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## PENNSYLVANIA INSURANCE DEPARTMENT



## LICENSING EXAMINATION CANDIDATE INFORMATION BOOKLET

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Please refer to our website to check for the most updated information at [www.psiexams.com](http://www.psiexams.com)

## A MESSAGE FROM THE COMMISSIONER

This Candidate Information Booklet provides information about the examination and application process for becoming licensed to sell, solicit, negotiate or provide insurance or other services and products in the Commonwealth of Pennsylvania.

Before being issued a license, you must pass an examination to prove your knowledge of insurance statutes, regulations, products and services. When you have successfully completed your examination, you will be eligible to apply to the Pennsylvania Insurance Department (the Department) for your license.

The Department has contracted with PSI to conduct its examination program. The Department and PSI work together to ensure that examinations meet statutory requirements and professional exam development standards.

Once a license is issued to an individual as an insurance producer, the licensee may then secure insurer appointments to represent the specific insurer if so desired. Please remember that you may not engage in the business of insurance or viatical settlements until the Department has issued to you one of the various licenses explained in this Candidate Information Booklet.

We wish you well in preparing for your examination and remind you that Act 147 of 2002 requires all insurance producers to complete 24 credit hours of continuing education courses each biennial license cycle to be eligible to renew their license.

Any questions about the license examinations should be directed to PSI. After you have successfully completed your examination(s), questions regarding the application process to obtain your license should be directed to the Department's Bureau of Licensing and Enforcement via e-mail at ra-in-producer@pa.gov.

## THE LICENSURE PROCESS

You must be licensed to sell, solicit or negotiate insurance in the Commonwealth of Pennsylvania, or be appropriately licensed to transact other insurance related functions such as appraise physical damage to motor vehicles. To be licensed there are various requirements you need to fulfill such as pre-licensing education and testing requirements. The licensing requirements are different, depending upon which license you would like to apply and your status as a resident or a non-resident applicant.

To be licensed, you must:

- Complete any necessary pre-licensing requirements;
- Pass the required examination(s) for the type of license you are applying for; and
- Apply for a license by submitting the appropriate fee and forms to the Department using the kiosk at the PSI test site.

Note: Passing an examination does not guarantee that you will be issued a license. You must submit your license application to the Department within one year of passing the exam. Issuance of a license depends on review and approval of all license application materials.

For licensing information, please contact:

Pennsylvania Insurance Department  
Bureau of Licensing and Enforcement  
1209 Strawberry Square  
Harrisburg, Pennsylvania 17120  
Phone: 717.787.3840, option 3 or 866-283-7848  
Fax: 717.787.8553  
Web site: [www.insurance.pa.gov](http://www.insurance.pa.gov)  
E-mail: ra-in-producer@pa.gov.

### PRE-LICENSING EDUCATION REQUIREMENTS

Initial insurance producer applicants must first complete 24 hours of pre-licensing education credits. A list of approved courses can be found at <http://www.sircon.com/pennsylvania>.

- Select *Look up education courses/credits*.
- Select *Approved Courses Inquiry*.
- Choose *Pennsylvania* and select *Submit*.
- Change the Education Type to *Pre-Licensing Education*.
- Select your preferred instruction method or leave blank and select *Submit*.
- By selecting the provider name, you will then be given contact information and a link to available course offerings for that particular provider.
- Once you have completed your pre-licensing education credits, you will be issued a certificate of completion and the provider will upload your course completion information to Vertafore/SIRCON.

### WAIVER OF EXAMINATION

Some initial insurance producer candidates may be exempt from the pre-licensing education and examination requirement, depending on the type of professional designation held and/or the line of authority desired. The following classes of applicants are exempt from pre-licensing and written examination requirements:

- A business entity;
- A candidate who possesses the Professional Designation CLU-Chartered Life Underwriter applying for Life or Accident and Health Line;
- A candidate who has the Professional Designation CPCU-Chartered Property and Casualty Underwriter applying for Property, Casualty or Accident and Health Line of Authority;
- A candidate who has the Professional Designation CIC-Certified Insurance Counselor applying for Life, Accident and Health or Property and Casualty Line of Authority;
- A person who is licensed in another state as an Insurance Producer for the same lines of authority for which the person desires to be licensed in Pennsylvania;
- A person who has a line of authority limited to Limited Line Credit Insurance;
- A person who has a line of authority limited to a Limited Line; and
- An individual whose line of authority will be restricted to domestic mutual fire insurance and will be with a company writing only coverage other than insurance upon automobiles as authorized by Section 202(B)(1) through (3) of the Act of May 17, 1921, known as the Insurance Company Law of 1921.

Note: If you request an examination waiver, fingerprints are still required before an initial resident insurance producer



license will be issued. See the Department's Web site at [www.insurance.pa.gov](http://www.insurance.pa.gov) for more information.

## TYPES OF LICENSES

In accordance with Pennsylvania statutes and regulations, the Department grants the licenses listed below.

Life and Health	Exam Series
Life Insurance, Annuities and Accident and Health	16-01 and 16-02, or 16-03
Life Insurance and Annuities	16-01
Accident and Health	16-02
Variable Life & Variable Annuity	No exam (requires FINRA registration)

Property	Exam Series
Fire and Allied Lines	16-04 or 16-06
Inland Marine and Motor Vehicle Physical Damage	16-04 or 16-06
Domestic Mutual Fire (issued only to domestic mutual fire companies)	No exam

Casualty	Exam Series
Casualty and Allied Lines	16-05 or 16-06
Accident and Health	16-02 or 16-03
Bonds: All Classes	16-05 or 16-06
Liability other than Motor Vehicle	16-05 or 16-06
Workers' Compensation Insurance	16-05 or 16-06

Miscellaneous	Exam Series
Nonprofit Hospitalization	16-02 or 16-03
Title Insurance	16-10
Health Maintenance Organization	16-02 or 16-03
Nonresidents	See Page 3
Securities Investment Loss	16-05

Other Licenses	Exam Series
Surplus Lines Producer	16-09
Public Adjuster	16-19*
Motor Vehicle Physical Damage Appraiser	16-20**
Personal Lines	16-16
Viatical Settlement Broker	16-17

\*The examination content outline and more specific information on taking this examination is available in the *Pennsylvania Public Adjuster Candidate Information Booklet* located online at [www.psiexams.com](http://www.psiexams.com).

\*\*The examination content outline and more specific information on taking this examination is available in the *Pennsylvania Motor Vehicle Physical Damage Appraiser Candidate Information Booklet* located online at [www.psiexams.com](http://www.psiexams.com).

Combination examinations. A separate examination is given for each major line of insurance. Combination Line examinations (Life, Accident and Health; or Property and Casualty) combine the content of the single-line examinations. You must pass the overall examination to obtain a license in either line.

## RESIDENT LICENSING REQUIREMENTS

### Resident Insurance Producer

In order to qualify as a Pennsylvania resident insurance producer, you must:

- Be at least 18 years of age;
- Maintain a business or legal address in the Commonwealth of Pennsylvania;
- Possess the requisite professional competence, general fitness and integrity of character;
- Be able to read and write English, with or without visual or mechanical aids for the visually handicapped; and
- Pass the appropriate examination(s) required by statute 40 P.S. 310.5.
- Initial resident individual producer applicants are required to be fingerprinted

### Title Insurance Agent license

A title insurance agent means an authorized person, firm, association, corporation or partnership, other than a bona fide salaried employee of the title insurer who, on behalf of the title insurer, performs the following acts, in conjunction with the issuance of a title insurance report or policy:

- Determines insurability and issues title insurance reports or policies or both; and
- Performs one or more of the following:
  - Collects or disburses premiums, escrow or other funds;
  - Handles escrow, settlements or closings;
  - Solicits or negotiates title insurance business; or
  - Records closing documents.

An applicant for a Title Insurance Agent license is required to:

- Pass the Title Insurance Agent examination (applies to both resident and nonresident applicants); and
- Complete and submit an application electronically to the Department using the kiosk at the PSI test site.
- Fingerprints are required for both resident and non-resident Title Insurance Agent applicants.

### Surplus Lines license

A surplus lines producer is an individual, partnership or corporation licensed by the Department to place insurance coverage with an approved non-admitted company and who may receive a commission for placing the coverage.

Under Article XVI of the Insurance Company Law (40 P.S. Section 991.1601 et seq.), an applicant for a Resident Surplus Lines Producer license shall:

- Be currently licensed in good standing as a resident Pennsylvania Property and Casualty insurance producer;
- Pass the Pennsylvania Surplus Lines examination—there are no exemptions;
- Submit the appropriate application and pay the license fee using the kiosk at the PSI test site; and
- If there is a partnership or corporation involved, a separate business entity application must also be submitted. Applicants can contact the Department for the application and statement of regulations.
- Surplus Lines applicants do not require fingerprinting.



## NONRESIDENT LICENSING REQUIREMENTS

A nonresident has neither a business address nor a legal address in the Commonwealth of Pennsylvania. A nonresident applicant for an insurance producer license shall submit to the Department:

- As individuals: An application through [www.sircon.com/pennsylvania](http://www.sircon.com/pennsylvania) or [www.nipr.com](http://www.nipr.com).
- As partnerships or corporations: An application through [www.sircon.com/pennsylvania](http://www.sircon.com/pennsylvania) or [www.nipr.com](http://www.nipr.com) by the designated licensee.

More information is available at [www.insurance.pa.gov](http://www.insurance.pa.gov).

### Reciprocal Agreements

Nonresident applicants shall be subject to the same burdens or prohibitions placed upon Pennsylvania residents who apply for a nonresident license in their home state.

Examinations for any lines of authority (other than Title Insurance) will be waived for a nonresident insurance producer license, provided that: 1) the application is for the same line of authority held in the applicant's "home" state; and 2) the applicant's home state grants a waiver of examination to Pennsylvania resident insurance producers. See section 40 P.S. 310.10.

**Note:** Nonresident title insurance agent license applicants must pass the Title Insurance Agent examination and submit fingerprints.

### Surplus Lines Producer license

A nonresident Surplus Lines Producer license may only be obtained for the purpose of placing business on behalf of a Pennsylvania resident with an eligible surplus lines insurer. An applicant shall:

- Be currently licensed in Pennsylvania as a nonresident property and casualty insurance producer, either pass Pennsylvania's surplus lines examination or hold surplus lines authority in his/her home state and apply under the reciprocity provision of Act 147 of 2002; and
- Submit an application online at [www.sircon.com/pennsylvania](http://www.sircon.com/pennsylvania) or [www.nipr.com](http://www.nipr.com) and pay all fees by credit card. If there is a partnership or corporation involved, a licensing application for the business entity must also be submitted online at [www.sircon.com/pennsylvania](http://www.sircon.com/pennsylvania) or [www.nipr.com](http://www.nipr.com).

## FINGERPRINT REQUIREMENTS

Act 147 of 2002, 40 P.S. 310.5, requires initial resident insurance producer applicants to provide fingerprint samples to the Pennsylvania Insurance Department. The Department uses this information to receive national criminal history background information from the Federal Bureau of Investigation (FBI). This applies to all initial applicants for a resident insurance producer license and applicants for a nonresident insurance producer license who do not qualify to apply for a license under reciprocity.

**Note** Limited Lines applicants who do not need to take either pre-examination education or an examination, still need to submit fingerprint samples. Title agent applicants do need to take an examination and submit fingerprint samples.

Fingerprints are not required for the following applicants: Motor Vehicle Physical Damage Appraiser (MVPDA), Non-resident Public Adjuster, Non-resident Producer, Viatical Settlement Broker, Surplus Lines, Add qualification applicants (those already licensed and wish to add a line of authority to your existing license).

## FINGERPRINT PROCESS

The fee for submitting fingerprints is \$25.00 (\$10.00 to access the FBI database and \$15 to access the State Police database). In addition, there is a separate \$15 processing fee required by PSI.

The following fingerprinting guidelines apply to applicants for a new Insurance Producer license under Act 147 of 2002:

- After passing the examination, use the kiosk at the PSI test site to complete your license application online at [www.sircon.com/pennsylvania](http://www.sircon.com/pennsylvania) or [www.nipr.com](http://www.nipr.com).
- Payment for both the fingerprint fee (\$25.00) and the license application fee (\$55.00) must be made payable by using the kiosk. Sircon accepts VISA or MasterCard only. NIPR accepts Visa, MasterCard, American Express, Paypal, or automated clearing house (ACH) / electronic check.
- Print out your SIRCON or NIPR confirmation page and show it to the test site proctor as proof you have paid the FBI/BCI fees.
- Pay the \$15.00 PSI processing fee, made payable by money order, cashier's check, company check, Discover, American Express, VISA or MasterCard.
- Your fingerprints will then be scanned.

Fingerprint results will be returned to the Department electronically. The Department will evaluate the results and the license application prior to issuing any license.

Note If you pass the examination and leave the test site without having your fingerprints scanned, you must return to the test site to have your fingerprints taken, during the fingerprint walk-in hours posted on PSI's website. When you return, you must present the SIRCON confirmation page to have your fingerprints taken.

## **EXAMINATION PAYMENT AND SCHEDULING PROCEDURES**

It is your responsibility to contact PSI to pay and schedule for an examination. There is no limit to the number of times you may take an examination if you fail.

Examination Fee for Single Examination	\$40
Examination Fee for Combo Examination	\$50

**NOTE:** EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

## ONLINE (WWW.PSIEXAMS.COM)

For the fastest and most convenient examination scheduling process, register for your examinations online by accessing PSI's registration Web site at [www.psiexams.com](http://www.psiexams.com). Internet registration is available 24 hours a day.



- Log onto PSI's Web site and create an account. The online form will ask you to enter your email address and to spell your name exactly as it appears on the identification that you will be presenting at the examination site.
- The form will ask you to choose the examination you wish to take, to enter personal and contact information, and to pay for and schedule the examination. The form allows you to enter a ZIP code to see a list of examination sites closest to you. Once you select the desired examination site, you will be able to choose an available date and time for your examination.

#### TELEPHONE REGISTRATION

Call (800) 733-9267, PSI registrars are available to receive payment and to schedule your appointment for the examination. Please call Monday through Friday between 7:30 am and 10:00 pm, and Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time.

To register by phone, you need a valid credit card (VISA, MasterCard, American Express or Discover.)

#### FAX REGISTRATION

Complete the PSI registration form (found at the end of this booklet), including your credit card number and expiration date. Fax the completed form to PSI at (702) 932-2666. Fax registrations are accepted 24 hours a day.

Please allow 4 business days to process your Registration. After 4 business days, you may go online or call PSI to schedule the examination.

#### EMAIL REGISTRATION

Complete the PSI registration form (found at the end of this booklet), including your credit card number and expiration date. Email the completed form to PSI at [examschedule@psionline.com](mailto:examschedule@psionline.com). Email registrations are accepted 24 hours a day.

Please allow 4 business days to process your Registration. After 4 business days, you may go online or call PSI to schedule the examination.

#### STANDARD MAIL REGISTRATION

Complete the PSI registration form (found at the end of this booklet), and send the form with the appropriate examination fee to PSI. You may pay fees by credit card (VISA, MasterCard, American Express or Discover), company check, money order or cashier's check, made payable to PSI. Print your name in the memo section of the company check, money order or cashier's check so we can ensure the payment is applied to your registration. **CASH and PERSONAL CHECKS ARE NOT ACCEPTED.**

Please allow PSI 2 weeks to process a mailed registration. After 2 weeks, you may go online or call PSI to schedule the examination.

#### RESCHEDULING/CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may reschedule online at [www.psiexams.com](http://www.psiexams.com) or call PSI at (800) 733-9267.

Note: A voice mail message is not an acceptable form of cancellation. Please use the PSI Website or call PSI and speak directly to a Customer Service Representative.

#### RETAKE A FAILED EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination; this is due to processing and reporting scores. A candidate who tests unsuccessfully on a Wednesday can call the next day, Thursday, and retest as soon as Friday, depending upon space availability. You may schedule online at [www.psiexams.com](http://www.psiexams.com) or call PSI at (800) 733-9267.

#### MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled, further you will forfeit your examination fee, if you:

- Do not cancel your appointment 2 days before the scheduled examination date;
- Do not appear for your examination appointment;
- Arrive after examination start time;
- Do not present proper identification when you arrive for the examination.

#### SPECIAL EXAMINATION ARRANGEMENTS

All PSI examination sites are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination must complete the Special Arrangement Request Form at the end of this Candidate Information Booklet and must fax it to PSI (702) 932-2666 or Email it to PSI at [examschedule@psionline.com](mailto:examschedule@psionline.com).

#### ENGLISH AS A SECOND LANGUAGE

Upon receipt of a personal letter requesting the authorization and a letter from your English instructor or sponsoring company (on letterhead), certifying that English is not your primary language, a candidate will be granted time and one-half to complete the examination. Please use the Special Arrangement Request Form at the end of this Candidate Information Booklet to submit your request and provide the required documents.

#### EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800)



733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You will not be penalized. You will be rescheduled at no additional charge.

## EXAMINATION SITE LOCATIONS

The following directions are generated from the most current mapping services available. However, new road construction and highway modifications may result in some discrepancies. If you are not familiar with the specific area of the examination site, please consult a reliable map prior to your examination date.

### Allentown

1620 Pond Road, Suite 50  
Allentown, PA 18104

Take Route 22, exit Cedar Crest Blvd North. Turn Right on North Cedar Crest Blvd. Turn left onto Winchester, then turn right onto Pond.

### Bristol

1200 Veteran's Highway, Suite B4  
Bristol, PA 19007

On I-95 toward Bristol Township, exit Bristol then turn right at the stoplight. Office is the second building on the left. There are many entrances, but use the entrance under the clock tower.

### Cranberry Township

Cranberry Corporate Business Center  
213 Executive Dr., Suite 150  
Cranberry Township, PA 16066

From I-79 exit Cranberry-Mars Route 228, go West. Cross over Route 19 onto Freedom Road. Go three traffic lights then turn right onto Executive Drive. Building is directly across from Hampton Inn.

### Erie

2700 W. 21st Street, Suite 21 & 22  
Erie, PA 16506

From Interstate 79 North, take the West 26th St., exit 182, or Rt. 20 West. Just after the 2nd light you'll see Bonnel Auto Sales on your right. Lowell Ave runs along the side of the Bonnel Auto Sales, make a right onto Lowell. Stay on Lowell until it intersects with West 21st St. Make the left onto 21st and our building sits on that corner. The 2700 is written across the front of the building.

From I 79 South coming from Erie proper same directions 26th St., exit 182 or Rt. 20 West right at Bonnel Auto Sales on Lowell. Stay on Lowell until West 21st St intersects. The office at 2700 West 21st St. sits on the left corner across the street from where you are now at the yield sign.

### Greensburg

DiCesare Building  
116 E. Pittsburgh St., Suite 101  
Greensburg, PA 15601

From Route 30 East or West, exit Business 66 North (NB. NOT Turnpike 66.) Go about 1.5 miles into downtown Greensburg. Turn right in the direction of Route 30 East at the lights between First Commonwealth Bank and Citizen's Bank. Building will be about 500 feet on right, past the YMCA but before Co Go's garage.

### Harrisburg

2300 Vartan Way, Suite 245  
Harrisburg, PA 17110

From 83 North towards Harrisburg, take 581 West. Take I-81 North, exit Progress Avenue (exit 69) and turn left at the exit. Go approximately 1 mile to Vartan Way. Turn Right. Make immediate left into parking lot. From I-81 South, exit Progress Avenue and turn left at the exit. Go approximately 1 mile to Vartan Way. Turn Right. Make immediate left into parking lot.

Note: 2300 Vartan Way faces Progress Avenue. PSI is in the building with 4 radio stations, including Hot 92 and Wink 104.

### King of Prussia

601 South Henderson Road, Suite 205  
King of Prussia, PA 19406

Going East: Take I-76 East and exit #330 toward Gulph Mills. Turn left at the bottom of the ramp at the 1<sup>st</sup> traffic light (Gulph Road). Go North on Gulph. Turn right at the 3<sup>rd</sup> traffic light (S Henderson Rd).

Going West: Take I-76 West and exit #330 toward Gulph Mills. Keep left at the fork in the ramp. Turn slight left onto Balligomingo Road. Turn right onto Trinity Lane and continue to follow Trinity. Turn slight left onto Swedeland Rd. Turn slight right onto S. Gulph Road. Turn slight right onto S. Henderson Rd.

### Philadelphia (Bala Cynwyd)

One Bala Avenue, Suite 315  
Bala Cynwyd, PA 19004

From I-76 exit City Line Avenue. Follow City Line Avenue South. The building is on Bala and City Line (next to the Bala Cynwyd railroad station). Note: This is NOT Bala Plaza.

### Pittsburgh

#### Towne Center

1789 South Braddock Avenue, Suite 296  
Pittsburgh, PA 15218

From I-376 East, go through Squirrel Hill tunnels. Exit #77 toward Swissville. Turn slight left onto Monongahela Avenue. Turn right on South Braddock Avenue (IN THE EDGEWOOD TOWNE CENTER OFFICE BUILDING).

