.09(3)(c), 101
 - e. Non-forfeiture benefit offer
Ref: Reg 65.06(2)
 - f. Required disclosure provisions
Ref: Reg 65.09
 - g. Right to return
Ref: Reg 65.101(5)
 - h. Policy illustration
Ref: Reg 65.09(3)(b), 65.100
 - i. Inflation adjustment benefit
Ref: Reg 65.06(1)
 - j. MassHealth exemption
Ref: RR 515.014
 - k. Benefit triggers
Ref: Reg 65.05(1)
 - l. Unintentional lapse
Ref: Reg 65.10

PROPERTY PRODUCER GENERAL KNOWLEDGE CONTENT OUTLINE

Product Knowledge, Terms and Concepts

(50 scoreable questions plus 5 pretest questions)

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

I. PROPERTY: TYPES OF POLICIES.....22

A. Homeowners

1. HO-2
2. HO-3
3. HO-4
4. HO-5
5. HO-6
6. HO-8

B. Dwelling policies

1. DP-1
2. DP-2
3. DP-3

C. Commercial lines

1. Commercial Package Policy (CPP)
2. Commercial property
 - a. Commercial building and business personal property form
 - b. Causes of loss forms
 - c. Business income
 - d. Extra expense
 - e. Equipment breakdown
3. Business Owners Policy (BOP)
4. Builders Risk
5. Cyber First-Party Coverage

D. Inland marine

1. Personal Articles floaters
2. Commercial Property floaters

E. National Flood Insurance Program

F. Others

1. Earthquake
2. Mobile Homes
3. Watercraft
4. Farm Owners
5. Windstorm

II. PROPERTY: 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. PROPERTY: POLICY PROVISIONS AND CONTRACT LAW.....13

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions

E. Definition of the insured

F. Duties of the insured

G. Obligations of the insurance company

H. Mortgagee rights

I. Proof of loss

J. Notice of claim

K. Appraisal

L. Other Insurance Provision

M. Subrogation

N. Elements of a contract

O. Warranties, representations, and concealment

P. Sources of underwriting information

Q. Fair Credit Reporting Act

R. Privacy Protection (Gramm Leach Bliley)

S. Policy Application

T. Terrorism Risk Insurance Act (TRIA)

U. Territory

Ref: 175:162H, L, M

b. Business entity producers

Ref: 175:162L

c. Nonresident producers

Ref: 175:162N, U

d. Temporary

Ref: 175:162Q

e. Special brokers

Ref: 175:168

f. Advisers

Ref: 175:177A, B

g. Public insurance adjusters

Ref: 175:172

h. Reinsurance intermediaries

Ref: 175:177M-W

i. Portable Electronics Insurance Limited license

Ref: 175:162Y

j. Exemptions

Ref: 175:162J

3. Maintenance and duration

a. Reinstatement and renewal

Ref: 175:162M(b-d), 177B, 177O

b. Address change

Ref: 175:162M(f)

c. Reporting of actions

Ref: 175:162V

d. Assumed names

Ref: 175:162P

e. Continuing education requirements, exemptions and penalties

Ref: 175:177E; Reg 211 CMR 50.00

4. Disciplinary actions

a. Cease and desist order

Ref: 176D:7

b. Hearings

Ref: 175:162R; 176D:6

c. Probation, suspension, revocation, refusal to issue or renew

Ref: 175:162R, 177B; 176D:7, 10; 30A:13

d. Penalties and fines

Ref: 175:162R(b-e), 170, 174, 175, 176, 177, 194; 176D:7, 10

B. State Regulation

1. Commissioner's general duties and powers

Ref: 175:3A; 176D:5

2. Company regulation

a. Certificate of authority

Ref: 175:4, 33, 151

b. Solvency

Ref: 175:6, 180A-L; 175J

c. Policy forms

Ref: 175:2B, 192

d. Examination of books and records

Ref: 175:4

e. Producer appointments

Ref: 175:162S

f. Termination of producer appointment

Ref: 175:162T

3. Producer regulation

a. Impersonation

Ref: 175:175

**PROPERTY PRODUCER
MASSACHUSETTS SPECIFIC
CONTENT OUTLINE**

State Statutes, Rules and Regulations
(30 scoreable and 5 pretest questions)