All candidates should report to the PSI office 30 minutes prior to the published session time, and no earlier. If candidates wish to arrive earlier, they must wait in the Security Office's designated areas on the first floor, or outside of the building. The building management does not allow candidates to wait in the hallways, and/or common areas of other floors, including our own floor. Thank you for your cooperation.

### Scranton

1125 Lackawanna Trail Rts 6&11  
Clarks Summit, PA 18411

From I-81N take Exit 194 (Clarks Summit) and merge onto US6W/US11N. Continue on Routes 6 & 11 for approximately 3 miles until you see the Agway building on the left side of the road. Just before the Agway building, make a U-turn. After making the U turn you will see 2 houses before you see the PSI parking lot. PSI is located in a long brown brick building which is set back from the highway. There is a small red and white sign located at the entrance to the parking lot.

(If approaching from the opposite direction (US6S/US11E) PSI is located on the right, approximately 100 feet after the Agway building).

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations by submitting the out-of-state request form found at the end of this bulletin.

## REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.

Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature,



including drivers, children, friends, family, colleagues or instructors.

**REQUIRED IDENTIFICATION**

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. All required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring one (1) form of valid (non-expired) signature bearing identification to the test site. If the candidate fails to bring proper identification or the candidate names do not match, the candidate will not be allowed to test and their examination fee will not be refunded.

- **Primary Identification:** All candidates must provide 1 form of identification. ID must contain candidate’s photo, signature, and be valid and unexpired. Allowable forms of identification are as follows:
  - State issued driver’s license
  - State issued identification card
  - US Government Issued Passport
  - US Government Issued Military Identification Card
  - US Government Issued Alien Registration Card
  - Canadian Government Issued ID
  - US Employment Authorization Card
  
- **Pre-licensing education certificate (applies only to initial resident producer applicants):**  
 If the test is marked with a “Yes” in the chart below, candidates must present their pre-licensing education certificate or an education verification letter from the Pennsylvania Insurance Department. If you fail, this must be presented for every attempt thereafter. Candidates will not be allowed to test without an education certificate or an education verification letter. A pre-licensing certificate is valid for one year from date of completion; an education verification letter is valid for one year from the date it was written). **AN ELECTRONIC VERSION OR HARD COPY WILL BE ACCEPTED.**

Examination	Examination Series	*Prelicense Certificate Required?
Life Insurance	16-01	Yes
Accident and Health	16-02	Yes
Life, Accident and Health	16-03	Yes
Property and Allied Lines	16-04	Yes
Casualty and Allied Lines	16-05	Yes
Property and Casualty	16-06	Yes
Personal Lines	16-16	Yes
Viatical Settlement Broker	16-17	No
Motor Vehicle Physical Damage Appraiser	16-20	No
Public Insurance Adjuster	16-19	No
Surplus Lines Producer	16-09	No
Title Insurance Agent	16-10	No

**\*Note:** Candidates adding a Line of Authority must present their current license instead of the pre-licensing education certificate.

**SECURITY PROCEDURES**

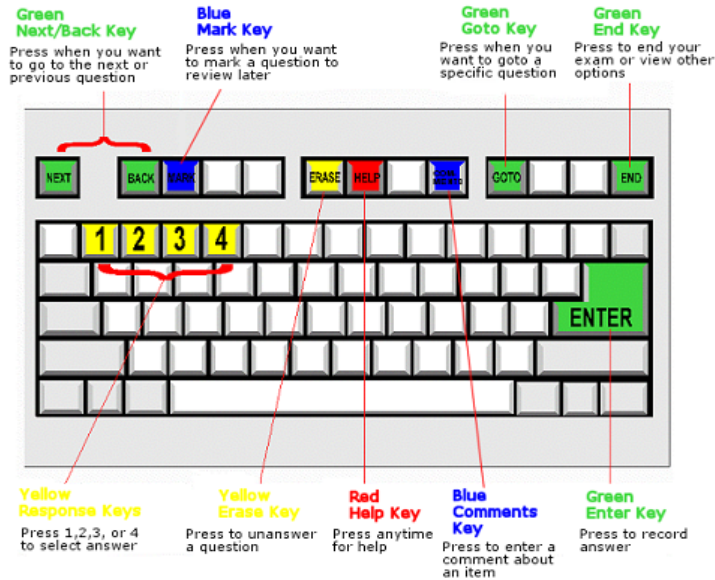
The following security procedures apply during examinations:

- All examination sites will provide ear plugs upon request
- Calculators provided by PSI are allowed.
- You will be given a piece of scratch paper and a pencil. These will be returned to the proctor at the end of your examination.
- All personal belongings of candidates, with the exception of close-fitting jackets or sweatshirts, should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings include, but are not limited to, the following items:
  - Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
  - Bulky or loose clothing or coats that could be used to conceal recording devices or notes, including coats, shawls, hooded clothing, heavy jackets, or overcoats.
  - Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
  - Other personal items, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates’ pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate’s contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.



## TAKING THE EXAMINATION BY COMPUTER

Taking the PSI examination by computer is simple. You do not need any computer experience or typing skills. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown here. You may also use the mouse.



### IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

### TUTORIAL

Before you start your examination, an introductory tutorial to the computer and keyboard is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included following the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and updated as you record your answers.

### EXAMINATION QUESTION EXAMPLE

You will begin with an Examination Tutorial to practice answering questions and review the computer examination process. The "Function Bar" at the top of the screen provides mouse-click access to the features available on the current examination. These also are available by using the labeled keys on the keyboard.



**IMPORTANT:** After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

**Question types.** The questions in your licensing exam are multiple choice. Each provides four options from which you choose your answer.

**Question formats.** Three different multiple-choice formats are used. Each format is showing in the following examples. An asterisk (\*) indicates the correct answer in each sample question.

**Format 1 - Incomplete Sentence:**

Actual cash value is generally accepted to mean:

- A. Original purchase price of the property
- B. Market value at the time of the loss
- C. Cost to replace at the time of loss plus appreciation
- \*D. Cost to replace at the time of loss, less depreciation

**Format 2 - Direct Question:**

Which one of the following is covered under the Liability Coverage of the Business Auto Coverage Form?

- A. Workers compensation
- \*B. Explosion
- C. Expected injury
- D. Pollution

**Format 3 - All of the following except:**

The Business Auto Coverage Form covers losses from all of the following under comprehensive coverage EXCEPT:

- A. Fire
- B. Vandalism
- \*C. Freezing
- D. Theft

### EXAMINATION REVIEW

PSI, in cooperation with the Department, will be continually evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. Comments may be entered on the computer keyboard during the examination. Your comments regarding the questions and the examinations are welcomed. Comments will be analyzed by PSI examination development staff. While PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the Department may re-evaluate candidates' results and adjust them accordingly. This is the only review of the examination available to you.



## SCORE REPORTING

Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

- If you **pass**, you will receive a successful score report.
- If you **do not pass**, you will receive a diagnostic report indicating your strengths and weaknesses by examination type on the score report.

### DUPLICATE SCORE REPORTS

You may request a duplicate score report after your examination by emailing [scorereport@psionline.com](mailto:scorereport@psionline.com) or by calling 800-733-9267.

### EXPERIMENTAL ITEMS

In addition to the number of examination items specified in the "Examination Content Outlines", a small number (5 to 10) of "experimental" questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such unscored, experimental questions is an essential step in developing future licensing examinations.

## TIPS FOR PREPARING FOR YOUR LICENSE EXAMINATION

The following suggestions will help you prepare for your examination.

- Only consider the actual information given in the question, do not read into the question by considering any possibilities or exceptions.
- Planned preparation increases your likelihood of passing.
- Start with a current copy of this Candidate Information Booklet and use the examination content outline as the basis of your study.
- Read study materials that cover all the topics in the content outline.
- Take notes on what you study. Putting information in writing helps you commit it to memory and it is also an excellent business practice.
- Discuss new terms or concepts as frequently as you can with colleagues. This will test your understanding and reinforce ideas.
- Your studies will be most effective if you study frequently, for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.

## OBTAINING YOUR LICENSE

Immediately after you pass your examination, you may complete and submit your application electronically using the kiosk at the PSI examination site. If you are applying for an initial resident insurance producer license, title agent license or resident public adjuster license, you will also be required to provide fingerprints. The license application fee will be paid at the kiosk using a credit card. Your application and all fees will be forwarded electronically to the Department.

**NOTE:** You must provide fingerprints to permit the Department to obtain a criminal history record report from the FBI. An additional \$25.00 for FBI and state fees are required (see page 3).

It is your responsibility to ensure that the application has been properly completed and that the information is accurate. Applications that are found to contain inaccurate or untruthful responses may be denied. The Department strongly suggests that you complete the paper application for an individual resident insurance producer found online at [www.insurance.pa.gov](http://www.insurance.pa.gov) and retain it as a reference to expedite submitting your application electronically at the exam center.

### STATUS OF LICENSE

After the Department has verified that you have passed the required examination and that you have met all standards for licensure, the Department will issue the appropriate license. The license will list the line or lines of authority granted, if applicable. You may view the status of your license application on the Department's Web site at [www.insurance.pa.gov](http://www.insurance.pa.gov). Once your license has been issued, you may print your license from the web site. Please be advised that the Department no longer mails licenses.

### INITIAL INSURANCE PRODUCER FEES

- Resident insurance producer application fee = \$55
- Fingerprinting processing fee = \$25.00 (\$10.00 to access the FBI database and \$15 to access the PA State Police database)
- Online service fees (if submitting your licensing application electronically) will be charged and may vary - the approximate fee is \$12.50

### PAPER APPLICATIONS

The option to apply using a paper application is only available if you are unable to apply online. Be advised that the paper licensing process will take considerably longer than the electronic method. If you must apply via paper, an application can be obtained from the Department's web site at [www.insurance.pa.gov](http://www.insurance.pa.gov). You must include a cover letter explaining why you are unable to apply online; otherwise, the application will be returned along with a letter telling you to apply online.

### OTHER LICENSE APPLICATION FORMS

Different application forms are required for Partnerships or Corporations, Surplus Lines Producers, Viatical Settlement Brokers, Motor Vehicle Damage Appraisers and Public Adjusters. All applications are available from the Department's web site at [www.insurance.pa.gov](http://www.insurance.pa.gov). or upon request from the Department. Again, to expedite review of your application, you should file your application via Vertafore/SIRCON at [www.sircon.com/pennsylvania](http://www.sircon.com/pennsylvania) and pay appropriate fees with a credit card.

The examination content outline and more specific information on taking this examination is available in the Pennsylvania Public Adjuster Candidate Information Booklet located online at [www.psiexams.com](http://www.psiexams.com).



The examination content outline and more specific information on taking this examination is available in the Pennsylvania Motor Vehicle Physical Damage Appraiser Candidate Information Booklet located online at [www.psiexams.com](http://www.psiexams.com).

## CONTINUING EDUCATION

Licensed insurance producers are required to complete a minimum of 24 hours of continuing education credits to maintain their license. Failure to complete the minimum 24-hour requirement during your two-year licensing cycle will result in the termination of your license. See [www.insurance.pa.gov](http://www.insurance.pa.gov) for more information.

Insurance producers should not take any approved CE courses until they receive their license as they will not receive credit for any course taken before the issue date of their license. Information on continuing education can be obtained from the Department's web site at [www.insurance.pa.gov](http://www.insurance.pa.gov) or by calling 717-787-3840, option 3 or 866-283-7848.

## ADDITIONAL LICENSING INFORMATION

**Additional appointments.** To obtain appointments with additional companies, for powers for which you are already qualified, you must enter into an agreement with the new company regarding the additional appointment. The insurance company is then responsible for reporting the appointment information to the Department. Title agents must have an appointment by a title insurer prior to transacting any business (40 P.S. 910-24.1).

**Amended license.** An amended license consists of adding an additional line of authority or status to an active license.

There is a \$25 fee to amend an existing active license. An amended licensing application can be submitted online at [www.sircon.com/pennsylvania](http://www.sircon.com/pennsylvania). No pre-licensing education or fingerprint submission is required to amend a license by adding a line of authority to an existing active producer license.

**Reporting requirements.** All licensees are required to report name or address changes as well as criminal charges and convictions to the Department within 30 days.

**Uniformity of licenses.** A corporation or partnership must be properly licensed. In order for a partnership or corporation to be

licensed, there must be a licensed individual designated as the responsible licensee for the entity (corporation) and hold the same line(s) of authority the entity is requesting.

**Corporations.** Business entities (corporations and partnerships) should submit a licensing application online at [www.sircon.com/pennsylvania](http://www.sircon.com/pennsylvania).

**Fictitious Names.** For any licensee, any assumed or fictitious name, style or designation must be filed with the Department for approval prior to using the alias or fictitious name. See instructions for this process at [www.insurance.pa.gov](http://www.insurance.pa.gov).

## EXAMINATION CONTENT OUTLINES AND STUDY MATERIALS

### STUDY MATERIALS

In addition to any pre-licensing education that is required for the examination you are taking, you are free to use materials of your choice to prepare for the examination. Manuals have been prepared by different publishers to assist candidates specifically in preparing for license exams. Because of the number and the diversity of approach of these publications, neither the Department nor PSI reviews or approves study materials. However, the following sources may be a starting point in your search for study materials.

*Pennsylvania Insurance Laws and Pennsylvania Insurance Regulations*, BHM Insurance Services, (302) 678-8795; (800) 543-3635.

*Purdon's Pennsylvania Statutes Annotated, Titles 40 and 41: Insurance*, West, (800) 733-2889; <http://www.westgroup.com>

*Pennsylvania statutes.* The examinations contain a section on Pennsylvania statutes. In addition to your study materials, you may wish to consult a standard statute reference, such as those available at most public or law libraries in Pennsylvania.

### EXAMINATION CONTENT OUTLINES

Following are the individual examination content outlines indicating the examination time limit, minimum score required to pass, subject area and the number of items in each area. These outlines are the basis of the examination. Each examination will contain questions about the subjects in its outline. In order to pass the examination, you must achieve a minimum score of 70%.

### PENNSYLVANIA PRODUCER'S EXAMINATION FOR LIFE INSURANCE SERIES 16-01

100 Items - 120 Minutes

#### 1.0 INSURANCE REGULATION (14%)

1.1	Licensing
	Process and types
	Requirements (40 P.S. § 310.1, 310.3-310.14)
	Resident/nonresident (40 P.S. § 310.3-310.5, 310.10)
	Temporary license (40 P.S. § 310.9)
	Managers and exclusive general agents (40 P.S. § 310.1, 310.31)
	Maintenance and duration

	Change in address (40 P.S. § 310.11(19))
	Renewal (40 P.S. § 310.8)
	Duty to report administrative or criminal actions (40 P.S. § 310.78)
	Assumed names (40 P.S. § 310.7)
	Continuing education (40 P.S. § 310.8(b), 310.6(a), 31 Pa. Code Ch. 39a)
	Inactivity due to military or extenuating circumstances (40 P.S. § 310.8)
	Disciplinary actions
	License denial, nonrenewal, suspension, or revocation (40 P.S. § 310.91, 310.11)
	Penalties and fines for violations (40 P.S. §§ 310.12,



	310.41a, 310.91, 1171.11)
	Cease and desist order (40 P.S. §§ 310.91, 1171.9)
	Civil
	Criminal
	Hearings
	Consent agreement
1.2	State regulation
	Acts constituting insurance transactions
	Negotiate, sell, solicit (40 P.S. §§ 310.1, 310.3, 310.8, 310.11)
	Commissioner's general duties and powers (40 P.S. §§ 310.2, 1171.7)
	Company regulation
	Certificate of authority (40 P.S. §§ 47, 47a, 420)
	Solvency (40 P.S. §§ 72, 112)
	Policy forms and rates (40 P.S. §§ 510, 776.1-776.7, 1181-1199, 1221-1238)
	Unfair claims settlement practices (40 P.S. § 1171.5(a)(10); 31 Pa. Code Ch. 146)
	Producer regulation
	Fiduciary responsibility (40 P.S. § 310.96; 31 Pa. Code Ch. § 37.81)
	Examination of books and records (40 P.S. § 323.3-4)
	Producer disclosure requirements (40 P.S. § 310.71(b))
	Commissions and fees (40 P.S. §§ 310.72-310.74)
	Prohibited acts (40 P.S. § 310.11)
	Appointment procedures
	Producer appointment (40 P.S. § 310.71, 31 Pa Code 37.61)
	Appointment termination (40 P.S. § 310.71a)
	Unfair insurance practices (40 P.S. §§ 1171.1 1171.5)
	Rebates and Inducements Prohibited (40 P.S. §§ 310.45, 310.46, 1171.5(a)(8))
	Misrepresentation (40 P.S. §§ 310.47-.48, 1171.5(a)(1),(2))
	Twisting (40 P.S. §§ 473)
	False advertising (40 P.S. § 1171.5; 31 Pa. Code Ch. 51)
	Defamation (40 P.S. § 1171.5(a)(3); 31 Pa. Code Ch. 51)
	Boycott, coercion or intimidation (40 P.S. § 1171.5(a)(4))
	Misappropriation of funds (40 P.S. §§ 310.11(4), 310.42)
	Unfair discrimination (40 P.S. § 1171.5; 31 Pa. Code § 145.4)
	Replacement (40 P.S. § 625, 31 Pa Code Ch. 81)
	Privacy of consumer financial information (40 P.S. § 310.77(a); 31 Pa. Code §§ 146a.1-.44)
	Insurance fraud regulation (40 P.S. §§ 325.1-325.62; 18 Pa. C.S. § 4117)
1.3	Federal Regulation
	Fair Credit Reporting Act
	Fraud and False Statements (18 USC Sections 1033 and 1034)
	Privacy (Gramm-Leach-Bliley)
	National Do Not Call List
<b>2.0 GENERAL INSURANCE CONCEPTS (10%)</b>	
2.1	Risk
	Methods of Handling Risk (e.g., Avoidance, Retention, Sharing, Reduction, Transfer)

	Elements of Insurable Risks
	Definitions (e.g., Risk, Hazard, Peril, Loss)
2.2	Classifications of Insurers
	Mutual, Stock
	Admitted, Non-Admitted
	Foreign, Domestic, Alien
2.3	Elements of a Contract
	Consideration
	Competent Parties
	Legal Purpose
	Offer
	Acceptance
2.4	Authority and Powers of Producers
	Express
	Implied
	Apparent
	The Law of Agency
2.5	Legal Interpretations Affecting Contracts
	Reasonable Expectations
	Indemnity
	Good Faith
	Fraud
	Warranties, Representations, Misrepresentations, and Concealment
<b>3.0 LIFE INSURANCE BASICS (20%)</b>	
3.1	Insurable Interest (40 P.S. § 512)
3.2	Personal Uses of Life Insurance
	Survivor Protection
	Estate Creation
	Liquidity
	Estate Conservation
	Asset Protection
3.3	Determining Amount of Personal Life Insurance
	Human Life Value Approach
	Needs Approach
3.4	Business Uses of Life Insurance
	Buy-Sell Funding
	Key Person
	Executive Compensation
3.5	Viatical and life settlements
	Disclosure to consumers (40 P.S. § 626.7)
	General rules (40 P.S. § 626.8)
	Definitions (40 P.S. § 626.2)
3.6	Classes of life insurance policies
	Group versus individual
	Permanent versus term
	Participating versus nonparticipating
	Fixed versus variable life insurance
	General account versus separate account (40 P.S. § 506.2; 31 Pa. Code Ch. 82.41-.51)
	Regulation of variable life insurance (31 Pa. Code Ch. 82.1, .14, .81)
3.7	Factors in Premium Determination
	Mortality
	Interest
	Expense
3.8	Premium Frequency
3.9	Producer responsibilities

	Sales presentations
	Advertising (31 Pa. Code Ch. 51.1-.36, .42)
	Life and Health Insurance Guaranty Association (40 P.S. § 991.1717)
	Life insurance disclosure statement (31 Pa. Code Ch. 83)
	Illustrations (40 P.S. § 625.7-625.8)
	Life insurance surrender comparison index disclosure (31 Pa. Code Ch. 83.51-.57)
3.10	Field Underwriting
	Application Procedures
	Warranties and Representations
3.11	Policy Delivery
	Effective Date of Coverage
	Premium Collection
	Statement of Good Health
	Delivery receipt requirement (40 P.S. § 625.4)
3.12	Company Underwriting
	Sources of Information
	Classifications of Risk (Preferred, Standard, Substandard, Declined)
	Selection criteria and unfair discrimination (40 P.S. § 477a)
3.13	Classification of Risks
	Preferred
	Standard
	Substandard
<b>4.0 TYPES OF LIFE INSURANCE POLICIES (17%)</b>	
4.1	Term Life Insurance
	Level
	Decreasing
	Increasing Term
	Renewable Term
4.2	Whole (Permanent, Ordinary) Life Insurance
	Single Premium
	Continuous Premium
	Limited Payment Life
	Adjustable Life
4.3	Universal Life
4.4	Index Whole Life
4.5	Specialized Policies
	Joint Life
	Survivorship Life
	Juvenile
	Return of Premium Term Insurance
4.6	Group Life Insurance
	Eligible Groups
	Characteristics of Group Life Insurance
	Conversion to individual policy (40 P.S. § 532.7)
<b>5.0 LIFE INSURANCE POLICY PROVISIONS, OPTIONS, AND RIDERS (22%)</b>	
5.1	Standard Life Insurance Provisions (40 P.S. § 510)
	Ownership
	Assignment
	Right to Examine (Free Look) (40 P.S. § 510C (a), (2), (3), (b1))
	Payment of Premiums (a)
	Grace Period (b)
	Misstatement of Age/Sex (e)
	Incontestability (c)

	Reinstatement (k)
	Entire Contract (d)
	Payment of claims (l)
	Prohibited provisions including backdating (40 P.S. § 511)
5.2	Beneficiary Designation Options
	Individuals
	Classes
	Estates
	Minors
	Trusts
5.3	Types of Beneficiaries
	Revocable versus Irrevocable
	Primary and Contingent
5.4	Beneficiary-Related Clauses
	Common Disaster
	Spendthrift
	Effects of Divorce on Designation of Beneficiaries (20 Pa C.S.A. § 6111.2)
5.5	Settlement Options
	Cash Payment (Lump Sum)
	Interest Only
	Life Income
	Fixed-Period
	Fixed-Amount Installments
	Retained Asset Account
5.6	Nonforfeiture Options
	Cash Surrender Value
	Extended Term
	Reduced Paid-Up Insurance
5.7	Policy Loan and Withdrawal Options
	Loans
	Automatic Premium Loans
	Withdrawals Partial Surrenders
5.8	Dividend Options
	Paid-Up Additions
	Cash Payment (Lump Sum)
	One Year Term
	Reduction of Premium
	Accumulation at Interest
5.9	Disability Riders
	Waiver of Premium
	Disability Income Benefit
	Payor Benefit Life
5.10	Riders Covering Additional Insureds
	Spouse
	Children
	Family
5.11	Riders Affecting Death Benefit Amount
	Accidental Death
	Guaranteed Insurability
	Cost of Living
	Return of Premium
	Accelerated (Living) Benefit Provision Rider
	Conditions for payment (31 Pa. Code Ch. 90f.3)
	Effect on death benefit (31 Pa. Code Ch. 90f.3)
	Exclusions and restrictions (31 Pa. Code Ch. 90f.4)
	Long-Term Care Rider
5.12	Policy Exclusions

<b>6.0 ANNUITIES (12%)</b>	
6.1	<b>Annuity Principles and Concepts</b> Accumulation Period versus Annuity Period Owner, Annuitant, and Beneficiary Right to Examine (40 P.S. § 510D)
6.2	<b>Immediate versus Deferred Annuities</b>
6.3	<b>Annuity (Benefit) Payment Options</b> Life Contingency Options Annuities Certain Pure Life versus Life with Guaranteed Minimum Single Life versus Multiple Life
6.4	<b>Annuity Products</b> Fixed Annuities Equity Indexed Annuities Immediate Annuities Variable annuities Assets in a separate account (31 Pa. Code Ch. 85.21-.27) Regulation of variable annuities (SEC, FINRA and Pennsylvania) (31 Pa. Code Ch. 85.1-.4) Suitability of annuities (Act 14 of 2010)
6.5	<b>Uses of Annuities</b> Lump-Sum Settlements Retirement Income Education
<b>7.0 FEDERAL TAX CONSIDERATIONS FOR LIFE INSURANCE (5%)</b>	
12a	Requirements of Life Insurance Qualified Plans
12b	<b>Federal Tax Considerations for Qualified Plans</b> Withdrawals Rollovers versus Transfers
12c	<b>Qualified Plan Types, Characteristics, and Purchasers</b> Individual Retirement Accounts (IRAs; Traditional versus Roth; Immediate Annuity) 401k 403b
12d	<b>Taxation of Personal Life Insurance</b> Premiums Dividends Settlements
12e	Modified Endowment Contracts (MECs)

	P.S. § 310.78)
	Assumed names (40 P.S. § 310.7)
	Continuing education (40 P.S. § 310.8(b), 310.6(a), 31 Pa. Code Ch. 39a)
	Inactivity due to military or extenuating circumstances (40 P.S. § 310.8)
	Disciplinary actions
	License denial, nonrenewal, suspension, or revocation (40 P.S. § 310.91, 310.11)
	Penalties and fines for violations (40 P.S. §§ 310.12, 310.41a, 310.91, 1171.11)
	Cease and desist order (40 P.S. §§ 310.91, 1171.9)
	Civil
	Criminal
	Hearings
	Consent agreement
1.2	<b>State regulation</b> Acts constituting insurance transactions Negotiate, sell, solicit (40 P.S. §§ 310.1, 310.3, 310.8, 310.11) Commissioner's general duties and powers (40 P.S. §§ 310.2, 1171.7) Company regulation Certificate of authority (40 P.S. §§ 47, 47a, 420) Solvency (40 P.S. §§ 72, 112) Policy forms and rates (40 P.S. §§ 510, 776.1-776.7, 1181-1199, 1221-1238) Unfair claims settlement practices (40 P.S. § 1171.5(a)(10); 31 Pa. Code Ch. 146) Producer regulation Fiduciary responsibility (40 P.S. § 310.96; 31 Pa. Code Ch. § 37.81) Examination of books and records (40 P.S. § 323.3-4) Producer disclosure requirements (40 P.S. § 310.71(b)) Commissions and fees (40 P.S. §§ 310.72-310.74) Prohibited acts (40 P.S. § 310.11) Appointment procedures Producer appointment (40 P.S. § 310.71, 31 Pa Code 37.61) Appointment termination (40 P.S. § 310.71a) Unfair insurance practices (40 P.S. §§ 1171.1 1171.5) Rebates and Inducements Prohibited (40 P.S. §§ 310.45, 310.46, 1171.5(a)(8)) Misrepresentation (40 P.S. §§ 310.47-.48, 1171.5(a)(1), (2)) Twisting (40 P.S. §§ 473) False advertising (40 P.S. § 1171.5; 31 Pa. Code Ch. 51) Defamation (40 P.S. § 1171.5(a)(3); 31 Pa. Code Ch. 51) Boycott, coercion or intimidation (40 P.S. § 1171.5(a)(4)) Misappropriation of funds (40 P.S. §§ 310.11(4), 310.42) Unfair discrimination (40 P.S. § 1171.5; 31 Pa. Code § 145.4) Replacement (40 P.S. § 625, 31 Pa Code Ch. 81) Privacy of consumer financial information (40 P.S. § 310.77(a); 31 Pa. Code §§ 146a.1-.44) Insurance fraud regulation (40 P.S. §§ 325.1-325.62; 18

**PENNSYLVANIA PRODUCER'S EXAMINATION FOR ACCIDENT AND HEALTH INSURANCE  
SERIES 16-02**

100 Items - 120 Minutes

<b>1.0 INSURANCE REGULATION (13%)</b>	
1.1	<b>Licensing</b> Process and types Requirements (40 P.S. § 310.1, 310.3-310.14) Resident/nonresident (40 P.S. § 310.3-310.5, 310.10) Temporary license (40 P.S. § 310.9) Managers and exclusive general agents (40 P.S. § 310.1, 310.31) Maintenance and duration Change in address (40 P.S. § 310.11(19)) Renewal (40 P.S. § 310.8) Duty to report administrative or criminal actions (40



	Pa. C.S. § 4117)
1.3	Federal Regulation
	Fair Credit Reporting Act
	Fraud and False Statements (18 USC Sections 1033 and 1034)
	Privacy (Gramm-Leach-Bliley)
	National Do Not Call List
	Affordable Care Act
<b>2.0 GENERAL INSURANCE CONCEPTS (10%)</b>	
2.1	Risk
	Methods of Handling Risk (e.g., Avoidance, Retention, Sharing, Reduction, Transfer)
	Elements of Insurable Risks
	Definitions (e.g., Risk, Hazard, Peril, Loss)
2.2	Classifications of Insurers
	Mutual, Stock
	Admitted, Non-Admitted
	Foreign, Domestic, Alien
2.3	Elements of a Contract
	Consideration
	Competent Parties
	Legal Purpose
	Offer
	Acceptance
2.4	Authority and Powers of Producers
	Express
	Implied
	Apparent
	The Law of Agency
2.5	Legal Interpretations Affecting Contracts
	Reasonable Expectations
	Indemnity
	Good Faith
	Fraud
	Warranties, Representations, Misrepresentations, and Concealment
<b>3.0 ACCIDENT AND HEALTH INSURANCE BASICS (10%)</b>	
3.1	Producer responsibilities
	Sales presentations
	Advertising (31 Pa. Code Ch. 51.1-.36, .42)
	Life and Health Insurance Guaranty Association (40 P.S. § 991.1717)
	Outline of coverage (40 P.S. § 991.1111; 31 Pa. Code Ch. 88.181)
3.2	Field Underwriting
	Application Procedures
	Warranties and Representations
3.3	Policy Delivery
	Effective Date of Coverage
	Premium Collection
	Statement of Good Health
	Delivery receipt requirement (40 P.S. § 625.4)
3.4	Company Underwriting
	Sources of Information
	Classifications of Risk (Preferred, Standard, Substandard, Declined)
3.5	Definitions of Perils
	Accidental Injury
	Sickness

3.6	Types of Losses and Benefits
	Loss of Income from Disability (Short-Term/Long-Term Disability)
	Medical Expense
	Long-Term Care Expense
	Prescriptions
3.7	Limited Health Insurance Policies
	Accidental Death and Dismemberment
	Hospital Indemnity
	Critical Illness/Dread Disease (31 Pa. Code Ch. 88.169, .193)
	Vision Care
	Hearing
	Dental
3.8	Common exclusions from coverage (31 Pa. Code Ch. 88.84)
	Pre-existing conditions (31 Pa. Code Ch. 88.51)
	Intentionally self-inflicted injuries (1)(ii)
	War or act of war (1)(i)
	Elective cosmetic surgery (1)(vii)
	Conditions covered by workers compensation (1)(iii)
	Commission of or attempt to commit a felony
3.9	Classification of Risks
	Preferred
	Standard
	Substandard
3.10	Considerations in replacing health insurance
	Pre-existing conditions
	Waiting periods
	Benefits, limitations and exclusions
	Underwriting requirements
	Producer's liability for errors and omissions
	Pennsylvania replacement requirements (31 Pa. Code Ch. 88.101-.103)
<b>4.0 INDIVIDUAL ACCIDENT AND HEALTH INSURANCE POLICY PROVISIONS (13%)</b>	
4.1	Required Provisions (40 P.S. § 753(A))
	Time Limit on Certain Defenses (2)
	Grace Period (3)
	Reinstatement (4)
	Claim Forms (6)
	Proof of Loss (7)
	Time of Payment of Claims (8)
	Physical Examinations and Autopsy (10)
	Legal Actions (11)
	Entire Contract (1)
	Payment of Claims (9)
	Change of Beneficiary (12)
	Notice of Claim (5)
4.2	General Policy Provisions (40 P.S. § 753(B))
	Change of Occupation (1)
	Misstatement of Age/Sex (2)
	Other insurance in this insurer (3)
	Insurance with other insurers
	Expense-incurred benefits (4)
	Other benefits (5)
	Unpaid premium (7)
	Cancellation (8)
	Conformity with state statutes (9)

	Illegal Occupation (10)
	Intoxicants, Narcotics, or Other Controlled Substances (11)
4.3	Other General Provisions
	Right to Examine/Free Look (40 P.S. § 752(A)(10); 31 Pa. Code Ch. 89.73)
	Insuring Clause
	Consideration Clause
	Renewability Clause
	Coinsurance
	Probationary Period
	Elimination Period
	Exclusions
<b>5.0 DISABILITY INCOME AND RELATED INSURANCE (10%)</b>	
5.1	Benefits Determination for Disability
	Indemnity
5.2	Qualifications of Disability
	Total (Own Occupation, Any Occupation)
	Partial (31 Pa. Code Ch. 88.138)
	Permanent
	Presumptive
	Recurrent
	Residual (31 Pa. Code Ch. 88.139)
	Inability to Perform Duties (31 Pa. Code Ch. 88.137)
	Occupational versus Non-Occupational
5.3	Individual Disability Income Insurance
	Basic Total Disability Plan
	Cost of Living Rider
	Future Increase Option Rider
	Change of Occupation
	Other Cash Benefits
	Refund Provisions
	Exclusions
	Waiver of Premium
	Probationary Period
	Elimination Period
	Benefit Limits
	Relation of earnings to insurance (40 P.S. § 753(B)(6))
	Pennsylvania minimum benefit standards (31 Pa. Code Ch. 88.167)
5.4	Unique Aspects of Individual Disability Underwriting
	Occupational Considerations
	Benefit Limits
	Policy Issuance Alternatives
5.5	Group Disability Income Insurance
	Short-Term Disability
	Long-Term Disability
	Coordination of Benefits (Workers' Compensation Benefits and Social Insurance) (77 P.S. § 511 et seq)
	At-Work Benefits
5.6	Business Disability Insurance
	Key Employee Disability Income
	Disability Buy-Sell Policy
	Business Overhead Expense
5.7	Social Security Disability
	Qualification for Disability Benefits
	Definition of Disability
	Waiting Period
<b>6.0 MEDICAL PLANS (14%)</b>	

6.1	Medical Plan Concepts
	Fee-for-Service
	Prepaid
	Specified Coverage
	Comprehensive Coverage
	Dependent Coverage
6.2	Provisions and Clauses
	Deductibles
	Stop-Loss Provision
	Impairment Rider
6.3	Types of Medical Plans
	Basic Plans
	Major Medical Insurance
	Health Maintenance Organizations (HMOs)
	Preferred Provider Organizations (PPOs)
	Point-of-Service (POS) Plans
6.4	Cost Containment in Health Care Delivery
	Managed Care
	Preventive Care
	Outpatient Benefits
	Utilization Management
	Preauthorization
	Gatekeeper
6.5	Health Insurance Portability and Accountability Act (HIPAA) (40 P.S. § 981-1)
	Eligibility Requirements
	Terms
	Privacy
	Portability
6.6	Pennsylvania mandated benefits (individual and group)
	Postpartum coverage (40 P.S. § 1583)
	Routine pap smears (40 P.S. § 1574(2))
	Treatment for alcohol abuse and dependency (40 P.S. §§ 908-1-908-8)
	Serious mental illness (40 P.S. § 764g)
	Annual gynecological examinations (40 P.S. § 1574(1))
	Cancer therapy (40 P.S. § 764b)
	Mammography coverage (40 P.S. § 764c)
	Childhood immunizations (40 P.S. § 3503)
	Dependent child age limit (31 Pa. Code Ch. 88.32)
	Coverage of adopted children (40 P.S. § 775.1)
	Newborn child coverage (40 P.S. §§ 771-775.2; 31 Pa. Code Ch. 89.201-.209)
	Physically handicapped/mentally retarded children (40 P.S. § 752(A)(9))
<b>7.0 GROUP HEALTH INSURANCE (9%)</b>	
7.1	Characteristics of Group Health Insurance
	Group Contract
	Certificate of Coverage
	Eligible Groups
	Contributory versus Non-Contributory
7.2	Employer Group Health Insurance
	Underwriting Criteria
	Eligibility for Insurance
	Pre-existing conditions (31 Pa. Code Ch. 89.402-.406)
	Conversion of Coverage (40 P.S. §§ 756.2, 981-9)
	Open Enrollment
	Probation Period



	Coordination of Benefits
7.3	COBRA
	Eligibility
	Duration of Coverage
	Premium
<b>8.0 DENTAL INSURANCE (2%)</b>	
8.1	Categories of dental treatment
	Diagnostic and preventive
	Restorative
	Oral surgery
	Endodontics
	Periodontics
	Prosthodontics
	Orthodontics
8.2	Indemnity plans
	Choice of providers
	Scheduled versus nonscheduled plans
	Benefit categories
	Diagnostic/preventive services
	Basic services
	Major services
	Deductibles and coinsurance
	Combination plans
	Exclusions
	Limitations
	Predetermination of benefits
8.3	Employer group dental expense
	Integrated deductibles versus stand-alone plans
	Minimizing adverse selection
<b>9.0 HEALTH INSURANCE FOR SENIOR CITIZENS AND SPECIAL NEEDS INDIVIDUALS (14%)</b>	
9.1	Medicare
	Administration
	Eligibility
	Part A
	Part B
	Part C
	Part D
	Medicare Select
9.2	Medicare Supplement Insurance
	Open Enrollment (31 Pa. Code Ch 89.778)
	Types of Plans
	Standardized Plan Benefits
	Pennsylvania regulations and required provisions
	Standards for marketing (31 Pa. Code Ch. 89.786)
	Advertising (31 Pa. Code Ch. 89.785)
	Appropriateness of recommended purchase and excessive coverage (31 Pa. Code Ch. 89.787)
	Replacement (40 P.S. § 3108; 31 Pa. Code Ch. 89.784, .789)
	Minimum benefit standards (40 P.S. § 3105)
	Required disclosure provisions (40 P.S. § 3107; 31 Pa. Code Ch. 89.783)
	Permitted compensation arrangements (31 Pa. Code Ch. 89.782)
	Guaranteed issue (31 Pa. Code Ch. 89.790)
9.3	Other options for individuals with Medicare
	Employer Group Health Plans

	Medicaid
9.4	Long-Term Care Policies
	Eligibility for Benefits
	Benefit Periods and Amounts
	Exclusions
	Guaranteed Insurability Rider
	Cost of Living Rider
9.5	Levels of Long-Term Care
	Skilled
	Intermediate
	Custodial
9.6	Types of Long-Term Care
	Comprehensive Coverage
	Home Health
	Adult Daycare
	Respite Care
	Community Care
	Partnership Coverage
9.7	Long-Term Care Pennsylvania regulations and required provisions
	Outline of coverage (40 P.S. § 991.1111; 31 Pa. Code Ch. 89a.107, 126)
	Right to examine (free look) (40 P.S. § 991.1110)
	Pre-existing conditions (40 P.S. §§ 991.1105(c), 1107)
	Continuation and conversion (31 Pa. Code Ch. 89a.105)
	Unintentional lapse (31 Pa. Code Ch. 89a.106)
	Required disclosure provisions (31 Pa. Code Ch. 89a.107)
	Inflation protection (31 Pa. Code Ch. 89a.112)
	Nonforfeiture benefit (31 Pa. Code Ch. 89a.123)
	Benefit triggers (31 Pa. Code Ch. 89a.124, 125)
	Replacement (31 Pa. Code Ch. 89a.113, 122)
	Standards for marketing (31 Pa. Code Ch. 89a.120)
	Suitability of recommended purchase (31 Pa. Code Ch. 89a.121)
	Shopper's guide (31 Pa. Code Ch. 89a.127)
	Permitted compensation arrangements (31 Pa. Code Ch. 89a.129)
	Penalties (31 Pa. Code Ch. 89a.128)
<b>10.0 FEDERAL TAX CONSIDERATIONS FOR HEALTH INSURANCE (5%)</b>	
10.1	Health Insurance Premiums and Benefits
	Individual
	Group
	Disability Income
	Business Disability Insurance
	Medical Expense
	Long-Term Care
10.2	Consumer-Driven Health Plans
	Health Savings Accounts (HSAs)
	Health Reimbursement Accounts (HRAs)
	Flexible Spending Accounts (FSAs)

**PENNSYLVANIA PRODUCER'S EXAMINATION FOR  
LIFE, ACCIDENT AND HEALTH INSURANCE  
SERIES 16-03**

150 Items - 170 Minutes

<b>1.0 INSURANCE REGULATION (23%)</b>	
1.1	Licensing





	Process and types
	Requirements (40 P.S. § 310.1, 310.3-310.14)
	Resident/nonresident (40 P.S. § 310.3-310.5, 310.10)
	Temporary license (40 P.S. § 310.9)
	Managers and exclusive general agents (40 P.S. § 310.1, 310.31)
	Maintenance and duration
	Change in address (40 P.S. § 310.11(19))
	Renewal (40 P.S. § 310.8)
	Duty to report administrative or criminal actions (40 P.S. § 310.78)
	Assumed names (40 P.S. § 310.7)
	Continuing education (40 P.S. § 310.8(b), 310.6(a), 31 Pa. Code Ch. 39a)
	Inactivity due to military or extenuating circumstances (40 P.S. § 310.8)
	Disciplinary actions
	License denial, nonrenewal, suspension, or revocation (40 P.S. § 310.91, 310.11)
	Penalties and fines for violations (40 P.S. §§ 310.12, 310.41a, 310.91, 1171.11)
	Cease and desist order (40 P.S. §§ 310.91, 1171.9)
	Civil
	Criminal
	Hearings
	Consent agreement
1.2	State regulation
	Acts constituting insurance transactions
	Negotiate, sell, solicit (40 P.S. §§ 310.1, 310.3, 310.8, 310.11)
	Commissioner's general duties and powers (40 P.S. §§ 310.2, 1171.7)
	Company regulation
	Certificate of authority (40 P.S. §§ 47, 47a, 420)
	Solvency (40 P.S. §§ 72, 112)
	Policy forms and rates (40 P.S. §§ 510, 776.1-776.7, 1181-1199, 1221-1238)
	Unfair claims settlement practices (40 P.S. § 1171.5(a)(10); 31 Pa. Code Ch. 146)
	Producer regulation
	Fiduciary responsibility (40 P.S. § 310.96; 31 Pa. Code Ch. § 37.81)
	Examination of books and records (40 P.S. § 323.3-4)
	Producer disclosure requirements (40 P.S. § 310.71(b))
	Commissions and fees (40 P.S. §§ 310.72-310.74)
	Prohibited acts (40 P.S. § 310.11)
	Appointment procedures
	Producer appointment (40 P.S. § 310.71, 31 Pa Code 37.61)
	Appointment termination (40 P.S. § 310.71a)
	Unfair insurance practices (40 P.S. §§ 1171.1-1171.5)
	Rebates and Inducements Prohibited (40 P.S. §§ 310.45, 310.46, 1171.5(a)(8))
	Misrepresentation (40 P.S. §§ 310.47-.48, 1171.5(a)(1), (2))
	Twisting (40 P.S. §§ 473)
	False advertising (40 P.S. § 1171.5; 31 Pa. Code Ch. 51)
	Defamation (40 P.S. § 1171.5(a)(3); 31 Pa. Code Ch.