I. MASSACHUSETTS LAWS AND RULES PERTINENT TO ALL LINES OF INSURANCE..... 20

A. Licensing

1. Process

Ref: 175:162G-X

2. Types of licenses

a. Producers

- b. Larceny
Ref: 175:176
- c. Unlicensed persons compensation
Ref: 175:177
- d. Commissions
Ref: 175:3
- e. Records Retention
Ref: 175:149R
- f. Insurance transactions
Ref: 175I:2
- 4. Unfair or deceptive practices
 - a. Misrepresentation
Ref: 175:181, 186; 176D:3(1), (11)
 - b. False advertising
Ref: 175:181; 176D:3(1),(2)
 - c. Defamation of insurer
Ref: 176D:3(3)
 - d. Boycott, coercion, intimidation
Ref: 176D:3(4), 3A
 - e. False financial statements
Ref: 176D:3(5)
 - f. Failure to maintain a complaint record
Ref: 176D:3(10)
 - g. Unfair discrimination
Ref: 176D:3(7)
 - h. Unfair claims settlement practices
Ref: 176D:3(9)
 - i. Rebating
Ref: 175:182-184; 176D:3(8)
- 5. Insurance fraud regulation
Ref: 175:170, 181; 176D:3
- 6. Insurance Information and Privacy Protection
Ref: 175I
- 7. Types of Insurers
 - a. Foreign, alien, domestic
Ref: 175:1
 - b. Authorized and unauthorized insurers
Ref: 175:4
 - c. Stock and mutual insurers
Ref: 175:19T,48, 48A

II. MASSACHUSETTS LAWS AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY...10

A. Massachusetts laws, regulations, and required provisions

- 1. Massachusetts Insurers Insolvency Fund
Ref: 175D:1-17
- 2. Cancellation and nonrenewal
Ref: 175:99, 187C, 187D, 193P
- 3. Concealment, misrepresentation or fraud
Ref: 175:99, 170, 186
- 4. Appraisal
Ref: 175:99
- 5. Rates
Ref: 175:113B; 175A; 175E; 176A:6; 176H:6; 176J:3

B. Massachusetts standard fire policy

Ref: 175:99

C. Homeowners Policy

- 1. Lead paint liability abatement
Ref: 211 CMR 131.00
- 2. Massachusetts requirements for flood insurance

Ref: 183:69, Bulletin 2015-07

- 3. Massachusetts Property Insurance Underwriting Association (MPIUA) known as the Massachusetts (FAIR) Plan
Ref: 175C:4

D. Commercial inland marine

- 1. Nationwide marine definition
Ref: Reg 211 CMR 10.00

E. Surplus lines

- 1. Definitions and markets
Ref: 175:168

**CASUALTY PRODUCER
GENERAL KNOWLEDGE
CONTENT OUTLINE**

**Product Knowledge, Terms and Concepts
(50 scored and 5 pretest questions)**

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

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

A. Commercial general liability

- 1. Exposures
 - a. Premises and Operations
 - b. Products and Completed Operations
- 2. Coverage
 - a. Coverage A: Bodily Injury and Property Damage Liability (Occurrence, Claims made including Retroactive Date)
 - b. Coverage B: Personal Injury and Advertising Injury
 - c. Coverage C: Medical Payments
 - d. Supplemental Payments
 - e. Who is an insured
 - f. First named insured
 - g. Limits (Per occurrence, Annual Aggregate)
 - h. Damage to Property of Others

B. Automobile: personal auto and business auto

- 1. Liability
 - a. Bodily Injury
 - b. Property Damage
 - c. Split Limits
 - d. Combined Single Limit
- 2. Medical Payments
- 3. Physical Damage (collision; other than collision; specified perils)
- 4. Uninsured motorists
- 5. Underinsured motorists
- 6. Who is an insured
- 7. Types of Auto
 - a. Owned
 - b. Non-owned
 - c. Hired
 - d. Temporary Substitute
 - e. Newly Acquired Autos
 - f. Transportation Expense and Rental Reimbursement Expense

- 8. Auto Dealers Coverage Form, including Garagekeepers Insurance
- 9. Exclusions
- 10. Individual Named Insured and Drive Other Car (DOC)
- 11. Mobile equipment