	51)
	Boycott, coercion or intimidation (40 P.S. § 1171.5(a)(4))
	Misappropriation of funds (40 P.S. §§ 310.11(4), 310.42)
	Unfair discrimination (40 P.S. § 1171.5; 31 Pa. Code § 145.4)
	Replacement (40 P.S. § 625, 31 Pa Code Ch. 81)
	Privacy of consumer financial information (40 P.S. § 310.77(a); 31 Pa. Code §§ 146a.1-.44)
	Insurance fraud regulation (40 P.S. §§ 325.1-325.62; 18 Pa. C.S. § 4117)
	Federal Regulation
	Fair Credit Reporting Act
	Fraud and False Statements (18 USC Sections 1033 and 1034)
	Privacy (Gramm-Leach-Bliley)
	National Do Not Call List
	Affordable Care Act
<b>2.0 GENERAL INSURANCE CONCEPTS (7%)</b>	
2.1	Risk
	Methods of Handling Risk (e.g., Avoidance, Retention, Sharing, Reduction, Transfer)
	Elements of Insurable Risks
	Definitions (e.g., Risk, Hazard, Peril, Loss)
2.2	Classifications of Insurers
	Mutual, Stock
	Admitted, Non-Admitted
	Foreign, Domestic, Alien
2.3	Elements of a Contract
	Consideration
	Competent Parties
	Legal Purpose
	Offer
	Acceptance
2.4	Authority and Powers of Producers
	Express
	Implied
	Apparent
	The Law of Agency
2.5	Legal Interpretations Affecting Contracts
	Reasonable Expectations
	Indemnity
	Good Faith
	Fraud
	Warranties, Representations, Misrepresentations, and Concealment
<b>3.0 LIFE, ACCIDENT, AND HEALTH INSURANCE BASICS (14%)</b>	
3.1	Insurable Interest (40 P.S. § 512)
3.2	Personal Uses of Life Insurance
	Survivor Protection
	Estate Creation
	Liquidity
	Estate Conservation
	Asset Protection
3.3	Determining Amount of Personal Life Insurance
	Human Life Value Approach
	Needs Approach
3.4	Business Uses of Life Insurance
	Buy-Sell Funding

	Key Person
	Executive Compensation
3.5	Viatical and life settlements
	Disclosure to consumers (40 P.S. § 626.7)
	General rules (40 P.S. § 626.8)
	Definitions (40 P.S. § 626.2)
3.6	Classes of life insurance policies
	Group versus individual
	Permanent versus term
	Participating versus nonparticipating
	Fixed versus variable life insurance
	General account versus separate account (40 P.S. § 506.2; 31 Pa. Code Ch. 82.41-.51)
	Regulation of variable life insurance (31 Pa. Code Ch. 82.1, .14, .81)
3.7	Factors in Premium Determination
	Mortality
	Interest
	Expense
3.8	Premium Frequency
3.9	Producer responsibilities
	Sales presentations
	Advertising (31 Pa. Code Ch. 51.1-.36, .42)
	Life and Health Insurance Guaranty Association (40 P.S. § 991.1717)
	Life insurance disclosure statement (31 Pa. Code Ch. 83)
	Illustrations (40 P.S. § 625.7-625.8)
	Life insurance surrender comparison index disclosure (31 Pa. Code Ch. 83.51-.57)
3.10	Field Underwriting
	Application Procedures
	Warranties and Representations
3.11	Policy Delivery
	Effective Date of Coverage
	Premium Collection
	Statement of Good Health
	Delivery receipt requirement (40 P.S. § 625.4)
3.12	Company Underwriting
	Sources of Information
	Classifications of Risk (Preferred, Standard, Substandard, Declined)
	Selection criteria and unfair discrimination (40 P.S. § 477a)
3.13	Definitions of Perils
	Accidental Injury
	Sickness
3.14	Types of Losses and Benefits
	Loss of Income from Disability (Short-Term/Long-Term Disability)
	Medical Expense
	Long-Term Care Expense
	Prescriptions
3.15	Limited Health Insurance Policies
	Accidental Death and Dismemberment
	Hospital Indemnity
	Critical Illness/Dread Disease (31 Pa. Code Ch. 88.169, .193)
	Vision Care
	Hearing

	Dental
3.16	Common exclusions from coverage (31 Pa. Code Ch. 88.84)
	Pre-existing conditions (31 Pa. Code Ch. 88.51)
	Intentionally self-inflicted injuries (1)(ii)
	War or act of war (1)(i)
	Elective cosmetic surgery (1)(vii)
	Conditions covered by workers' compensation (1)(iii)
	Commission of or attempt to commit a felony
3.17	Classification of Risks
	Preferred
	Standard
	Substandard
3.18	Considerations in replacing health insurance
	Pre-existing conditions
	Waiting periods
	Benefits, limitations and exclusions
	Underwriting requirements
	Producer's liability for errors and omissions
	Pennsylvania replacement requirements (31 Pa. Code Ch. 88.101-.103)
<b>4.0 TYPES OF LIFE INSURANCE POLICIES (8%)</b>	
4.1	Term Life Insurance
	Level
	Decreasing
	Increasing Term
	Renewable Term
4.2	Whole (Permanent, Ordinary) Life Insurance
	Single Premium
	Continuous Premium
	Limited Payment Life
	Adjustable Life
4.3	Universal Life
4.4	Index Whole Life
4.5	Specialized Policies
	Joint Life
	Survivorship Life
	Juvenile
	Return of Premium Term Insurance
4.6	Group Life Insurance
	Eligible Groups
	Characteristics of Group Life Insurance
	Conversion to individual policy (40 P.S. § 532.7)
<b>5.0 LIFE INSURANCE POLICY PROVISIONS, OPTIONS, AND RIDERS (13%)</b>	
5.1	Standard Life Insurance Provisions (40 P.S. § 510)
	Ownership
	Assignment
	Right to Examine (Free Look) (40 P.S. § 510C (a), (2), (3), (b1))
	Payment of Premiums (a)
	Grace Period (b)
	Misstatement of Age/Sex (e)
	Incontestability (c)
	Reinstatement (k)
	Entire Contract (d)
	Payment of claims (l)
	Prohibited provisions including backdating (40 P.S. § 511)

5.2	Beneficiary Designation Options
	Individuals
	Classes
	Estates
	Minors
	Trusts
5.3	Types of Beneficiaries
	Revocable versus Irrevocable
	Primary and Contingent
5.4	Beneficiary-Related Clauses
	Common Disaster
	Spendthrift
	Effects of Divorce on Designation of Beneficiaries (20 Pa C.S.A. § 6111.2)
5.5	Settlement Options
	Cash Payment (Lump Sum)
	Interest Only
	Life Income
	Fixed-Period
	Fixed-Amount Installments
	Retained Asset Account
5.6	Nonforfeiture Options
	Cash Surrender Value
	Extended Term
	Reduced Paid-Up Insurance
5.7	Policy Loan and Withdrawal Options
	Loans
	Automatic Premium Loans
	Withdrawals Partial Surrenders
5.8	Dividend Options
	Paid-Up Additions
	Cash Payment (Lump Sum)
	One Year Term
	Reduction of Premium
	Accumulation at Interest
5.9	Disability Riders
	Waiver of Premium
	Disability Income Benefit
	Payor Benefit Life
5.10	Riders Covering Additional Insureds
	Spouse
	Children
	Family
5.11	Riders Affecting Death Benefit Amount
	Accidental Death
	Guaranteed Insurability
	Cost of Living
	Return of Premium
	Accelerated (Living) Benefit Provision Rider
	Conditions for payment (31 Pa. Code Ch. 90f.3)
	Effect on death benefit (31 Pa. Code Ch. 90f.3)
	Exclusions and restrictions (31 Pa. Code Ch. 90f.4)
	Long-Term Care Rider
	Policy Exclusions
<b>6.0 ANNUITIES (7%)</b>	
6.1	Annuity Principles and Concepts
	Accumulation Period versus Annuity Period
	Owner, Annuitant, and Beneficiary

	Right to Examine (40 P.S. § 510D)
6.2	Immediate versus Deferred Annuities
6.3	Annuity (Benefit) Payment Options
	Life Contingency Options
	Annuities Certain
	Pure Life versus Life with Guaranteed Minimum
	Single Life versus Multiple Life
6.4	Annuity Products
	Fixed Annuities
	Equity Indexed Annuities
	Immediate Annuities
	Variable annuities
	Assets in a separate account (31 Pa. Code Ch. 85.21-.27)
	Regulation of variable annuities (SEC, FINRA and Pennsylvania) (31 Pa. Code Ch. 85.1-.4)
	Suitability of annuities (Act 14 of 2010)
6.5	Uses of Annuities
	Lump-Sum Settlements
	Retirement Income
	Education
<b>7.0 INDIVIDUAL ACCIDENT AND HEALTH INSURANCE POLICY PROVISIONS (7%)</b>	
7.1	Required Provisions (40 P.S. § 753(A))
	Time Limit on Certain Defenses (2)
	Grace Period (3)
	Reinstatement (4)
	Claim Forms (6)
	Proof of Loss (7)
	Time of Payment of Claims (8)
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	Other insurance in this insurer (3)
	Insurance with other insurers
	Expense-incurred benefits (4)
	Other benefits (5)
	Unpaid premium (7)
	Cancellation (8)
	Conformity with state statutes (9)
	Illegal Occupation (10)
	Intoxicants, Narcotics, or Other Controlled Substances (11)
7.3	Other General Provisions
	Right to Examine/Free Look (40 P.S. § 752(A)(10); 31 Pa. Code Ch. 89.73)
	Insuring Clause
	Consideration Clause
	Renewability Clause
	Coinsurance
	Probationary Period
	Elimination Period

	Exclusions
<b>8.0 DISABILITY INCOME AND RELATED INSURANCE (4%)</b>	
8.1	Benefits Determination for Disability
	Indemnity
8.2	Qualifications of Disability
	Total (Own Occupation, Any Occupation)
	Partial (31 Pa. Code Ch. 88.138)
	Permanent
	Presumptive
	Recurrent
	Residual (31 Pa. Code Ch. 88.139)
	Inability to Perform Duties (31 Pa. Code Ch. 88.137)
	Occupational versus Non-Occupational
8.3	Individual Disability Income Insurance
	Basic Total Disability Plan
	Cost of Living Rider
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	Other Cash Benefits
	Refund Provisions
	Exclusions
	Waiver of Premium
	Probationary Period
	Elimination Period
	Benefit Limits
	Relation of earnings to insurance (40 P.S. § 753(B)(6))
	Pennsylvania minimum benefit standards (31 Pa. Code Ch. 88.167)
8.4	Unique Aspects of Individual Disability Underwriting
	Occupational Considerations
	Benefit Limits
	Policy Issuance Alternatives
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	Short-Term Disability
	Long-Term Disability
	Coordination of Benefits (Workers' Compensation Benefits and Social Insurance) (77 P.S. § 511 et seq)
	At-Work Benefits
8.6	Business Disability Insurance
	Key Employee Disability Income
	Disability Buy-Sell Policy
	Business Overhead Expense
8.7	Social Security Disability
	Qualification for Disability Benefits
	Definition of Disability
	Waiting Period
<b>9.0 MEDICAL PLANS (4%)</b>	
9.1	Medical Plan Concepts
	Fee-for-Service
	Prepaid
	Specified Coverage
	Comprehensive Coverage
	Dependent Coverage
9.2	Provisions and Clauses
	Deductibles
	Stop-Loss Provision
	Impairment Rider
9.3	Types of Medical Plans

	Basic Plans
	Major Medical Insurance
	Health Maintenance Organizations (HMOs)
	Preferred Provider Organizations (PPOs)
	Point-of-Service (POS) Plans
9.4	Cost Containment in Health Care Delivery
	Managed Care
	Preventive Care
	Outpatient Benefits
	Utilization Management
	Preauthorization
	Gatekeeper
9.5	Health Insurance Portability and Accountability Act (HIPAA) (40 P.S. § 981-1)
	Eligibility Requirements
	Terms
	Privacy
	Portability
9.6	Pennsylvania mandated benefits (individual and group)
	Postpartum coverage (40 P.S. § 1583)
	Routine pap smears (40 P.S. § 1574(2))
	Treatment for alcohol abuse and dependency (40 P.S. §§ 908-1-908-8)
	Serious mental illness (40 P.S. § 764g)
	Annual gynecological examinations (40 P.S. § 1574(1))
	Cancer therapy (40 P.S. § 764b)
	Mammography coverage (40 P.S. § 764c)
	Childhood immunizations (40 P.S. § 3503)
	Dependent child age limit (31 Pa. Code Ch. 88.32)
	Coverage of adopted children (40 P.S. § 775.1)
	Newborn child coverage (40 P.S. §§ 771-775.2; 31 Pa. Code Ch. 89.201-.209)
	Physically handicapped/mentally retarded children (40 P.S. § 752(A)(9))
<b>10.0 GROUP HEALTH INSURANCE (3%)</b>	
10.1	Characteristics of Group Health Insurance
	Group Contract
	Certificate of Coverage
	Eligible Groups
	Contributory versus Non-Contributory
10.2	Employer Group Health Insurance
	Underwriting Criteria
	Eligibility for Insurance
	Pre-existing conditions (31 Pa. Code Ch. 89.402-.406)
	Conversion of Coverage (40 P.S. §§ 756.2, 981-9)
	Open Enrollment
	Probation Period
	Coordination of Benefits
10.3	COBRA
	Eligibility
	Duration of Coverage
	Premium
<b>11.0 DENTAL INSURANCE (1%)</b>	
11.1	Categories of dental treatment
	Diagnostic and preventive
	Restorative
	Oral surgery
	Endodontics

	Periodontics
	Prosthodontics
	Orthodontics
11.2	Indemnity plans
	Choice of providers
	Scheduled versus nonscheduled plans
	Benefit categories
	Diagnostic/preventive services
	Basic services
	Major services
	Deductibles and coinsurance
	Combination plans
	Exclusions
	Limitations
	Predetermination of benefits
11.3	Employer group dental expense
	Integrated deductibles versus stand-alone plans
	Minimizing adverse selection
<b>12.0 HEALTH INSURANCE FOR SENIOR CITIZENS AND SPECIAL NEEDS INDIVIDUALS (7%)</b>	
12.1	Medicare
	Administration
	Eligibility
	Part A
	Part B
	Part C
	Part D
	Medicare Select
12.2	Medicare Supplement Insurance
	Open Enrollment (31 Pa. Code Ch 89.778)
	Types of Plans
	Standardized Plan Benefits
	Pennsylvania regulations and required provisions
	Standards for marketing (31 Pa. Code Ch. 89.786)
	Advertising (31 Pa. Code Ch. 89.785)
	Appropriateness of recommended purchase and excessive coverage (31 Pa. Code Ch. 89.787)
	Replacement (40 P.S. § 3108; 31 Pa. Code Ch. 89.784, .789)
	Minimum benefit standards (40 P.S. § 3105)
	Required disclosure provisions (40 P.S. § 3107; 31 Pa. Code Ch. 89.783)
	Permitted compensation arrangements (31 Pa. Code Ch. 89.782)
	Guaranteed issue (31 Pa. Code Ch. 89.790)
12.3	Other options for individuals with Medicare
	Employer Group Health Plans
	Medicaid
12.4	Long-Term Care Policies
	Eligibility for Benefits
	Benefit Periods and Amounts
	Exclusions
	Guaranteed Insurability Rider
	Cost of Living Rider
12.5	Levels of Long-Term Care
	Skilled
	Intermediate
	Custodial

12.6	Types of Long-Term Care
	Comprehensive Coverage
	Home Health
	Adult Daycare
	Respite Care
	Community Care
	Partnership Coverage
12.7	Long-Term Care Pennsylvania regulations and required provisions
	Outline of coverage (40 P.S. § 991.1111; 31 Pa. Code Ch. 89a.107, 126)
	Right to examine (free look) (40 P.S. § 991.1110)
	Pre-existing conditions (40 P.S. §§ 991.1105(c), 1107)
	Continuation and conversion (31 Pa. Code Ch. 89a.105)
	Unintentional lapse (31 Pa. Code Ch. 89a.106)
	Required disclosure provisions (31 Pa. Code Ch. 89a.107)
	Inflation protection (31 Pa. Code Ch. 89a.112)
	Nonforfeiture benefit (31 Pa. Code Ch. 89a.123)
	Benefit triggers (31 Pa. Code Ch. 89a.124, 125)
	Replacement (31 Pa. Code Ch. 89a.113, 122)
	Standards for marketing (31 Pa. Code Ch. 89a.120)
	Suitability of recommended purchase (31 Pa. Code Ch. 89a.121)
	Shopper's guide (31 Pa. Code Ch. 89a.127)
	Permitted compensation arrangements (31 Pa. Code Ch. 89a.129)
	Penalties (31 Pa. Code Ch. 89a.128)
<b>13.0 FEDERAL TAX CONSIDERATIONS FOR LIFE AND HEALTH INSURANCE (2%)</b>	
13.1	Requirements of Life Insurance Qualified Plans
13.2	Federal Tax Considerations for Qualified Plans
	Withdrawals
	Rollovers versus Transfers
13.3	Qualified Plan Types, Characteristics, and Purchasers
	Individual Retirement Accounts (IRAs; Traditional versus Roth; Immediate Annuity)
	401k
	403b
13.4	Taxation of Personal Life Insurance
	Premiums
	Dividends
	Settlements
13.5	Modified Endowment Contracts (MECs)
13.6	Health Insurance Premiums and Benefits
	Individual
	Group
	Disability Income
	Business Disability Insurance
	Medical Expense
	Long-Term Care
13.7	Consumer-Driven Health Plans
	Health Savings Accounts (HSAs)
	Health Reimbursement Accounts (HRAs)
	Flexible Spending Accounts (FSAs)

**1.0 INSURANCE REGULATION (21%)**

1.1	Licensing
	Process and types
	Requirements (40 P.S. § 310.1, 310.3-310.14)
	Resident/nonresident (40 P.S. § 310.3-310.5, 310.10)
	Temporary license (40 P.S. § 310.9)
	Managers and exclusive general agents (40 P.S. § 310.1, 310.31)
	Maintenance and duration
	Change in address (40 P.S. § 310.11(19))
	Renewal (40 P.S. § 310.8)
	Duty to report administrative or criminal actions (40 P.S. § 310.78)
	Assumed names (40 P.S. § 310.7)
	Continuing education (40 P.S. § 310.8(b), 310.6(a), 31 Pa. Code Ch. 39a)
	Inactivity due to military or extenuating circumstances (40 P.S. § 310.8)
	Disciplinary actions
	License denial, nonrenewal, suspension, or revocation (40 P.S. § 310.91, 310.11)
	Penalties and fines for violations (40 P.S. §§ 310.12, 310.41a, 310.91, 1171.11)
	Cease and desist order (40 P.S. §§ 310.91, 1171.9)
	Civil
	Criminal
	Hearings
	Consent agreement
1.2	State regulation
	Acts constituting insurance transactions
	Negotiate, sell, solicit (40 P.S. §§ 310.1, 310.3, 310.8, 310.11)
	Commissioner's general duties and powers (40 P.S. §§ 310.2, 1171.7)
	Company regulation
	Certificate of authority (40 P.S. §§ 47, 47a, 420)
	Solvency (40 P.S. §§ 72, 112)
	Policy forms and rates (40 P.S. §§ 510, 776.1-776.7, 1181-1199, 1221-1238)
	Unfair claims settlement practices (40 P.S. § 1171.5(a)(10); 31 Pa. Code Ch. 146)
	Producer regulation
	Fiduciary responsibility (40 P.S. § 310.96; 31 Pa. Code Ch. § 37.81)
	Examination of books and records (40 P.S. § 323.3-4)
	Producer disclosure requirements (40 P.S. § 310.71(b))
	Commissions and fees (40 P.S. §§ 310.72-310.74)
	Prohibited acts (40 P.S. § 310.11)
	Appointment procedures
	Producer appointment (40 P.S. § 310.71, 31 Pa Code 37.61)
	Appointment termination (40 P.S. § 310.71a)
	Unfair insurance practices (40 P.S. §§ 1171.1-1171.5)
	Rebates and Inducements Prohibited (40 P.S. §§ 310.45, 310.46, 1171.5(a)(8))
	Misrepresentation (40 P.S. §§ 310.47-.48,

	1171.5(a)(1),(2))
	Twisting (40 P.S. §§ 473)
	False advertising (40 P.S. § 1171.5; 31 Pa. Code Ch. 51)
	Defamation (40 P.S. § 1171.5(a)(3); 31 Pa. Code Ch. 51)
	Boycott, coercion or intimidation (40 P.S. § 1171.5(a)(4))
	Misappropriation of funds (40 P.S. §§ 310.11(4), 310.42)
	Unfair discrimination (40 P.S. § 1171.5; 31 Pa. Code § 145.4)
	Agency Termination (40 P.S. § 241, Act 143)
	Privacy of consumer financial information (40 P.S. § 310.77(a); 31 Pa. Code §§ 146a.1-.44)
	Insurance fraud regulation (40 P.S. §§ 325.1-325.62; 18 Pa. C.S. § 4117)
1.3	Federal regulation
	Fair Credit Reporting Act
	Fraud and False Statements (18 USC Sections 1033 and 1034)
	Privacy (Gramm-Leach-Bliley)
	Terrorism Risk Insurance Act
	Motor Carrier Act (MCS-90 and others)
	Other federal regulations (e.g., Do Not Call List; <a href="https://www.donotcall.gov/">https://www.donotcall.gov/</a> )
<b>2.0 GENERAL INSURANCE CONCEPTS (11%)</b>	
2.1	Risk
	Methods of Handling Risk (e.g., Avoidance, Retention, Sharing, Reduction, Transfer)
	Elements of Insurable Risks
	Definitions (e.g., Risk, Hazard, Peril, Loss)
2.2	Classifications of Insurers
	Mutual, Stock
	Admitted, Non-Admitted
	Foreign, Domestic, Alien
2.3	Elements of a Contract
	Consideration
	Competent Parties
	Legal Purpose
	Offer
	Acceptance
2.4	Authority and Powers of Producers
	Express
	Implied
	Apparent
	The Law of Agency
2.5	Legal Interpretations Affecting Contracts
	Reasonable Expectations
	Indemnity
	Good Faith
	Fraud
	Warranties, Representations, Misrepresentations, and Concealment
<b>3.0 PROPERTY INSURANCE BASICS (22%)</b>	
3.1	Insurable Interest
3.2	Underwriting
	Purpose
	Process
	Results
3.3	Rate Development

	Types
	Components
	Basis
3.4	Types of Hazards
3.5	Types of Loss
	Direct
	Indirect
3.6	Loss valuation
	Actual Cash Value
	Replacement Cost
	Functional Replacement Cost
	Market Value
	Agreed Value
	Valued Policy
3.7	Basic Types of Construction
3.8	Policy Structure
	Declarations
	Definitions
	Insuring Agreement
	Supplementary Coverage
	Conditions
	Exclusions
	Endorsements
3.9	Policy Conditions
	Insureds
	Policy Period
	Policy Territory
	Cancellation and Non-Renewal (40 P.S. 1171.5 (a) (9); 31 Pa Code Ch. 59)
	Deductibles
	Other insurance (e.g. Primary and Excess, Pro Rata, Nonconcurrency, Contribution by Equal Shares)
3.10	Coinsurance
	Purpose
	Definition
	Calculation
	Penalties
	Total versus Partial Loss
3.11	Specific, Scheduled, and Blanket Insurance
3.12	Named Insured Provisions
	First Named Insured versus Other Insureds
	Duties After Loss
	Assignment
	Waiver of Rights
3.13	Insurer Provisions
	Liberalization
	Subrogation
	Claim Settlement Options
	Duty to Defend
3.14	Third-Party Provisions
	Loss Payable Clause
	No Benefit to the Bailee
	Leinholder's rights
3.15	Pennsylvania Laws, Regulations and Required Provisions
	Pennsylvania Property and Casualty Insurance Guaranty Association (40 P.S. §§ 991.1801-.1820)
	Standard fire policy (40 P.S. § 636)
	Cancellation and nonrenewal

	Private residential (40 P.S. § 1171.5(a)(9); 31 Pa. Code Ch. 59.6)
	Commercial (40 P.S. §§ 3401-3407; 31 Pa. Code Ch. 113.81-.88)
	Basic property insurance – death of named insured (40 P.S. § 636.1(a))
	Binders (40 P.S. § 636)
	Insurance consultation services exemption (40 P.S. §§ 1841-1844)
	Federal Terrorism Risk Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)
<b>4.0 DWELLING POLICY CONCEPTS (7%)</b>	
4.1	Dwelling Policy ('02)
	Characteristics
	Eligibility
	Purpose
	Policy Definitions
4.2	Coverage Forms Specifying Perils Insured Against
	DP-1 Basic
	DP-2 Broad
	DP-3 Special
4.3	Property Coverages
	Dwelling
	Other Structures
	Personal Property
	Fair Rental Value
	Additional Living Expense
4.4	Dwelling Policy Exclusions
4.5	Dwelling Policy Conditions
4.6	Dwelling Policy Endorsements
	Special Provisions - Pennsylvania (DP 01 37)
	Automatic Increase in Insurance Coverage (Inflation Protection) (DP 04 11)
	Dwelling Under Construction (DP 11 43)
	Theft Coverage (DP 04 72)
	Personal Liability Supplement
<b>5.0 HOMEOWNERS POLICY CONCEPTS (16%)</b>	
5.1	Homeowners Policy ('11)
	Characteristics
	Eligibility
	Purpose
	Policy Definitions
5.2	Perils Insured Against
	Basic
	Broad
	Special
5.3	Homeowners Policy Coverage Forms
	Broad (HO-2)
	Special (HO-3)
	Contents Broad (HO-4)
	Unit-Owners (HO-6)
	Modified Coverages (HO-8)
5.4	Property Coverages
	Dwelling
	Other Structures
	Personal Property
	Loss of Use
	Additional Coverages

5.5	Liability Coverages
	Personal Liability
	Medical Payments to Others
5.6	Homeowners Policy Exclusions
	Vacant versus Unoccupied
5.7	Homeowners Policy Conditions
	Standard Mortgage Clause
5.8	Homeowners Policy Endorsements
	Business Pursuits (HO 24 71)
	Home Day Care (HO 04 97)
	Personal Injury (HO 24 82)
	Personal Property Replacement Cost - Pennsylvania (HO 23 63)
	Watercraft (HO 24 75)
	Identity Theft
	Water and Sewer Backup
	Special Provisions - Pennsylvania (HO 01 37)
	Limited Fungi, Wet or Dry Rot, or Bacteria (HO 04 26, HO 04 27)
	Permitted Incidental Occupancies (HO 04 42)
	Identity Fraud Expense (HO 04 55)
	Earthquake Coverage (HO 04 54)
5.9	Scheduled Personal Property/Personal Articles Floater (HO 04 61)
<b>6.0 COMMERCIAL PROPERTY POLICIES ('12) (11%)</b>	
6.1	Commercial Package Policy
	Purpose
	Definition
	Coverage parts
6.2	Commercial Policy Components
	Declarations
	Conditions
	Insuring Agreements
	Exclusions
	Interline Endorsements
6.3	Commercial Property Forms
	Coverage Forms for Building and Business Personal Property
	Builders Risk
	Business Income
	Extra Expense
	Legal Liability
	Cause of Loss Forms
6.4	Commercial Property Endorsements
	Ordinance or Law (CP 04 05)
	Peak Season Limit of Insurance (CP 12 30)
	Spoilage (CP 04 40)
	Value Reporting Form (CP 13 10)
6.5	Commercial Inland Marine
	Definitions
	Conditions and Exclusions
	Coverages (e.g. Transportation, Contractor's Floater, Equipment)
6.6	Equipment Breakdown Coverages
	Equipment Breakdown Protection Coverage Form (EB 00 20)
	Selected endorsement
	Actual Cash Value (EB 99 59)
6.7	Farm Property

	Definitions
	Conditions and Exclusions
	Coverages
	Farm property coverage form ('03)
	Livestock coverage form
	Mobile agricultural machinery and equipment coverage form
<b>7.0 BUSINESSOWNERS ('13) POLICY – PROPERTY (8%)</b>	
7.1	Characteristics and purpose
7.2	Businessowners Section I – Property
	Coverage
	Exclusions
	Limits of insurance
	Deductibles
	Loss conditions
	General conditions
	Optional coverages
	Definitions
7.3	Businessowners Section III – Common Policy Conditions
7.4	Selected endorsements
	Protective safeguards (BP 04 30)
	Utility services – direct damage (BP 04 56)
	Utility services – time element (BP 04 57)
<b>8.0 OTHER TYPES OF PROPERTY INSURANCE (4%)</b>	
8.1	Farmowners/Ranchowners Policy
8.2	Mobile Home Policy
8.3	Purpose of Difference in Conditions
8.4	National Flood Insurance Program
	"Write your own" versus government direct
	Eligibility
	Coverage
	Limits
	Deductibles
8.5	Residual markets including FAIR Plans (40 P.S. §§ 1600.101-.103)
8.6	Federal Crop Insurance (RMA)
8.7	Ocean Marine
	Major coverages
	Hull insurance
	Cargo insurance
	Freight insurance
	Implied warranties
	Perils
	General and particular average
8.8	Other policies
	Aircraft hull
	Boatowners
	Personal watercraft
	Recreational vehicles

**PENNSYLVANIA PRODUCER'S EXAMINATION FOR CASUALTY AND ALLIED LINES INSURANCE  
SERIES 16-05**

100 Items - 120 Minutes

<b>1.0 INSURANCE REGULATION (23%)</b>	
1.1	Licensing
	Process and types





	Requirements (40 P.S. § 310.1, 310.3-310.14)
	Resident/nonresident (40 P.S. § 310.3-310.5, 310.10)
	Temporary license (40 P.S. § 310.9)
	Managers and exclusive general agents (40 P.S. § 310.1, 310.31)
	Maintenance and duration
	Change in address (40 P.S. § 310.11(19))
	Renewal (40 P.S. § 310.8)
	Duty to report administrative or criminal actions (40 P.S. § 310.78)
	Assumed names (40 P.S. § 310.7)
	Continuing education (40 P.S. § 310.8(b), 310.6(a), 31 Pa. Code Ch. 39a)
	Inactivity due to military or extenuating circumstances (40 P.S. § 310.8)
	Disciplinary actions
	License denial, nonrenewal, suspension, or revocation (40 P.S. § 310.91, 310.11)
	Penalties and fines for violations (40 P.S. §§ 310.12, 310.41a, 310.91, 1171.11)
	Cease and desist order (40 P.S. §§ 310.91, 1171.9)
	Civil
	Criminal
	Hearings
	Consent agreement
1.2	<b>State regulation</b>
	Acts constituting insurance transactions
	Negotiate, sell, solicit (40 P.S. §§ 310.1, 310.3, 310.8, 310.11)
	Commissioner's general duties and powers (40 P.S. §§ 310.2, 1171.7)
	Company regulation
	Certificate of authority (40 P.S. §§ 47, 47a, 420)
	Solvency (40 P.S. §§ 72, 112)
	Policy forms and rates (40 P.S. §§ 510, 776.1-776.7, 1181-1199, 1221-1238)
	Unfair claims settlement practices (40 P.S. § 1171.5(a)(10); 31 Pa. Code Ch. 146)
	Producer regulation
	Fiduciary responsibility (40 P.S. § 310.96; 31 Pa. Code Ch. § 37.81)
	Examination of books and records (40 P.S. § 323.3-4)
	Producer disclosure requirements (40 P.S. § 310.71(b))
	Commissions and fees (40 P.S. §§ 310.72-310.74)
	Prohibited acts (40 P.S. § 310.11)
	Appointment procedures
	Producer appointment (40 P.S. § 310.71, 31 Pa Code 37.61)
	Appointment termination (40 P.S. § 310.71a)
	Unfair insurance practices (40 P.S. §§ 1171.1-1171.5)
	Rebates and Inducements Prohibited (40 P.S. §§ 310.45, 310.46, 1171.5(a)(8))
	Misrepresentation (40 P.S. §§ 310.47-.48, 1171.5(a)(1),(2))
	Twisting (40 P.S. §§ 473)
	False advertising (40 P.S. § 1171.5; 31 Pa. Code Ch. 51)
	Defamation (40 P.S. § 1171.5(a)(3); 31 Pa. Code Ch. 51)

	Boycott, coercion or intimidation (40 P.S. § 1171.5(a)(4))
	Misappropriation of funds (40 P.S. §§ 310.11(4), 310.42)
	Unfair discrimination (40 P.S. § 1171.5; 31 Pa. Code § 145.4)
	Agency Termination (40 P.S. § 241, Act 143)
	Privacy of consumer financial information (40 P.S. § 310.77(a); 31 Pa. Code §§ 146a.1-.44)
	Insurance fraud regulation (40 P.S. §§ 325.1-325.62; 18 Pa. C.S. § 4117)
1.3	<b>Federal regulation</b>
	Fair Credit Reporting Act
	Fraud and False Statements (18 USC Sections 1033 and 1034)
	Privacy (Gramm-Leach-Bliley)
	Terrorism Risk Insurance Act
	Motor Carrier Act (MCS-90 and others)
	Other federal regulations (e.g., Do Not Call List; <a href="https://www.donotcall.gov/">https://www.donotcall.gov/</a> )
<b>2.0 GENERAL INSURANCE CONCEPTS (13%)</b>	
2.1	<b>Risk</b>
	Methods of Handling Risk (e.g., Avoidance, Retention, Sharing, Reduction, Transfer)
	Elements of Insurable Risks
	Definitions (e.g., Risk, Hazard, Peril, Loss)
2.2	<b>Classifications of Insurers</b>
	Mutual, Stock
	Admitted, Non-Admitted
	Foreign, Domestic, Alien
2.3	<b>Elements of a Contract</b>
	Consideration
	Competent Parties
	Legal Purpose
	Offer
	Acceptance
2.4	<b>Authority and Powers of Producers</b>
	Express
	Implied
	Apparent
	The Law of Agency
2.5	<b>Legal Interpretations Affecting Contracts</b>
	Reasonable Expectations
	Indemnity
	Good Faith
	Fraud
	Warranties, Representations, Misrepresentations, and Concealment
<b>3.0 CASUALTY INSURANCE BASICS (22%)</b>	
3.1	<b>Damages</b>
	Compensatory versus Punitive
	General versus Special
3.2	<b>Liability</b>
	Absolute
	Strict
	Vicarious
3.3	<b>Underwriting</b>
	Purpose
	Process
	Results

3.4	Rate Development
	Types
	Components
	Basis
3.5	Types of Hazards
3.6	Negligence
	Torts
	Elements of a Negligent Act
	Defense Against Negligence
3.7	Accident versus Occurrence
3.8	Policy Structure
	Declarations
	Definitions
	Insuring Agreement
	Supplementary Coverage
	Conditions
	Exclusions
	Endorsements
3.9	Policy Conditions
	Insureds
	Policy Period
	Policy Territory
	Cancellation and Non-Renewal (40 P.S. 1171.5 (a) (9); 31 Pa Code Ch. 59)
	Deductibles
	Other insurance (e.g. Primary and Excess, Pro Rata, Nonconcurrency, Contribution by Equal Shares)
3.10	Limits of Liability
	Per Accident
	Per Occurrence
	Per Person
	Aggregate
	Split
	Combined Single Limit
3.11	Named Insured Provisions
	First Named Insured versus Other Insureds
	Duties After Loss
	Assignment
	Waiver of Rights
3.12	Insurer Provisions
	Liberalization
	Subrogation
	Claim Settlement Options
	Duty to Defend
3.13	Third-Party Provisions
	Loss Payable Clause
	No Benefit to the Bailee
	Leinholder's rights
3.14	Pennsylvania Laws, Regulations and Required Provisions
	Pennsylvania Property and Casualty Insurance Guaranty Association (40 P.S. §§ 991.1801-.1820)
	Cancellation and nonrenewal
	Private residential (40 P.S. § 1171.5(a)(9); 31 Pa. Code Ch. 59.6)
	Commercial (40 P.S. §§ 3401-3407; 31 Pa. Code Ch. 113.81-.88)
	Insurance consultation services exemption (40 P.S. §§ 1841-1844)

	Federal Terrorism Risk Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)
<b>4.0 PERSONAL AUTOMOBILE POLICY (6%)</b>	
4.1	Personal Automobile Policy (75 Pa. C.S. Ch. 17 §§ 1701-1799)
	Definitions
	General Provisions
	Conditions
	Duties After an Accident
	Endorsements
	Amendment of policy provisions – Pennsylvania (PP 01 51)
	Towing and labor costs (PP 03 03)
	Extended non-owned coverage for named individual (PP 03 06)
	Miscellaneous type vehicle (PP 03 23)
	Joint ownership coverage (PP 03 34)
4.2	Motor Vehicle Financial Responsibility Law (75 Pa. C.S. Ch. 17 §§ 1701-1799)
4.3	Personal Automobile Policy Liability ('05)
	Tort Election (Full or limited) (75 Pa. C.S. Ch. 17 §§ 1705)
	Bodily Injury and Property Damage
	Supplementary Payments
	Persons Insured
	Exclusions
4.4	Personal Injury Protection/First Party Benefits (75 Pa. C.S. Ch. 17 §§ 1711-1725)
4.5	Pennsylvania Automobile Insurance Plan (75 Pa. C.S. 1741-1744)
4.6	Uninsured/Underinsured Motorist Coverage (40 P.S. § 2000; 75 Pa. C.S. 1731, 1733-1734, 1736, 1738)
4.7	Physical Damage (75 Pa. C.S. Ch. 17 §§ 1792)
4.8	Proof of coverages (75 Pa. C.S. Ch. 17 §§ 1781-1787)
<b>5.0 COMMERCIAL AUTOMOBILE POLICY ('13) (5%)</b>	
5.1	Commercial Automobile Policy (75 Pa. C.S. Ch. 17 §§ 1701 et seq)
	Definitions
	Provisions and Conditions
	Duties After an Accident
	Endorsements
5.2	Commercial Automobile Policy Liability
	Bodily Injury and Property Damage
	Supplementary Payments
	Persons Insured
	Exclusions
5.3	Physical Damage
5.4	Other Commercial Automobile forms (e.g., Motor Carrier, Auto Dealers)
5.5	Proof of coverages (75 Pa. C.S. Ch. 17 §§ 1781-1787)
5.6	Selected endorsements
	Lessor – additional insured and loss payee (CA 20 01)
	Mobile equipment (CA 20 15)
	Drive other car coverage (CA 99 10)
	Individual named insured (CA 99 17)
5.7	Commercial carrier regulations
	The Motor Carrier Act of 1980
	Endorsement for motor carrier policies of insurance for public liability (MCS-90)
<b>6.0 COMMERCIAL GENERAL LIABILITY ('13) (8%)</b>	
6.1	Commercial Policy Components

	Declarations
	Conditions
	Interline Endorsements
6.2	Commercial General Liability coverages
	Bodily Injury and Property Damage
	Personal and Advertising Injury
	Medical Payments
	Fire Damage
	Supplementary Payments
6.3	Elements of Commercial General Liability
	Conditions
	Definitions
	Exclusions
6.4	Occurrence versus Claims-Made
6.5	Claims-Made Features
	Trigger
	Retroactive Date
	Prior Acts
	Extended Reporting Periods
	Claim Information
6.6	Commercial General Liability Exposures
	Premises and Operations
	Products and Completed Operations
	Contractual Liability
<b>7.0 COMMERCIAL CRIME ('06) (3%)</b>	
7.1	Definitions
7.2	Insuring Agreements
7.3	Coverage Form Classifications (types of coverage forms only)
7.4	Other crime coverages
	Lessees of Safe Deposit Boxes (CR 04 09)
	Securities Deposited with Others (CR 04 10)
	Guests' Property (CR 04 11)
	Safe Depository (CR 04 12)
<b>8.0 BUSINESSOWNERS ('13) POLICY – LIABILITY (8%)</b>	
8.1	Characteristics and purpose
8.2	Businessowners Section II – Liability
	Coverages
	Exclusions
	Who is an insured
	Limits of insurance
	General conditions
	Definitions
8.3	Businessowners Section III – Common Policy Conditions
8.4	Selected endorsements
	Hired and non-owned auto liability (BP 04 04)
<b>9.0 WORKERS' COMPENSATION INSURANCE (8%)</b>	
9.1	Definitions
9.2	Coverages
	Workers' Compensation Insurance
	Employers Liability Insurance
	Other States Insurance
	Self-insured employers and employer groups (77 P.S. § 501)
	State Workers Insurance Fund (77 P.S. § 2601 et seq)
9.3	Benefits (77 P.S. § 511 et seq)
	Death
	Medical