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

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

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

D. Crime

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

E. Bonds

- 1. Surety
- 2. Fidelity

F. Professional liability

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

G. Umbrella/Excess Liability

H. Business Owners Policy (BOP)

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

A. Risk

B. Hazards

- 1. Moral
- 2. Morale
- 3. Physical

C. Indemnity

D. Insurable interest

E. Loss valuation

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

F. Negligence

G. Liability

H. Occurrence

I. Binders

J. Warranties

K. Representations

L. Concealment

M. Deposit Premium/Audit

N. Certificate of Insurance

O. Law of Large Numbers

P. Pure vs. Speculative Risk

Q. Endorsements

R. Damages

- 1. Compensatory
 - a. General
 - b. Special
- 2. Punitive

S. Compliance with provisions of Fair Credit Reporting Act

III. CASUALTY: POLICY PROVISIONS.....12

A. Declarations

B. Insuring agreement

C. Conditions

D. Exclusions and Limitations

E. Definition of the insured

F. Duties of the insured after a loss

G. Cancellation and nonrenewal provisions

H. Supplementary payments

I. Proof of loss

J. Notice of claim

K. Arbitration

L. Other insurance

M. Subrogation

N. Loss settlement provisions including consent to settle a loss

O. Terrorism Risk Insurance Act (TRIA)

**CASUALTY PRODUCER
MASSACHUSETTS SPECIFIC
CONTENT OUTLINE**

**State Statutes, Rules and Regulations
(30 scoreable 5 pretest questions)**

I. MASSACHUSETTS LAWS AND RULES PERTINENT TO ALL LINES OF INSURANCE..... 15

A. Licensing

- 1. Process
Ref: 175:162G-X
- 2. Types of licenses
 - a. Producers
Ref: 175:162H, L, M
 - c. Business entity producers
Ref: 175:162L
 - d. Nonresident producers
Ref: 175:162N, U
 - e. Temporary
Ref: 175:162Q
 - f. Special brokers
Ref: 175:168
 - g. Advisers
Ref: 175:177A, B
 - h. Public insurance adjusters
Ref: 175:172
 - i. Reinsurance intermediaries
Ref: 175:177M-W
 - j. Exemptions
Ref: 175:162J

3. Maintenance and duration
 - a. Reinstatement and renewal
Ref: 175:162M(b-d), 177B, 177O
 - b. Address change
Ref: 175:162M(f)
 - c. Reporting of actions
Ref: 175:162V
 - d. Assumed names
Ref: 175:162P
 - e. Continuing education requirements, exemptions and penalties
Ref: 175:177E; Reg 211 CMR 50.00
4. Disciplinary actions
 - a. Cease and desist order
Ref: 176D:7
 - b. Hearings
Ref: 175:162R; 176D:6
 - c. Probation, suspension, revocation, refusal to issue or renew
Ref: 175:162R, 177B; 176D:7, 10; 30A:13
 - d. Penalties and fines
Ref: 175:162R(b-e), 170, 174, 175, 176, 177, 194; 176D:7, 10

B. State Regulation

1. Commissioner's general duties and powers
Ref: 175:3A; 176D:5
2. Company regulation
 - a. Certificate of authority
Ref: 175:4, 33, 151
 - b. Solvency
Ref: 175:6, 180A-L; 175J
 - c. Policy forms
Ref: 175:2B, 192
 - d. Examination of books and records
Ref: 175:4
 - e. Producer appointments
Ref: 175:162S
 - f. Termination of producer appointment
Ref: 175:162T
3. Producer regulation
 - a. Impersonation
Ref: 175:175
 - b. Larceny
Ref: 175:176
 - c. Unlicensed persons compensation
Ref: 175:177
 - d. Commissions
Ref: 175:3
 - e. Records retention
Ref: 175: 149R
 - f. Insurance transactions
Ref: 175I:2
4. Unfair or deceptive practices
 - a. Misrepresentation
Ref: 175:181, 186; 176D:3(1), (11)
 - b. False advertising
Ref: 175:181; 176D:3(1),(2)
 - c. Defamation of insurer
Ref: 176D:3(3)
 - d. Boycott, coercion, intimidation
Ref: 176D:3(4), 3A

- e. False financial statements
Ref: 176D:3(5)
 - f. Failure to maintain a complaint record
Ref: 176D:3(10)
 - g. Unfair discrimination
Ref: 176D:3(7)
 - h. Unfair claims settlement practices
Ref: 176D:3(9)
 - i. Rebating
Ref: 175:182-184; 176D:3(8)
5. Insurance fraud regulation
Ref: 175:170, 181; 176D:3
 6. Insurance Information and Privacy Protection
Ref: 175I
 7. Types of Insurers
 - a. Foreign, alien, domestic
Ref: 175:1
 - b. Authorized and unauthorized insurers
Ref: 175:4
 - c. Stock and mutual insurers
Ref: 175:19T,48, 48A

II. MASSACHUSETTS LAWS AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY.....15

A. Massachusetts laws, regulations, and required provisions

1. Massachusetts Insurers Insolvency Fund
Ref: 175D:1-17
2. Cancellation and nonrenewal
Ref: 175:187C, 187D
3. Concealment, misrepresentation, or fraud
Ref: 175:170, 186; RL Title 1 266:27A
4. Rates
Ref: 175:113B; 175A; 175E; 176A:6; 176H:6; 176J:3

B. Massachusetts law specific to auto insurance

1. Massachusetts Compulsory Motor Vehicle Liability Insurance
Ref: 175:113A-L,N-V; RL Title XIV 90:34A-K,M-R
 - a. Required limits of liability
Ref: RL Title XIV 90:34A, 34O
 - b. Required proof of insurance
Ref: RL Title XIV 90:34A, 34B
2. Massachusetts Automobile Insurance Assigned Risk Plan (MAIP)/CAR
Ref: 175:113H
 - a. Notice of eligibility in the plan
Ref: 175:113F
3. Personal injury protection
Ref: RL Title XIV 90:34A, M
 - a. Medical
 - b. Loss of income/Lost Wages
 - c. Death
 - d. Funeral
 - e. Replacement services
4. Uninsured/underinsured motorist
Ref: 175:111D, 113L
 - a. Bodily injury
 - b. Required limits
5. Cancellation/nonrenewal
Ref: 90:34K; 175:22C, 113A
 - a. Grounds
Ref: 175:22C, 112
 - b. Notice

- Ref: 175:22C, 113F; RL Title XIV 90:34K*
6. Aftermarket parts regulation
Ref: Reg 211 CMR 133.04; RL Title XIV 90:34R
 7. Regulation of rates for motor vehicle insurance
Ref: Ch. 175A, E
 8. Private passenger motor vehicle insurance rates
Ref: Reg 211 CMR 79.00
 9. Appraisal
Ref: 175:113O

C. Commercial general liability

1. Defense within limits versus open limits
Ref: Filing Guidance Notice 2011-A

D. Workers' Compensation

1. Massachusetts Workers' Compensation Act
Ref: RL Title XXI Ch 152
 - a. Exclusive remedy
Ref: RL Title XXI 152:24, 26, 71
 - b. Employment covered (required, voluntary)
Ref: RL Title XXI 152:1, 25A
 - c. Covered injuries
Ref: RL Title XXI 152:1, 29
 - d. Occupational disease
Ref: RL Title XXI 152:1(7A)
 - e. Benefits provided
Ref: RL Title XXI 152:27, 28–30, 30G–30I, 31–34, 34A, 34B, 35, 35A–E, 36
 - f. Subsequent injury fund
Ref: RL Title XXI 152:37
 - g. Subrogation
Ref: 152:15
2. Other sources of coverage
 - a. Assigned risk plan
Ref: RL Title XXI 152:65A–D, G–M, O
 - b. Self-insured employers and employer groups
Ref: RL Title XXI 152:25A–U
 - c. Massachusetts Workers' Compensation Trust Fund
Ref: RL Title XXI 152:65

E. Other Coverages and Options

1. Surplus lines
 - a. Definitions and markets
Ref: 175:168
2. Residual markets
 - a. Hospitality Mutual (Joint Underwriting Association) – Liquor Liability
Ref: 175:112A-B; 175:113W

**PERSONAL LINES PRODUCER
GENERAL KNOWLEDGE
CONTENT OUTLINE**

Product Knowledge, Terms and Concepts

(75 scoreable questions plus 5 pretest questions)

I. TYPES OF PROPERTY POLICIES 10

A. Homeowners

1. HO-2
2. HO-3
3. HO-4
4. HO-5
5. HO-6
6. HO-8

B. Dwelling policies

1. DP-1
2. DP-2
3. DP-3

C. Inland marine

1. Personal Articles floaters

D. National Flood Insurance Program

E. Others

1. Earthquake
2. Mobile Homes
3. Watercraft
4. Windstorm

II. TYPES OF CASUALTY POLICIES 13

A. Automobile: personal auto

1. Liability
 - a. Bodily Injury
 - b. Property Damage
 - c. Split Limits
 - d. Combined Single Limit
2. Medical Payments
3. Physical Damage (collision; other than collision; specified perils)
4. Uninsured motorists
5. Underinsured motorists
6. Who is an insured
7. Types of Auto
 - a. Owned
 - b. Non-owned
 - c. Hired
 - d. Temporary Substitute
 - e. Newly Acquired Autos
 - f. Transportation Expense and Rental Reimbursement Expense
8. Exclusions