	Survivor
	Rehabilitation
	Lost Wages
9.4	Levels of Disability
	Permanent Partial
	Permanent Total
	Temporary Partial
	Temporary Total
	Impairment Rating
9.5	Accident versus Occupational Disease and Illness
9.6	Federal Laws
	Federal Employers Liability Act (FELA) (45 USC 51- 60)
	Jones Act (46 USC 688)
	Longshore and Harbor Workers' Compensation Act (33 USC 904)
	Federal Mine Safety and Health Act (30 USC 801-944)
	Migrant Farm Workers
9.7	Pennsylvania Workers Compensation Act (Title 77)
	Exclusive remedy (77 P.S. §§ 72, 481)
	Employment covered (required, elective) (77 P.S. §§ 1, 21-22, 461-463, 676)
	Covered injuries (77 P.S. §§ 41, 411, 411.2, 431, 602, 631)
	Occupational disease (77 P.S. §§ 27.1, 413)
	Benefits provided (77 P.S. §§ 511, 511.2, 512-514, 516, 531, 541-542, 561-562, 582, 717.1)
	Subsequent injury fund (77 P.S. § 517)
9.8	Rating and Job Classification
	Experience Rating
	Premium Basis
9.9	Claim Reporting Procedures
<b>10.0 OTHER TYPES OF CASUALTY INSURANCE (4%)</b>	
10.1	Specialty Liability Insurance
	Directors and Officers
	Professional/Errors and Omissions
	Employment Practices
	Employee Benefits
	Internet Liability and Network Protection
10.2	Surety Bonds
	Types
	Parties to a Bond
10.3	Personal Umbrella, Commercial Umbrella, and Excess Policies (DL 98 01, CU 00 01)
	Underlying Limits
	Self-Insured Retention
	Defense Costs
	Follow Form
10.4	Alternative funding mechanisms
	Risk retention groups (40 P.S. §§ 991.1501-.1506)
	Risk purchasing groups (40 P.S. §§ 991.1508-.1512)
10.5	Ocean Marine
	Protection and Indemnity
10.6	Other policies
	Aircraft liability
	Boatowners

**1.0 INSURANCE REGULATION (22%)**

1.1	Licensing
	Process and types
	Requirements (40 P.S. § 310.1, 310.3-310.14)
	Resident/nonresident (40 P.S. § 310.3-310.5, 310.10)
	Temporary license (40 P.S. § 310.9)
	Managers and exclusive general agents (40 P.S. § 310.1, 310.31)
	Maintenance and duration
	Change in address (40 P.S. § 310.11(19))
	Renewal (40 P.S. § 310.8)
	Duty to report administrative or criminal actions (40 P.S. § 310.78)
	Assumed names (40 P.S. § 310.7)
	Continuing education (40 P.S. § 310.8(b), 310.6(a), 31 Pa. Code Ch. 39a)
	Inactivity due to military or extenuating circumstances (40 P.S. § 310.8)
	Disciplinary actions
	License denial, nonrenewal, suspension, or revocation (40 P.S. § 310.91, 310.11)
	Penalties and fines for violations (40 P.S. §§ 310.12, 310.41a, 310.91, 1171.11)
	Cease and desist order (40 P.S. §§ 310.91, 1171.9)
	Civil
	Criminal
	Hearings
	Consent agreement
1.2	State regulation
	Acts constituting insurance transactions
	Negotiate, sell, solicit (40 P.S. §§ 310.1, 310.3, 310.8, 310.11)
	Commissioner's general duties and powers (40 P.S. §§ 310.2, 1171.7)
	Company regulation
	Certificate of authority (40 P.S. §§ 47, 47a, 420)
	Solvency (40 P.S. §§ 72, 112)
	Policy forms and rates (40 P.S. §§ 510, 776.1-776.7, 1181-1199, 1221-1238)
	Unfair claims settlement practices (40 P.S. § 1171.5(a)(10); 31 Pa. Code Ch. 146)
	Producer regulation
	Fiduciary responsibility (40 P.S. § 310.96; 31 Pa. Code Ch. § 37.81)
	Examination of books and records (40 P.S. § 323.3-4)
	Producer disclosure requirements (40 P.S. § 310.71(b))
	Commissions and fees (40 P.S. §§ 310.72-310.74)
	Prohibited acts (40 P.S. § 310.11)
	Appointment procedures
	Producer appointment (40 P.S. § 310.71, 31 Pa Code 37.61)
	Appointment termination (40 P.S. § 310.71a)
	Unfair insurance practices (40 P.S. §§ 1171.1-1171.5)
	Rebates and Inducements Prohibited (40 P.S. §§ 310.45, 310.46, 1171.5(a)(8))
	Misrepresentation (40 P.S. §§ 310.47-.48,

	1171.5(a)(1),(2))
	Twisting (40 P.S. §§ 473)
	False advertising (40 P.S. § 1171.5; 31 Pa. Code Ch. 51)
	Defamation (40 P.S. § 1171.5(a)(3); 31 Pa. Code Ch. 51)
	Boycott, coercion or intimidation (40 P.S. § 1171.5(a)(4))
	Misappropriation of funds (40 P.S. §§ 310.11(4), 310.42)
	Unfair discrimination (40 P.S. § 1171.5; 31 Pa. Code § 145.4)
	Agency Termination (40 P.S. § 241, Act 143)
	Privacy of consumer financial information (40 P.S. § 310.77(a); 31 Pa. Code §§ 146a.1-.44)
	Insurance fraud regulation (40 P.S. §§ 325.1-325.62; 18 Pa. C.S. § 4117)
1.3	Federal Regulation
	Fair Credit Reporting Act
	Fraud and False Statements (18 USC Sections 1033 and 1034)
	Privacy (Gramm-Leach-Bliley)
	Terrorism Risk Insurance Act
	Motor Carrier Act (MCS-90 and others)
	Other federal regulations (e.g., Do Not Call List; <a href="https://www.donotcall.gov/">https://www.donotcall.gov/</a> )
<b>2.0 GENERAL INSURANCE CONCEPTS (8%)</b>	
2.1	Risk
	Methods of Handling Risk (e.g., Avoidance, Retention, Sharing, Reduction, Transfer)
	Elements of Insurable Risks
	Definitions (e.g., Risk, Hazard, Peril, Loss)
2.2	Classifications of Insurers
	Mutual, Stock
	Admitted, Non-Admitted
	Foreign, Domestic, Alien
2.3	Elements of a Contract
	Consideration
	Competent Parties
	Legal Purpose
	Offer
	Acceptance
2.4	Authority and Powers of Producers
	Express
	Implied
	Apparent
	The Law of Agency
2.5	Legal Interpretations Affecting Contracts
	Reasonable Expectations
	Indemnity
	Good Faith
	Fraud
	Warranties, Representations, Misrepresentations, and Concealment
<b>3.0 PROPERTY AND CASUALTY INSURANCE BASICS (15%)</b>	
3.1	Insurable Interest
3.2	Damages
	Compensatory versus Punitive
	General versus Special
3.3	Liability
	Absolute

	Strict
	Vicarious
3.4	Underwriting
	Purpose
	Process
	Results
3.5	Rate Development
	Types
	Components
	Basis
3.6	Types of Hazards
3.7	Types of Loss
	Direct
	Indirect
3.8	Loss valuation
	Actual Cash Value
	Replacement Cost
	Functional Replacement Cost
	Market Value
	Agreed Value
	Valued Policy
3.9	Basic Types of Construction
3.10	Negligence
	Torts
	Elements of a Negligent Act
	Defense Against Negligence
3.11	Accident versus Occurrence
3.12	Policy Structure
	Declarations
	Definitions
	Insuring Agreement
	Supplementary Coverage
	Conditions
	Exclusions
	Endorsements
3.13	Policy Conditions
	Insureds
	Policy Period
	Policy Territory
	Cancellation and Non-Renewal (40 P.S. 1171.5 (a) (9); 31 Pa Code Ch. 59)
	Deductibles
	Other insurance (e.g. Primary and Excess, Pro Rata, Nonconcurrency, Contribution by Equal Shares)
3.14	Limits of Liability
	Per Accident
	Per Occurrence
	Per Person
	Aggregate
	Split
	Combined Single Limit
3.15	Coinsurance
	Purpose
	Definition
	Calculation
	Penalties
	Total versus Partial Loss
3.16	Specific, Scheduled, and Blanket Insurance

3.17	Named Insured Provisions
	First Named Insured versus Other Insureds
	Duties After Loss
	Assignment
	Waiver of Rights
3.18	Insurer Provisions
	Liberalization
	Subrogation
	Claim Settlement Options
	Duty to Defend
3.19	Third-Party Provisions
	Loss Payable Clause
	No Benefit to the Bailee
	Leinholder's rights
3.20	Pennsylvania Laws, Regulations and Required Provisions
	Pennsylvania Property and Casualty Insurance Guaranty Association (40 P.S. §§ 991.1801-.1820)
	Standard fire policy (40 P.S. § 636)
	Cancellation and nonrenewal
	Private residential (40 P.S. § 1171.5(a)(9); 31 Pa. Code Ch. 59.6)
	Commercial (40 P.S. §§ 3401-3407; 31 Pa. Code Ch. 113.81-.88)
	Basic property insurance – death of named insured (40 P.S. § 636.1(a))
	Binders (40 P.S. § 636)
	Insurance consultation services exemption (40 P.S. §§ 1841-1844)
	Federal Terrorism Risk Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)
<b>4.0 DWELLING POLICY CONCEPTS (4%)</b>	
4.1	Dwelling Policy ('02)
	Characteristics
	Eligibility
	Purpose
	Policy Definitions
4.2	Coverage Forms Specifying Perils Insured Against
	DP-1 Basic
	DP-2 Broad
	DP-3 Special
4.3	Property Coverages
	Dwelling
	Other Structures
	Personal Property
	Fair Rental Value
	Additional Living Expense
4.4	Dwelling Policy Exclusions
4.5	Dwelling Policy Conditions
4.6	Dwelling Policy Endorsements
	Special Provisions - Pennsylvania (DP 01 37)
	Automatic Increase in Insurance Coverage (Inflation Protection) (DP 04 11)
	Dwelling Under Construction (DP 11 43)
	Theft Coverage (DP 04 72)
	Personal Liability Supplement
<b>5.0 HOMEOWNERS POLICY CONCEPTS (7%)</b>	
5.1	Homeowners Policy ('11)
	Characteristics
	Eligibility

	Purpose
	Policy Definitions
5.2	Perils Insured Against
	Basic
	Broad
	Special
5.3	Homeowners Policy Coverage Forms
	Broad (HO-2)
	Special (HO-3)
	Contents Broad (HO-4)
	Unit-Owners (HO-6)
	Modified Coverages (HO-8)
5.4	Property Coverages
	Dwelling
	Other Structures
	Personal Property
	Loss of Use
	Additional Coverages
5.5	Liability Coverages
	Personal Liability
	Medical Payments to Others
5.6	Homeowners Policy Exclusions
	Vacant versus Unoccupied
5.7	Homeowners Policy Conditions
	Standard Mortgage Clause
5.8	Homeowners Policy Endorsements
	Business Pursuits (HO 24 71)
	Home Day Care (HO 04 97)
	Personal Injury (HO 24 82)
	Personal Property Replacement Cost - Pennsylvania (HO 23 63)
	Watercraft (HO 24 75)
	Identity Theft
	Water and Sewer Backup
	Special Provisions - Pennsylvania (HO 01 37)
	Limited Fungi, Wet or Dry Rot, or Bacteria (HO 04 26, HO 04 27)
	Permitted Incidental Occupancies (HO 04 42)
	Identity Fraud Expense (HO 04 55)
	Earthquake Coverage (HO 04 54)
	Scheduled Personal Property/Personal Articles Floater (HO 04 61)
<b>6.0 PERSONAL AUTOMOBILE POLICY (10%)</b>	
6.1	Personal Automobile Policy (75 Pa. C.S. Ch. 17 §§ 1701-1799)
	Definitions
	General Provisions
	Conditions
	Duties After an Accident
	Endorsements
	Amendment of policy provisions – Pennsylvania (PP 01 51)
	Towing and labor costs (PP 03 03)
	Extended non-owned coverage for named individual (PP 03 06)
	Miscellaneous type vehicle (PP 03 23)
	Joint ownership coverage (PP 03 34)
6.2	Motor Vehicle Financial Responsibility Law (75 Pa. C.S. Ch. 17 §§ 1701-1799)

6.3	Personal Automobile Policy Liability ('05)
	Tort Election (Full or limited) (75 Pa. C.S. Ch. 17 §§ 1705)
	Bodily Injury and Property Damage
	Supplementary Payments
	Persons Insured
	Exclusions
6.4	Personal Injury Protection/First Party Benefits (75 Pa. C.S. Ch. 17 §§ 1711-1725)
6.5	Pennsylvania Assigned Risk Plan (75 Pa. C.S. 1741-1744)
6.6	Uninsured/Underinsured Motorist Coverage (40 P.S. § 2000; 75 Pa. C.S. 1731, 1733-1734, 1736, 1738)
6.7	Physical Damage (75 Pa. C.S. Ch. 17 §§ 1792)
6.8	Proof of coverages (75 Pa. C.S. Ch. 17 §§ 1781-1787)
<b>7.0 COMMERCIAL AUTOMOBILE POLICY ('13) (5%)</b>	
7.1	Commercial Automobile Policy (75 Pa. C.S. Ch. 17 §§ 1701 et seq)
	Definitions
	Provisions and Conditions
	Duties After an Accident
	Endorsements
7.2	Commercial Automobile Policy Liability
	Bodily Injury and Property Damage
	Supplementary Payments
	Persons Insured
	Exclusions
7.3	Physical Damage
7.4	Other Commercial Automobile forms (e.g., Motor Carrier, Auto Dealers)
7.5	Proof of coverages (75 Pa. C.S. Ch. 17 §§ 1781-1787)
7.6	Selected endorsements
	Lessor – additional insured and loss payee (CA 20 01)
	Mobile equipment (CA 20 15)
	Drive other car coverage (CA 99 10)
	Individual named insured (CA 99 17)
7.7	Commercial carrier regulations
	The Motor Carrier Act of 1980
	Endorsement for motor carrier policies of insurance for public liability (MCS-90)
<b>8.0 COMMERCIAL PROPERTY POLICIES ('12) (7%)</b>	
8.1	Commercial Package Policy
	Purpose
	Definition
	Coverage parts
8.2	Commercial Policy Components
	Declarations
	Conditions
	Insuring Agreements
	Exclusions
	Interline Endorsements
8.3	Commercial Property Forms
	Coverage Forms for Building and Business Personal Property
	Builders Risk
	Business Income
	Extra Expense
	Legal Liability
	Cause of Loss Forms
8.4	Commercial Property Endorsements

	Ordinance or Law (CP 04 05)
	Peak Season Limit of Insurance (CP 12 30)
	Spoilage (CP 04 40)
	Value Reporting Form (CP 13 10)
8.5	Commercial Inland Marine
	Definitions
	Conditions and Exclusions
	Coverages (e.g. Transportation, Contractor's Floater, Equipment)
8.6	Equipment Breakdown Coverages
	Equipment Breakdown Protection Coverage Form (EB 00 20)
	Selected endorsement
	Actual Cash Value (EB 99 59)
8.7	Farm Property
	Definitions
	Conditions and Exclusions
	Coverages
	Farm property coverage form ('03)
	Livestock coverage form
	Mobile agricultural machinery and equipment coverage form
<b>9.0 COMMERCIAL GENERAL LIABILITY ('13) (7%)</b>	
9.1	Commercial Policy Components
	Declarations
	Conditions
	Interline Endorsements
9.2	Commercial General Liability coverages
	Bodily Injury and Property Damage
	Personal and Advertising Injury
	Medical Payments
	Fire Damage
	Supplementary Payments
9.3	Elements of Commercial General Liability
	Conditions
	Definitions
	Exclusions
9.4	Occurrence versus Claims-Made
9.5	Claims-Made Features
	Trigger
	Retroactive Date
	Prior Acts
	Extended Reporting Periods
	Claim Information
9.6	Commercial General Liability Exposures
	Premises and Operations
	Products and Completed Operations
	Contractual Liability
<b>10.0 COMMERCIAL CRIME ('06) (2%)</b>	
10.1	Definitions
10.2	Insuring Agreements
10.3	Coverage Form Classifications (types of coverage forms only)
10.4	Other crime coverages
	Lessees of Safe Deposit Boxes (CR 04 09)
	Securities Deposited with Others (CR 04 10)
	Guests' Property (CR 04 11)
	Safe Depository (CR 04 12)
<b>11.0 BUSINESSOWNERS ('13) POLICY – PROPERTY (3%)</b>	

11.1	Characteristics and purpose
11.2	Businessowners Section I – Property
	Coverage
	Exclusions
	Limits of insurance
	Deductibles
	Loss conditions
	General conditions
	Optional coverages
	Definitions
11.3	Businessowners Section II – Liability
	Coverages
	Exclusions
	Who is an insured
	Limits of insurance
	General conditions
	Definitions
11.4	Businessowners Section III – Common Policy Conditions
11.5	Selected endorsements
	Hired and non-owned auto liability (BP 04 04)
	Protective safeguards (BP 04 30)
	Utility services – direct damage (BP 04 56)
	Utility services – time element (BP 04 57)
<b>12.0 WORKERS' COMPENSATION INSURANCE (5%)</b>	
12.1	Definitions
12.2	Coverages
	Workers' Compensation Insurance
	Employers Liability Insurance
	Other States Insurance
	Self-insured employers and employer groups (77 P.S. § 501)
	State Workers Insurance Fund (77 P.S. § 2601 et seq)
12.3	Benefits (77 P.S. § 511 et seq)
	Death
	Medical
	Survivor
	Rehabilitation
	Lost Wages
12.4	Levels of Disability
	Permanent Partial
	Permanent Total
	Temporary Partial
	Temporary Total
	Impairment Rating
12.5	Accident versus Occupational Disease and Illness
12.6	Federal Laws
	Federal Employers Liability Act (FELA) (45 USC 51- 60)
	Jones Act (46 USC 688)
	Longshore and Harbor Workers' Compensation Act (33 USC 904)
	Migrant Farm Workers
	Federal Mine Safety and Health Act (30 USC 801-944)
12.7	Pennsylvania Workers Compensation Act (Title 77)
	Exclusive remedy (77 P.S. §§ 72, 481)
	Employment covered (required, elective) (77 P.S. §§ 1, 21-22, 461-463, 676)
	Covered injuries (77 P.S. §§ 41, 411, 411.2, 431, 602, 631)

	Occupational disease (77 P.S. §§ 27.1, 413)
	Benefits provided (77 P.S. §§ 511, 511.2, 512-514, 516, 531, 541-542, 561-562, 582, 717.1)
	Subsequent injury fund (77 P.S. § 517)
12.8	Rating and Job Classification
	Experience Rating
	Premium Basis
12.9	Claim Reporting Procedures
<b>13.0 OTHER TYPES OF PROPERTY AND CASUALTY INSURANCE (5%)</b>	
13.1	Specialty Liability Insurance
	Directors and Officers
	Professional/Errors and Omissions
	Employment Practices
	Employee Benefits
	Internet Liability and Network Protection
13.2	Surety Bonds
	Types
	Parties to a Bond
13.3	Personal Umbrella, Commercial Umbrella, and Excess Policies (DL 98 01, CU 00 01)
	Underlying Limits
	Self-Insured Retention
	Defense Costs
	Follow Form
13.4	Farmowners/Ranchowners Policy
13.5	Mobile Home Policy
13.6	Purpose of Difference in Conditions
13.7	National Flood Insurance Program
	"Write your own" versus government direct
	Eligibility
	Coverage
	Limits
	Deductibles
13.8	Residual markets including FAIR Plans (40 P.S. §§ 1600.101-.103)
13.9	Alternative funding mechanisms
	Risk retention groups (40 P.S. §§ 991.1501-.1506)
	Risk purchasing groups (40 P.S. §§ 991.1508-.1512)
13.10	Federal Crop Insurance (RMA)
13.11	Ocean Marine
	Major coverages
	Hull insurance
	Cargo insurance
	Freight insurance
	Implied warranties
	Perils
	General and particular average
	Protection and Indemnity
13.12	Other policies
	Aircraft hull
	Aircraft liability
	Boatowners
	Personal watercraft
	Recreational vehicles