B. Umbrella/Excess liability

III. PROPERTY AND CASUALTY INSURANCE TERMS AND RELATED CONCEPTS 28

A. Insurance

1. Law of Large Numbers

B. Insurable interest

C. Risk

1. Pure vs. Speculative Risk

D. Hazard

1. Moral
2. Morale
3. Physical

E. Peril

F. Loss

1. Direct
2. Indirect

G. Loss Valuation

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

H. Proximate cause

I. Deductible

J. Indemnity

K. Limits of liability

L. Coinsurance/Insurance to value

- M. Occurrence
- N. Cancellation
- O. Nonrenewal
- P. Vacancy and unoccupancy
- Q. Liability
 - 1. Absolute
 - 2. Strict
 - 3. Vicarious
- R. Negligence
- S. Binder
- T. Endorsements
- U. Blanket vs. Specific
- V. Burglary, Robbery, Theft, and Mysterious Disappearance
- W. Warranties
- X. Representations
- Y. Concealment
- Z. Deposit Premium/Audit
- AA. Certificate of Insurance
- BB. Damages
 - 1. Compensatory
 - a. General
 - b. Special
 - 2. Punitive
- CC. Compliance with Provisions of Fair Credit Reporting Act

IV. PROPERTY AND CASUALTY POLICY PROVISIONS AND CONTRACT LAW 24

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

**PERSONAL LINES PRODUCER
MASSACHUSETTS SPECIFIC
CONTENT OUTLINE**

State Laws, Rules and Regulations
(30 scorable and 5 pretest questions)

- I. MASSACHUSETTS LAWS AND RULES PERTINENT TO ALL LINES OF INSURANCE..... 15

- A. Licensing
 - 1. Process
 - Ref: 175:162G-X
 - 2. Types of licenses
 - a. Producers
 - Ref: 175:162H, L, M
 - b. Business entity producers
 - Ref: 175:162L
 - c. Nonresident producers
 - Ref: 175:162N, U
 - d. Temporary
 - Ref: 175:162Q
 - e. Special brokers
 - Ref: 175:168
 - f. Advisers
 - Ref: 175:177A, B
 - g. Public insurance adjusters
 - Ref: 175:172
 - h. Reinsurance intermediaries
 - Ref: 175:177M-W
 - i. Portable Electronics Insurance Limited Lines license
 - Ref: 175:162Y
 - j. Exemptions
 - Ref: 175:162J
 - 3. Maintenance and duration
 - a. Reinstatement and renewal
 - Ref: 175:162M(b-d), 177B, 177O
 - b. Address change
 - Ref: 175:162M(f)
 - c. Reporting of actions
 - Ref: 175:162V
 - d. Assumed names
 - Ref: 175:162P
 - e. Continuing education requirements, exemptions and penalties
 - Ref: 175:177E; Reg 211 CMR 50.00
 - 4. Disciplinary actions
 - a. Cease and desist order
 - Ref: 176D:7
 - b. Hearings
 - Ref: 175:162R; 176D:6
 - c. Probation, suspension, revocation, refusal to issue or renew
 - Ref: 175:162R, 177B; 176D:7, 10; 30A:13
 - d. Penalties and fines
 - Ref: 175:162R(b-e), 170, 174, 175, 176, 177, 194; 176D:7, 10
- B. State Regulation
 - 1. Commissioner's general duties and powers
 - Ref: 175:3A; 176D:5
 - 2. Company regulation
 - a. Certificate of authority
 - Ref: 175:4, 33, 151
 - b. Solvency
 - Ref: 175:6, 180A-L; 175J
 - c. Policy forms
 - Ref: 175:2B, 192
 - d. Examination of books and records
 - Ref: 175:4
 - e. Producer appointments

- Ref: 175:162S*
- f. Termination of producer appointment
Ref: 175:162T
- 3. Producer regulation
 - a. Impersonation
Ref: 175:175
 - b. Larceny
Ref: 175:176
 - c. Unlicensed persons compensation
Ref: 175:177
 - d. Commissions
Ref: 175:3
 - e. Records Retention
Ref: 175: 149R
 - f. Insurance transactions
Ref: 175I:2
- 4. Unfair or deceptive practices
 - a. Misrepresentation
Ref: 175:181, 186; 176D:3(1), (11)
 - b. False advertising
Ref: 175:181; 176D:3(1),(2)
 - c. Defamation of insurer
Ref: 176D:3(3)
 - d. Boycott, coercion, intimidation
Ref: 176D:3(4), 3A
 - e. False financial statements
Ref: 176D:3(5)
 - f. Failure to maintain a complaint record
Ref: 176D:3(10)
 - g. Unfair discrimination
Ref: 176D:3(7)
 - h. Unfair claims settlement practices
Ref: 176D:3(9)
 - i. Rebating
Ref: 175:182–184; 176D:3(8)
- 5. Insurance fraud regulation
Ref: 175:170, 181; 176D:3
- 6. Insurance Information and Privacy Protection
Ref: 175I
- 7. Types of Insurers
 - a. Foreign, alien, domestic
Ref: 175:1
 - b. Authorized and unauthorized insurers
Ref: 175:4
 - c. Stock and mutual insurers
Ref: 175:19T,48, 48A

II. MASSACHUSETTS LAWS AND REGULATIONS PERTINENT TO PROPERTY AND CASUALTY INSURANCE.....2

- A. Massachusetts Insurers Insolvency Fund**
Ref: 175D:1–17
- B. Concealment, misrepresentation, or fraud**
Ref: 175:99, 170, 186, RL Title I 266:27A
- C. Appraisal**
Ref: 175:99, 175:113O
- D. Rates**
Ref: 175:113B; 175A; 175E; 176A:6; 176H:6; 176J:3

III. MASSACHUSETTS LAWS AND REGULATIONS PERTINENT TO PROPERTY INSURANCE ONLY.....5

- A. Cancellation and nonrenewal**
Ref: 175:99, 187C, 187D, 193P

B. Massachusetts standard fire policy

Ref: 175:99

C. Homeowners Policy

- 1. Lead paint liability abatement
Ref: 211 CMR 131.00
- 2. Massachusetts requirements for flood insurance
Ref: 183:69, Bulletin 2015-07
- 3. Massachusetts Property Insurance Underwriting Association (MPIUA) known as the Massachusetts (FAIR) Plan
Ref: 175C:4

IV. MASSACHUSETTS LAWS AND REGULATIONS PERTINENT TO CASUALTY INSURANCE ONLY.....8

A. Massachusetts law specific to auto insurance

- 1. Massachusetts Compulsory Motor Vehicle Liability Insurance
Ref: 175:113A–L,N–V; RL Title XIV 90:34A–K, M–R
 - a. Required limits of liability
Ref: RL Title XIV 90:34A, 34O
 - b. Required proof of insurance
Ref: RL Title XIV 90:34A, 34B
- 2. Massachusetts Automobile Insurance Assigned Risk Plan (MAIP)/CAR
Ref: 175:113H
 - a. Notice of eligibility in assigned risk plan
Ref: 175:113F
- 3. Personal injury protection
Ref: RL Title XIV 90:34A, M
 - a. Medical
 - b. Loss of income/Lost wages
 - c. Death
 - d. Funeral
 - e. Replacement services
- 4. Uninsured/underinsured motorist
Ref: 175:111D, 113L
 - a. Bodily injury
 - b. Required limits
- 5. Cancellation/nonrenewal
Ref: 90:34K; 175:22C, 113A
 - a. Grounds
Ref: 175:22C, 112
 - b. Notice
Ref: 175:22C, 113F; RL Title XIV 90:34K
- 6. Aftermarket parts regulation
Ref: Reg 211 CMR 133.04; RL Title XIV 90:34R
- 7. Regulation of rates for motor vehicle insurance
Ref: Ch. 175A, E
- 8. Private passenger motor vehicle insurance rates
Ref: Reg 211 CMR 79.00

B. Surplus lines

- 1. Definitions and markets
Ref: 175: 168

ADVISER’S LIFE EXAM

(100 scoreable and 5 pretest questions)

I. INSURANCE REGULATION15

A. Licensing

- 1. Process
Ref: 175:162G–X
- 2. Types of licensees
 - a. Producers
Ref: 175:162H, L, M
 - b. Business entity producers
Ref: 175:162L