60 Items - 80 Minutes	
<b>1.0 INSURANCE REGULATION 20% (12 ITEMS)</b>	
1.1	Licensing regulation for surplus lines
	Purpose (40 P.S. § 991.1601)
	Definitions (40 P.S. § 991.1602)
	Who may be licensed (40 P.S. §§ 991.1603, .1615)
	Individuals
	Corporations and partnerships
	Current licensing requirements (40 P.S. § 991.1615(b))
	Disciplinary actions
	Grounds (40 P.S. § 991.1623)
	Penalties (40 P.S. §§ 310.91, 1171.11, 991.1624-.1625)
	Renewals (40 P.S. § 991.1615)
	Authority of license (40 P.S. §§ 991.1616)
1.2	Unfair insurance practices (40 P.S. §§ 1171.1-.11, 1171.13-.15)
1.3	Act 147 of 2002 (40 P.S. § 310.11; 40 P.S. §§ 310.71-310.74)
	Prohibited acts (40 P.S. § 310.11)
	Commissions and fees (40 P.S. §§ 310.72-310.74)
	Producer disclosure (40 P.S. § 310.71)
<b>2.0 SURPLUS LINES MARKETS AND PRACTICES 80% (48 ITEMS)</b>	
2.1	Nonadmitted market
	Insurance exchanges
	Foreign insurers
2.2	Alien insurers
	London market
	Lloyd's of London
	Other London companies
	Other alien markets
2.3	Alternative markets
	Risk retention groups (40 P.S. §§ 991.1501-1506)
	Purchasing groups (40 P.S. §§ 991.1502, .1508-1512)
	Independently procured insurance (40 P.S. § 991.1602, .1622)
2.4	Eligible surplus lines insurers
	Requirements (40 P.S. § 991.1605; 31 Pa. Code Ch. 124.9-.10)
	List of eligible surplus lines insurers (40 P.S. § 991.1605(b))
	Withdrawal of eligibility (40 P.S. § 991.1607)
	Service of process (40 P.S. § 991.1624)
2.5	Surplus lines coverages
	Characteristics and uses
	Types of coverages available
2.6	Requirements for placement of surplus lines insurance (40 P.S. §§ 991.1604, 991.1612)
	Diligent search
	Declarations (40 P.S. § 991.1609; 31 Pa. Code Ch. 124.5-.6)
	Exempt risks (40 P.S. § 991.1610, 991.1604)
	Notice to insured (40 P.S. § 991.1608, 31 Pa. Code § 124.2)
	Unlicensed insurer
	Pennsylvania Property and Casualty Insurance Guaranty Association (40 P.S. §§ 991.1801-.1820)
	Evidence of insurance (40 P.S. § 991.1612; 31 Pa. Code



	Ch. 124.4)
2.7	Authority of surplus lines licensee Binding (40 P.S. §§ 991.1614, .1618; 31 Pa. Code § 124.3)
2.8	Records of licensee Content of records (40 P.S. § 991.1619(a)) Maintenance (40 P.S. § 991.1619(b), (c)) Reporting (40 P.S. § 991.1620, 991.1621)
2.9	Surplus lines tax (40 P.S. §§ 991.1621-1622) Amount Collection Remittance Tax report
2.10	Surplus lines advisory organization (40 P.S. § 991.1611) Surplus lines stamping fee Functions

**PENNSYLVANIA AGENT'S EXAMINATION FOR  
TITLE INSURANCE  
SERIES 16-10**

60 Items - 80 Minutes

<b>1.0 INSURANCE REGULATION 12%</b>	
1.1	Licensing Process (40 P.S. § 310.5) Persons to be licensed General requirements (40 P.S. §§ 310.5-310.8) Title agent additional requirements (40 P.S. §§ 910-24, 24.1, 910.26.1, 910.07) Appointment procedures (40 P.S. §§ 310.71, 910-26) Maintenance and duration Expiration (40 P.S. § 910-26) Renewal (40 P.S. § 310.8) Reporting of actions (40 P.S. § 310.78) Assumed names (40 P.S. § 310.7) Address change (40 P.S. § 310.11(19)) Continuing education (40 P.S. § 910-26) Disciplinary actions Cease and desist order (40 P.S. § 1171.9) Revocation, suspension, nonrenewal or denial of license (40 P.S. § 310.91) Fines (40 P.S. §§ 310.91, 1171.11)
1.2	State regulation Commissioner's general duties and powers (40 P.S. §§ 310.2, 1171.7) Company regulation Solvency (40 P.S. §§ 910-32-35) Rates (40 P.S. §§ 910-37-39) Unfair claims settlement practices (40 P.S. § 1171.5(a)(10)) Examination of title required (40 P.S. § 910-7) Agent regulation Charges for extra services (31 Pa. Code Ch. 125) Unfair inducements and marketing practices in obtaining title insurance business (40 P.S. § 910-31; 31 Pa. Code Ch. 125) Record keeping (40 P.S. § 910-27) Prohibited acts (40 P.S. § 310.11)

	Unfair insurance trade practices Rebates and Inducements Prohibited (40 P.S. §§ 310.45, 310.46, 1171.5(a)(8)) Misrepresentation (40 P.S. §§ 310.47-.48, 1171.5(a)(1),(2)) Twisting (40 P.S. § 473) False advertising (40 P.S. §§ 910-47, 1171.5; 31 Pa. Code Ch. 51) Defamation (40 P.S. § 1171.5(a)(3); 31 Pa. Code Ch. 51) Boycott, coercion or intimidation (40 P.S. § 1171.5(a)(4)) Unfair discrimination (40 P.S. § 1171.5)
1.3	Federal regulation Fair Credit Reporting Act (15 USC 1681-1681d) Fraud and false statements (18 USC 1033, 1034)
<b>2.0 GENERAL INSURANCE 3%</b>	
2.1	Concepts Risk management key terms Risk Exposure Hazard Peril Loss Methods of handling risk Avoidance Retention Sharing Reduction Transfer Elements of insurable risks Adverse selection Insurable interest Law of large numbers Reinsurance
2.2	Agents Law of agency Insurer as principal Agent/insurer relationship Authority and powers of agents Express Implied Apparent Responsibilities to the applicant/insured
2.3	Contracts Elements of a legal contract Offer and acceptance Consideration Competent parties Legal purpose Distinct characteristics of an insurance contract Contract of adhesion Aleatory contract Personal contract Unilateral contract Conditional contract Legal interpretations affecting contracts Ambiguities in a contract of adhesion



	Reasonable expectations
	Indemnity
	Utmost good faith
	Representations/misrepresentations
	Warranties
	Concealment
	Fraud
	Waiver and estoppel
<b>3.0 REAL PROPERTY 10%</b>	
3.1	Concepts, principles and practices
	Definition of real property
	Types of real property
	Title to real property
	Marketable title
3.2	Acquisition and transfer of real property
	Conveyances
	Encumbrances
	Adverse possession
	Condemnation
	Riparian Rights
	Escheats
	Involuntary transfer
	Abandonment
	Judicial sales
	Decedents' estates
	Intestate
	Testate
	Trusts
	Types of joint ownership
	Tenants in common
	Joint tenancy
	Tenants by the entirety
	Acknowledgments
	Legal capacity of parties
	Individuals
	Corporations
	General partnerships
	Limited partnerships
	Fictitious names
	Trust agreements
	Limited Liability Company (LLC)
3.3	Legal descriptions
	Types of legal descriptions
	Types of measurements used
	Language of legal descriptions
	Structure and format
	Interpretation
<b>4.0 TITLE INSURANCE 23%</b>	
4.1	Title insurance principles
	Risks covered by title insurance
	Risk of error in public records
	Hidden off-record title risks
	Risk of omission and commission by agent
	Entities that can be insured; need for insurance
	Individual
	Commercial
	Interests that can be insured
	Fee simple estate

	Leasehold estate
	Life estate
	Easements
	Title insurance forms
	Commitments
	Owner's policy
	Loan policy
	Leasehold policy
	Enhanced policies
	Title insurance policy structure and provisions
	Insuring provisions
	Schedule A
	Schedule B – Exceptions from coverage
	Exclusions from coverage
	Conditions and stipulations
	Endorsements
4.2	Title searching techniques
	Hard copy index
	Computer index
	Chain sheet
<b>5.0 TITLE EXCEPTIONS AND PROCEDURES FOR CLEARING TITLE 21%</b>	
5.1	Principles and concepts
	General exceptions
	Voluntary and involuntary liens
	Federal liens
	Judgments
	Taxes and assessments
	Surveys
	Condominiums
	Water rights
	Mineral rights
	Equitable interests
	Attachments
	Executions
	Covenants
	Conditions
	Restrictions
5.2	Special problem areas and concerns
	Acknowledgments
	Mechanic's lien
	Bankruptcy
	Probate
	Good faith
	Foreclosure
	Claims against the title
	Lis pendens
5.3	Principle of clearing title
	Releases
	Assignments
	Subordinations
	Affidavits
<b>6.0 REAL ESTATE TRANSACTIONS 31%</b>	
6.1	Escrow principles
	Escrow terminology
	Types of escrows
	Escrow contracts
	Fiduciary responsibilities of escrow agents (40 P.S. §§ 310.96, 910-24.2)

6.2	Document preparation regulations and requirements
	Deeds
	Mortgages
	Notes
	Releases
	Acknowledgment forms
6.3	Settlement/closing procedures for all types of closings
	Scheduling of closing
	Types of documents used
	FHA requirements
	VA requirements
	Real Estate Settlement Procedures Act (RESPA)
	Insured closing protection
	Recording and disbursement procedures
	Settlement statement, lender and government entity requirements
	Contract sales
	All-inclusive trust deed
	Lot sales
	Loan closings
	Exchanges (including 1031)
6.4	Recording
	Types of records
	Types of recording systems
	Requirements to record
	Recording steps
	Acknowledgments
	Presumptions

**PENNSYLVANIA PRODUCER'S EXAMINATION FOR  
PERSONAL LINES INSURANCE  
SERIES 16-16**

100 Items - 120 Minutes

**1.0 INSURANCE REGULATION (17%)**

1a	Licensing
	Process and types
	Requirements (40 P.S. § 310.1, 310.3-310.14)
	Resident/nonresident (40 P.S. § 310.3-310.5, 310.10)
	Temporary license (40 P.S. § 310.9)
	Managers and exclusive general agents (40 P.S. § 310.1, 310.31)
	Maintenance and duration
	Change in address (40 P.S. § 310.11(19))
	Renewal (40 P.S. § 310.8)
	Duty to report administrative or criminal actions (40 P.S. § 310.78)
	Assumed names (40 P.S. § 310.7)
	Continuing education (40 P.S. § 310.8(b), 310.6(a), 31 Pa. Code Ch. 39a)
	Inactivity due to military or extenuating circumstances (40 P.S. § 310.8)
	Disciplinary actions
	License denial, nonrenewal, suspension, or revocation (40 P.S. § 310.91, 310.11)
	Penalties and fines for violations (40 P.S. §§ 310.12, 310.41a, 310.91, 1171.11)

	Cease and desist order (40 P.S. §§ 310.91, 1171.9)
	Civil
	Criminal
	Hearings
	Consent agreement
1c	State regulation
	Acts constituting insurance transactions
	Negotiate, sell, solicit (40 P.S. §§ 310.1, 310.3, 310.8, 310.11)
	Commissioner's general duties and powers (40 P.S. §§ 310.2, 1171.7)
	Company regulation
	Certificate of authority (40 P.S. §§ 47, 47a, 420)
	Solvency (40 P.S. §§ 72, 112)
	Policy forms and rates (40 P.S. §§ 510, 776.1-776.7, 1181-1199, 1221-1238)
	Unfair claims settlement practices (40 P.S. § 1171.5(a)(10); 31 Pa. Code Ch. 146)
	Producer regulation
	Fiduciary responsibility (40 P.S. § 310.96; 31 Pa. Code Ch. § 37.81)
	Examination of books and records (40 P.S. § 323.3-4)
	Producer disclosure requirements (40 P.S. § 310.71(b))
	Commissions and fees (40 P.S. §§ 310.72-310.74)
	Prohibited acts (40 P.S. § 310.11)
	Appointment procedures
	Producer appointment (40 P.S. § 310.71, 31 Pa Code 37.61)
	Appointment termination (40 P.S. § 310.71a)
	Unfair insurance practices (40 P.S. §§ 1171.1-1171.5)
	Rebates and Inducements Prohibited (40 P.S. §§ 310.45, 310.46, 1171.5(a)(8))
	Misrepresentation (40 P.S. §§ 310.47-.48, 1171.5(a)(1),(2))
	Twisting (40 P.S. §§ 473)
	False advertising (40 P.S. § 1171.5; 31 Pa. Code Ch. 51)
	Defamation (40 P.S. § 1171.5(a)(3); 31 Pa. Code Ch. 51)
	Boycott, coercion or intimidation (40 P.S. § 1171.5(a)(4))
	Misappropriation of funds (40 P.S. §§ 310.11(4), 310.42)
	Unfair discrimination (40 P.S. § 1171.5; 31 Pa. Code § 145.4)
	Agency Termination (40 P.S. § 241, Act 143)
	Privacy of consumer financial information (40 P.S. § 310.77(a); 31 Pa. Code §§ 146a.1-.44)
	Insurance fraud regulation (40 P.S. §§ 325.1-325.62; 18 Pa. C.S. § 4117)
1b	Federal regulation
	Fair Credit Reporting Act
	Fraud and False Statements (18 USC Sections 1033 and 1034)
	Privacy (Gramm-Leach-Bliley)
	Other federal regulations (e.g., Do Not Call List; <a href="https://www.donotcall.gov/">https://www.donotcall.gov/</a> )
<b>2.0 GENERAL INSURANCE CONCEPTS (13%)</b>	
2a	Risk
	Methods of Handling Risk (e.g., Avoidance, Retention, Sharing, Reduction, Transfer)



	Elements of Insurable Risks
	Definitions (e.g., Risk, Hazard, Peril, Loss)
2b	Classifications of Insurers
	Mutual, Stock
	Admitted, Non-Admitted
	Foreign, Domestic, Alien
2c	Elements of a Contract
	Consideration
	Competent Parties
	Legal Purpose
	Offer
	Acceptance
2d	Authority and Powers of Producers
	Express
	Implied
	Apparent
	The Law of Agency
2e	Legal Interpretations Affecting Contracts
	Reasonable Expectations
	Indemnity
	Good Faith
	Fraud
	Warranties, Representations, Misrepresentations, and Concealment
<b>3.0 PROPERTY AND CASUALTY INSURANCE BASICS (25%)</b>	
3.1	Insurable Interest
3.2	Damages
	Compensatory versus Punitive
	General versus Special
3.3	Liability
	Absolute
	Strict
	Vicarious
3.4	Underwriting
	Purpose
	Process
	Results
3.5	Rate Development
	Types
	Components
	Basis
3.6	Types of Hazards
3.7	Types of Loss
	Direct
	Indirect
3.8	Loss valuation
	Actual Cash Value
	Replacement Cost
	Functional Replacement Cost
	Market Value
	Agreed Value
	Valued Policy
3.9	Basic Types of Construction
3.10	Negligence
	Torts
	Elements of a Negligent Act
	Defense Against Negligence
3.11	Accident versus Occurrence

3.12	Policy Structure
	Declarations
	Definitions
	Insuring Agreement
	Supplementary Coverage
	Conditions
	Exclusions
	Endorsements
3.13	Policy Conditions
	Insureds
	Policy Period
	Policy Territory
	Cancellation and Non-Renewal (40 P.S. 1171.5 (a) (9); 31 Pa Code Ch. 59)
	Deductibles
	Other insurance (e.g. Primary and Excess, Pro Rata, Nonconcurrency, Contribution by Equal Shares)
3.14	Limits of Liability
	Per Accident
	Per Occurrence
	Per Person
	Aggregate
	Split
	Combined Single Limit
3.15	Coinsurance
	Purpose
	Definition
	Calculation
	Penalties
	Total versus Partial Loss
3.16	Specific, Scheduled, and Blanket Insurance
3.17	Named Insured Provisions
	First Named Insured versus Other Insureds
	Duties After Loss
	Assignment
	Waiver of Rights
3.18	Insurer Provisions
	Liberalization
	Subrogation
	Claim Settlement Options
	Duty to Defend
3.19	Third-Party Provisions
	Loss Payable Clause
	No Benefit to the Bailee
	Leinholder's rights
3.20	Pennsylvania Laws, Regulations and Required Provisions
	Pennsylvania Property and Casualty Insurance Guaranty Association (40 P.S. §§ 991.1801-.1820)
	Standard fire policy (40 P.S. § 636)
	Cancellation and nonrenewal
	Private residential (40 P.S. § 1171.5(a)(9); 31 Pa. Code Ch. 59.6)
	Basic property insurance – death of named insured (40 P.S. § 636.1(a))
	Binders (40 P.S. § 636)
	Insurance consultation services exemption (40 P.S. §§ 1841-1844)
	Federal Terrorism Risk Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)

4.0 DWELLING POLICY CONCEPTS (9%)	
4a	Dwelling Policy ('02)
	Characteristics
	Eligibility
	Purpose
	Policy Definitions
4b	Coverage Forms Specifying Perils Insured Against
	DP-1 Basic
	DP-2 Broad
	DP-3 Special
4c	Property Coverages
	Dwelling
	Other Structures
	Personal Property
	Fair Rental Value
	Additional Living Expense
4d	Dwelling Policy Exclusions
4e	Dwelling Policy Conditions
4f	Dwelling Policy Endorsements
	Special Provisions - Pennsylvania (DP 01 37)
	Automatic Increase in Insurance Coverage (Inflation Protection) (DP 04 11)
	Dwelling Under Construction (DP 11 43)
	Theft Coverage (DP 04 72)
	Personal Liability Supplement
5.0 HOMEOWNERS POLICY CONCEPTS (15%)	
5.1	Homeowners Policy ('11)
	Characteristics
	Eligibility
	Purpose
	Policy Definitions
5.2	Perils Insured Against
	Basic
	Broad
	Special
5.3	Homeowners Policy Coverage Forms
	Broad (HO-2)
	Special (HO-3)
	Contents Broad (HO-4)
	Unit-Owners (HO-6)
	Modified Coverages (HO-8)
5.4	Property Coverages
	Dwelling
	Other Structures
	Personal Property
	Loss of Use
	Additional Coverages
5.5	Liability Coverages
	Personal Liability
	Medical Payments to Others
5.6	Homeowners Policy Exclusions
	Vacant versus Unoccupied
5.7	Homeowners Policy Conditions
	Standard Mortgage Clause
5.8	Homeowners Policy Endorsements
	Business Pursuits (HO 24 71)
	Home Day Care (HO 04 97)
	Personal Injury (HO 24 82)

	Personal Property Replacement Cost - Pennsylvania (HO 23 63)
	Watercraft (HO 24 75)
	Identity Theft
	Water and Sewer Backup
	Special Provisions - Pennsylvania (HO 01 37)
	Limited Fungi, Wet or Dry Rot, or Bacteria (HO 04 26, HO 04 27)
	Permitted Incidental Occupancies (HO 04 42)
	Identity Fraud Expense (HO 04 55)
	Earthquake Coverage (HO 04 54)
5.9	Scheduled Personal Property/Personal Articles Floater (HO 04 61)
6.0 PERSONAL AUTOMOBILE POLICY (17%)	
6.1	Personal Automobile Policy (75 Pa. C.S. Ch. 17 §§ 1701-1799)
	Definitions
	General Provisions
	Conditions
	Duties After an Accident
	Endorsements
	Amendment of policy provisions – Pennsylvania (PP 01 51)
	Towing and labor costs (PP 03 03)
	Extended non-owned coverage for named individual (PP 03 06)
	Miscellaneous type vehicle (PP 03 23)
	Joint ownership coverage (PP 03 34)
6.2	Motor Vehicle Financial Responsibility Law (75 Pa. C.S. Ch. 17 §§ 1701-1799)
6.3	Personal Automobile Policy Liability ('05)
	Tort Election (Full or limited) (75 Pa. C.S. Ch. 17 §§ 1705)
	Bodily Injury and Property Damage
	Supplementary Payments
	Persons Insured
	Exclusions
6.4	Personal Injury Protection/First Party Benefits (75 Pa. C.S. Ch. 17 §§ 1711-1725)
6.5	Pennsylvania Automobile Insurance Plan (75 Pa. C.S. 1741-1744)
6.6	Uninsured/Underinsured Motorist Coverage (40 P.S. § 2000; 75 Pa. C.S. 1731, 1733-1734, 1736, 1738)
6.7	Physical Damage (75 Pa. C.S. Ch. 17 §§ 1792)
6.8	Proof of coverages (75 Pa. C.S. Ch. 17 §§ 1781-1787)
7.0 OTHER TYPES OF PROPERTY AND CASUALTY INSURANCE (4%)	
7.1	Personal Umbrella and Excess Policies (DL 98 01)
	Underlying Limits
	Self-Insured Retention
	Defense Costs
	Follow Form
7.2	Mobile Home Policy
7.3	Purpose of Difference in Conditions
7.4	National Flood Insurance Program
	"Write your own" versus government direct
	Eligibility
	Coverage
	Limits
	Deductibles
7.5	Residual markets including FAIR Plans (40 P.S. §§