- c. Nonresident producers
Ref: 175:162N, U
 - d. Advisers
Ref: 175:177A, B
 - e. Reinsurance intermediaries
Ref: 175:177M–W
 - f. Life settlement broker
Ref: 175:212–223E
 - 3. Maintenance and duration
 - a. Reinstatement and renewal
Ref: 175:162M(b–d), 177B, 177O
 - b. Address change
Ref: 175:162M(f)
 - c. Reporting of actions
Ref: 175:162V
 - d. Assumed names
Ref: 175:162P
 - e. Continuing education requirements, exemptions and penalties
Ref: 175:177E; Reg 211 CMR 50.00
 - 4. Disciplinary actions
 - a. Cease and desist order
Ref: 176D:7
 - b. Hearings
Ref: 175:162R; 176D:6
 - c. Probation, suspension, revocation, refusal to issue or renew
Ref: 175:162R, 177B; 176D:7, 10; 30A:13
 - d. Penalties and fines
Ref: 175:162R(b–e), 170, 174–177, 194; 176D:7, 10
- B. State regulation**
- 1. Commissioner's general duties and powers
Ref: 175:3A; 176D:5
 - 2. Company regulation
 - a. Certificate of authority
Ref: 175:4, 32, 151
 - b. Solvency
Ref: 175:6, 180A–L; 175J
 - c. Rates
 - d. Policy forms
Ref: 175:2B, 192
 - e. Examination of books and records
Ref: 175:4
 - f. Producer appointments
Ref: 175:162S
 - g. Termination of producer appointment
Ref: 175:162T
 - 3. Producer regulation
 - a. Impersonation
Ref: 175:175
 - b. Larceny
Ref: 175:176
 - c. Unlicensed persons compensation
Ref: 175:177
 - 4. Unfair or deceptive insurance practices
 - a. Misrepresentation
Ref: 175:181, 186; 176D:3(1),(11)
 - b. False advertising
Ref: 175:181; 176D:3(1),(2)
 - c. Defamation of insurer
Ref: 176D:3(3)
 - d. Boycott, coercion and intimidation
Ref: 176D:3(4), 3A
 - e. False financial statements
Ref: 176D:3(5)
 - f. Failure to maintain complaint record
Ref: 176D:3(10)
 - g. Unfair discrimination
Ref: 176D:3(7)
 - h. Unfair claims settlement practices
Ref: 176D:3(9)
 - i. Rebating
Ref: 175:182–184; 176D:3(8)
 - 5. Insurance fraud regulation
Ref: 175:170; 176D:3
 - 6. Insurance Information and Privacy Protection
Ref: 175I
- C. Federal regulation**
- 1. Fair Credit Reporting Act
Ref: 15 USC 1681–1681d
 - 2. Fraud and false statements including 1033 waiver
Ref: 18 USC 1033, 1034
- II. GENERAL INSURANCE13**
- A. Concepts**
- 1. Risk management key terms
 - 2. Risk
 - 3. Exposure
 - 4. Hazard
 - 5. Peril
 - 6. Loss
- B. Methods of handling risk**
- 1. Avoidance
 - 2. Retention
 - 3. Sharing
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- 1. Types of insurers
 - a. Stock companies
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- 5. Financial status (independent rating services)
- 6. Marketing (distribution) systems

C. Producers and general rules of agency

- 1. Insurer as principal
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- 3. Authority and powers of producers
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- 4. Responsibilities to the applicant/insured

D. Contracts

- 1. Elements of a legal contract
 - a. Offer and acceptance
 - b. Consideration
 - c. Competent parties

- d. Legal purpose
- 2. Distinct characteristics of an insurance contract
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(150 scoreable and 5 pretest questions)

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(100 scoreable and 5 pretest questions)

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**LIMITED LINES CREDIT INSURANCE
EXAM CONTENT OUTLINE**

(50 scoreable and 5 pretest questions)

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 - b. Mutual companies
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 - d. Risk retention and risk purchasing groups
 - e. Self-insurance groups
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 - b. Underwriting of the debtor/insured (group and individual)
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 - 2. Qualifying for benefits
 - a. Sickness or injury
 - b. Definition of disability (own occupation versus any occupation)

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MOTOR VEHICLE DAMAGE APPRAISER CONTENT OUTLINE

(60 scoreable and 5 pretest questions)

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 - C. Maintenance and duration**
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 - D. Disciplinary actions**
 - 1. Suspension, revocation, refusal to issue or renew
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