	1600.101-.103)
7.6	Other policies
	Boatowners
	Personal watercraft
	Recreational vehicles

**PENNSYLVANIA EXAMINATION FOR VIATICAL SETTLEMENT BROKER  
SERIES 16-17**

60 Items - 80 Minutes

**1.0 INSURANCE REGULATION 20%**

1.1	Licensing
	Process (40 P.S. § 626.3)
	Types of licensees
	Viatical settlement broker (40 P.S. § 626.2)
	Viatical settlement provider (40 P.S. § 626.2)
	Maintenance and duration
	Renewal (40 P.S. § 626.3(e))
	Disciplinary actions
	Cease and desist order (40 P.S. §§ 1171.8-.10)
	Revocation, suspension or denial of license (40 P.S. § 626.4)
	Penalties (40 P.S. § 1171.11, 626.12)
1.2	State regulation
	Commissioner's general duties and powers (40 P.S. §§ 310.2, 1171.7)
	Company regulation
	Solvency (40 P.S. §§ 72, 112)
	Policy forms (40 P.S. §§ 510, 776.1-776.7)
	Unfair claims settlement practices (40 P.S. § 1171.5(a)(10); 31 Pa. Code Ch. 146)
	Licensee regulation
	Fiduciary responsibility (40 P.S. § 310.96)
	Examination of books and records (40 P.S. §§ 626.16, 1171.5)
	Unfair insurance practices
	Rebates and Inducements Prohibited (40 P.S. §§ 310.45, 310.46, 1171.5(a)(8))
	Misrepresentation (40 P.S. §§ 310.47-.48, 1171.5 (a)(1),(2))
	Twisting (40 P.S. §§ 473, 1171.4)
	False advertising (40 P.S. § 1171.5; 31 Pa. Code Ch. 51)
	Defamation (40 P.S. § 1171.5(a)(3); 31 Pa. Code Ch. 51)
	Boycott, coercion or intimidation (40 P.S. § 1171.5(a)(4))
	Misappropriation of funds (40 P.S. §§ 310.11(4), 310.42, 310.96)
	Unfair discrimination (40 P.S. § 1171.5; 31 Pa. Code § 145.4)
	Privacy of consumer financial and health information (31 Pa. Code §§ 146a.1-.44, 146b)
	Insurance fraud regulation (40 P.S. §§ 325.1-.3, .21-.24, .41-.47, .61-.62; 18 Pa. C.S. 4117)
	Fraudulent viatical settlement act (40 P.S. § 626.2)
1.3	Federal regulation
	Fraud and false statements (18 USC §§ 1033, 1034)

	State securities regulation
<b>2.0 GENERAL INSURANCE 5%</b>	
2.1	Concepts
	Risk management key terms
	Risk
	Exposure
	Hazard
	Peril
	Loss
	Methods of handling risk
	Avoidance
	Retention
	Sharing
	Reduction
	Transfer
	Elements of insurable risks
	Adverse selection
	Law of large numbers
	Reinsurance
2.2	Contracts
	Elements of a legal contract
	Offer and acceptance
	Consideration
	Competent parties
	Legal purpose
	Distinct characteristics of an insurance contract
	Contract of adhesion
	Aleatory contract
	Personal contract
	Unilateral contract
	Conditional contract
	Legal interpretations affecting contracts
	Ambiguities in a contract of adhesion
	Reasonable expectations
	Indemnity
	Utmost good faith
	Representations/misrepresentations
	Warranties
	Concealment
	Fraud
	Waiver and estoppel
<b>3.0 LIFE INSURANCE POLICIES 25%</b>	
3.1	Term life insurance
	Level term
	Annual renewable term
	Level premium term
	Life expectancy contract
	Term-to-65 contract
	Decreasing term
3.2	Whole life insurance
	Continuous premium (straight life)
	Limited payment
	Single premium
	Current assumption
3.3	Flexible premium policies
	Adjustable life
	Universal life
	Equity indexed universal life



	Variable universal life
3.4	Specialized policies
	Joint life (first-to-die)
	Survivorship life (second-to-die)
3.5	Group life insurance
	Characteristics of group plans
	Types of plan sponsors
	Group underwriting requirements
	Conversion to individual policy (40 P.S. § 532.7)
<b>4.0 LIFE INSURANCE POLICY PROVISIONS, OPTIONS AND RIDERS 15%</b>	
4.1	Standard provisions (40 P.S. § 510)
	Ownership
	Assignment
	Entire contract (d)
	Modifications
	Right to examine (free look) (40 P.S. § 510c(a))
	Payment of premiums (a)
	Grace period (b)
	Reinstatement (k)
	Incontestability (c)
	Misstatement of age (e)
	Exclusions
	Payment of claims (l)
	Prohibited provisions including backdating (40 P.S. § 511)
	Insurable interest (40 P.S. § 512)
4.2	Beneficiaries
	Designation options
	Individuals
	Classes
	Estates
	Minors
	Trusts
	Revocable versus irrevocable
	Common disaster clause
	Spendthrift clause
4.3	Settlement options
	Cash payment
	Interest only
	Fixed-period installments
	Fixed-amount installments
	Life income
	Single life
	Joint and survivor
4.4	Nonforfeiture options
	Cash surrender value
	Extended term
	Reduced paid-up insurance
4.5	Policy loans and withdrawal options
	Cash loans
	Automatic premium loans
	Withdrawals or partial surrenders
4.6	Dividend options
	Cash payment
	Reduction of premium payments
	Accumulation at interest
	One-year term option
	Paid-up additions
	Paid-up insurance

4.7	Disability riders
	Waiver of premium
	Waiver of cost of insurance
	Disability income benefit
4.8	Accelerated (living) benefit provision/rider
	Conditions for payment (31 Pa. Code Ch. 90f.3)
	Effect on death benefit (31 Pa. Code Ch. 90f.3)
	Exclusions and restrictions (31 Pa. Code Ch. 90f.4)
4.9	Riders covering additional insureds
	Spouse/other-insured term rider
	Children's term rider
	Family term rider
4.10	Riders affecting the death benefit amount
	Accidental death
	Guaranteed insurability
	Cost of living
	Return of premium
<b>5.0 VIATICAL SETTLEMENT PRINCIPLES AND PRACTICES 35%</b>	
5.1	Parties to a viatical settlement (40 P.S. § 626.2)
	Viator
	Viatical settlement provider
	Viatical settlement broker
	Viatical settlement purchaser
	Financing entity
	Independent escrow agent
5.2	Definitions (40 P.S. § 626.2)
	Chronically ill
	Terminally ill
	Viatical settlement contract
	Related provider trust
5.3	Application process
	Disclosures (including Broker commission disclosure) (40 P.S. § 626.7)
	Required documents (40 P.S. § 626.8)
	Confidentiality (40 P.S. § 626.6)
5.4	Procedure
	Rules of conduct (40 P.S. § 626.8)
	Viator proceeds (40 P.S. § 626.8(i))
	Advertising (40 P.S. § 626.2)
	Right to rescind (40 P.S. § 626.7(a)(5), .8(h))
	Prohibited activities (40 P.S. § 626.9)

**PENNSYLVANIA PUBLIC INSURANCE ADJUSTER EXAMINATION  
SERIES 16-19**

60 Items - 80 Minutes

**1.0 INSURANCE REGULATION (15%)**

1.1	Licensing
	Definitions (63 P.S. § 1601)
	Application procedures and requirements (63 P.S. §§ 1602.1, 1602.2, 1602.5)
	Fees
	Fingerprinting
1.2	Qualifications (63 P.S. § 1602)
1.3	Surety bond (63 P.S. § 1604)
1.4	Maintenance and duration
	Continuing education requirements (63 P.S. § 1602.4)



	Renewal procedures (63 P.S. § 1602.4)
	Contract requirements (63 P.S. § 1605)
1.5	<b>Disciplinary actions</b>
	Cease and desist orders (40 P.S. §§ 1171.8-.10)
	Prohibited acts (63 P.S. § 1606)
	Penalties for violations (63 P.S. §§ 1606, 1607)
	Change in address (63 P.S. § 1606(18))
1.6	Claim settlement laws and regulations (40 P.S. §§ 1171.1-.11, .13; 31 Pa. Code §§ 146.1-.10)
1.7	<b>Role of the adjuster</b>
	Duties and responsibilities
	Independent adjuster versus public adjuster
	Resident versus nonresident public adjuster
	Relationship to the legal profession
1.8	<b>Federal Regulation</b>
	Fraud and False Statements (18 USC Sections 1033 and 1034)
	Privacy (Gramm-Leach-Bliley)

## 2.0 GENERAL INSURANCE CONCEPTS (14%)

2.1	<b>Classifications of Insurers</b>
	Admitted, Non-Admitted
	Foreign, Domestic, Alien
2.2	<b>Elements of a Contract</b>
	Consideration
	Competent Parties
	Legal Purpose
	Offer
	Acceptance
2.3	<b>Legal Interpretations Affecting Contracts</b>
	Reasonable Expectations
	Indemnity
	Utmost Good Faith
	Fraud
	Warranties, Representations, Misrepresentations, and Concealment
2.4	<b>Pennsylvania laws, regulations and required provisions</b>
	Pennsylvania Property and Casualty Insurance Guaranty Association (40 P.S. §§ 991.1801-.1820)
	Standard fire policy (40 P.S. § 636)
	Cancellation and nonrenewal (Act 205 40 P.S. 1171.5 & Act 86 40 P.S. 3401)
	Private residential (40 P.S. § 1171.5(a); 31 Pa. Code Ch. 59)
	Commercial (40 P.S. §§ 3401-3407; 31 Pa. Code §§ 113.81-.88)
	Basic property insurance – death of named insured (40 P.S. § 636.1)
	Binders (40 P.S. § 636)
	Insurance consultation services exemption (40 P.S. §§ 1841-1844)
	Federal Terrorism Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)

## 3.0 PROPERTY AND CASUALTY INSURANCE BASICS (19%)

3.1	<b>Types of Hazards</b>
3.2	<b>Types of Perils</b>
	Named
	Special

3.3	<b>Types of Loss</b>
	Direct
	Indirect
3.4	<b>Loss Valuation</b>
	Actual Cash Value
	Replacement Cost
	Functional Replacement Cost
	Market Value
	Agreed Value
	Valued Policy
3.5	<b>Basic Types of Construction</b>
3.6	<b>Negligence</b>
	Elements of a Negligent Act
	Defense Against Negligence
3.7	<b>Accident versus Occurrence</b>
3.8	<b>Policy Structure</b>
	Declarations
	Definitions
	Insuring Agreement
	Supplementary Coverage
	Conditions
	Exclusions
	Endorsements
3.9	<b>Policy Conditions</b>
	Insureds
	Policy Period
	Policy Territory
	Cancellation and Non-Renewal
	Deductibles
	Other Insurance (e.g. Primary and Excess, Pro Rata, Nonconcurrency, Contribution by Equal Shares)
3.10	<b>Coinsurance</b>
	Purpose
	Definition
	Calculation
	Penalties
	Total versus Partial Loss
3.11	<b>Specific, Scheduled, and Blanket Insurance</b>
3.12	<b>Vacant versus Unoccupied</b>
3.13	<b>Named Insured Provisions</b>
	First Named Insured versus Other Insureds
	Duties After Loss
	Assignment
	Waiver of Rights
3.14	<b>Insurer Provisions</b>
	Liberalization
	Claim Settlement Options
	Duty to Defend
3.15	<b>Third-Party Provisions</b>
	Standard Mortgage Clause



	Loss Payable Clause
	No Benefit to the Bailee
<b>4.0 DWELLING POLICY CONCEPTS (6%)</b>	
4.1	Dwelling Policy ('02)
	Characteristics
	Eligibility
	Purpose
	Policy Definitions
4.2	Coverage Forms Specifying Perils Insured Against
	DP-1 Basic
	DP-2 Broad
	DP-3 Special
4.3	Property Coverages
	Coverage A - Dwelling
	Coverage B - Other Structures
	Coverage C - Personal Property
	Coverage D - Fair Rental Value
	Coverage E - Additional Living Expense
4.4	Dwelling Policy Exclusions
4.5	Dwelling Policy Conditions
4.6	Dwelling Policy Endorsements
	Special provisions – Pennsylvania (DP 01 37)
	Automatic Increase in Insurance Coverage (Inflation Protection) (DP 04 11)
	Dwelling Under Construction (DP 11 43)
	Broad Theft Coverage (DP 04 72)
<b>5.0 HOMEOWNERS POLICY CONCEPTS (10%)</b>	
5.1	Homeowners Policy ('11 PA Version) – Section I
	Characteristics
	Eligibility
	Purpose
	Policy Definitions
5.2	Perils Insured Against
	Basic
	Broad
	Special
5.3	Homeowners Policy Coverage Forms
	Broad (HO-2)
	Special (HO-3)
	Contents Broad (HO-4)
	Unit-Owners (HO-6)
	Modified Coverages (HO-8)
5.4	Property Coverages
	Coverage A - Dwelling
	Coverage B - Other Structures
	Coverage C - Personal Property
	Coverage D - Loss of Use
	Additional Coverages
5.5	Homeowners Policy Exclusions
5.6	Homeowners Policy Conditions

5.7	Homeowners Policy Endorsements
	Business Pursuits
	Home Day Care (HO 04 97)
	Personal Property Replacement Cost – Pennsylvania (HO 23 63)
	Watercraft
	Special Provisions - Pennsylvania (HO 01 37)
	Limited Fungi, Wet or Dry Rot, or Bacteria (HO 04 26, HO 04 27)
	Permitted Incidental Occupancies (HO 04 42)
5.8	Scheduled Personal Property/Personal Articles Floater (HO 04 61)
<b>6.0 COMMERCIAL PROPERTY POLICIES ('12) (9%)</b>	
6.1	Commercial Package Policy
	Purpose
	Definition
	Coverage Parts
6.2	Commercial Policy Components
	Declarations
	Conditions
	Insuring Agreements
	Exclusions
	Interline Endorsements
6.3	Commercial Property Forms
	Coverage Forms for Building and Business Personal Property
	Builders Risk
	Business Income
	Extra Expense
	Legal Liability
	Cause of Loss Forms
6.4	Commercial Property Endorsements
	Ordinance or Law (CP 04 05)
	Peak Season Limit of Insurance (CP 12 30)
	Spoilage (CP 04 40)
	Value Reporting Form (CP 13 10)
6.5	Equipment Breakdown Coverages ('13)
	Equipment breakdown protection coverage form (EB 00 20)
	Selected endorsement
	Actual cash value (EB 99 59)
6.6	Farm Property
	Definitions
	Conditions and Exclusions
	Coverages
	Farm property coverage form ('03)
	Livestock coverage form
	Mobile agricultural machinery and equipment coverage form
<b>7.0 COMMERCIAL INLAND MARINE (3%)</b>	
7.1	Definitions
	Conditions and Exclusions
	Coverages (e.g. Transportation, Contractor's Floater, Equipment)

**8.0 BUSINESSOWNERS ('13) POLICY – PROPERTY (6%)**

8.1	Characteristics and purpose
8.2	Businessowners Section I – Property
	Coverage
	Exclusions
	Limits of insurance
	Deductibles
	Loss conditions
	General conditions
	Optional coverages
	Definitions
8.3	Businessowners Section III – Common Policy Conditions
8.4	Selected endorsements
	Protective safeguards (BP 04 30)
	Utility services – direct damage (BP 04 56)
	Utility services – time element (BP 04 57)

**9.0 OTHER TYPES OF INSURANCE POLICIES (4%)**

9.1	Farmowners/Ranchowners Policy
9.2	Mobile Home Policy
9.3	National Flood Insurance Program
	"Write your own" versus government
	Eligibility
	Coverage
	Limits
	Deductibles
9.4	Federal Crop (RMA)
9.5	Ocean Marine
	Major coverages
	Hull insurance
	Cargo insurance
	Freight insurance
	Implied warranties
	Perils
	General and particular average
9.6	Other policies
	Aircraft hull
	Boatowners
	Difference in conditions

**10.0 ADJUSTMENT PROCESS (14%)**

10.1	Claim Notification Process
	Date of Loss
	Location
	Parties Involved
10.2	Investigation and Evaluation of Loss/Claim Information
	Determination of Applicable Coverage
	Inquiry into Relevant Information
	Purpose of Loss Reserves
10.3	Remedies for Disputes
	Appraisal

	Mediation
	Arbitration
	Litigation
10.4	Finalization of Claim
	Denial
	Settlement
	Closing Claim

**PENNSYLVANIA MOTOR VEHICLE PHYSICAL DAMAGE  
APPRAISER EXAMINATION  
SERIES 16-20**

100 Items - 200 Minutes

**1.0 INSURANCE REGULATION 11%**

1.1	Authority of the Insurance Commissioner (63 P.S. § 860)
1.2	Licensing requirements
	Qualifications (63 P.S. § 853; 31 Pa. Code Ch. 62.2)
	Grounds for license denial (63 P.S. § 856)
	Display (63 P.S. § 861)
1.3	Maintenance and duration (63 P.S. § 854)
1.4	Disciplinary actions
	Suspensions or revocations (63 P.S. § 855-856)
	Fines or imprisonment (63 P.S. § 859)
1.5	Conduct standards (63 P.S. § 861; 31 Pa. Code Ch. 62.3)
1.6	Federal regulation
	Fair Credit Reporting Act (15 USC 1681-1681d)
	Fraud and false statements (18 USC 1033, 1034)

**2.0 INSURANCE BASICS 1%**

2.1	Insurance principles and concepts
	Insurable interest
	Causes of loss (perils)
	Direct versus indirect loss
	Valuation
	Actual cash value
	Stated amount
2.2	Common auto policy provisions
	Insureds – named, first named, additional
	Deductibles
	Loss payable clause
	Abandonment
	Salvage

**3.0 AUTO INSURANCE 2%**

3.1	Personal auto ('05)
	Coverage for damage to your auto
	Collision
	Other than collision
	Deductibles
	Transportation expenses
	Exclusions
	General provisions
	Selected endorsements
	Miscellaneous type vehicle (PP 03 23)
3.2	Commercial auto ('13)
	Section I – Covered autos
	Section III – Physical damage
	Exclusions

4.0 APPRAISING AUTO PHYSICAL DAMAGE CLAIMS 46%	
4.1	Role of the appraiser (63 P.S. § 860; 31 Pa. Code Ch. 62.1)
4.2	Duties of insured after a loss
	Notice to insurer
	Minimizing the loss
	Proof of loss
	Inspection and appraisal of vehicle (63 P.S. § 861)
	Special requirements
4.3	Determining value and loss
	Adjustment procedure
	Salvage (31 Pa. Code Ch. 62.3)
	Appraisal (31 Pa. Code Ch. 62.3)
	Depreciation
	Repair or replacement (31 Pa. Code Ch. 62.3)
	Repair options and procedures (31 Pa. Code Ch. 62.3)
	"Like kind and quality" (31 Pa. Code Ch. 62.3)
	Aftermarket parts (31 Pa. Code Ch. 62.1; 62.3)
	Partial versus total loss
	Constructive total loss
4.4	Vehicle inspection
	Proper vehicle identification and options ID (63 P.S. §861)
	Evaluate with regard to circumstances of accident
	Estimate of repairs form
4.5	Vehicle parts and construction
	Body
	Front end
	Rear body
	Quarter panels
	Doors
	Roof
	Bumpers/urethane repairs
	Lamps
	Cowl
	Firewall
	Floor pan
	Rocker panels
	Pillars
	Substructure
	Frame
	Unibody
	Mechanical
	Engine
	Cooling system
	Electrical system/computers
	Exhaust system
	Fuel system
	Heating and air conditioning systems
	Brakes/ABS
	Steering
	Suspension
	Transmission
	Air bags/SRS (seat belts)
	Glass
	Tires
	Interior

	Paint
4.6	Auto arson and fraud
5.0 APPRAISING AUTO PHYSICAL DAMAGE CLAIMS – PRACTICAL APPLICATIONS 40%	
5.1	Vehicle value, loss, parts and construction
	Appraisal (31 Pa. Code Ch. 62.3)
	Repair or replacement (ex. "like-kind and quality", aftermarket parts) (31 Pa. Code Ch. 62.3)
	Partial versus total loss
	Constructive total loss
	Body
	Front end
	Rear body
	Quarter panels
	Doors
	Roof
	Bumpers/urethane repairs
	Lamps
	Cowl
	Firewall
	Floor pan
	Rocker panels
	Pillars
	Frame
	Mechanical
	Engine
	Cooling system
	Electrical system/computers
	Exhaust system
	Fuel system
	Heating and air conditioning systems
	Brakes/ABS
	Steering
	Suspension
	Transmission
	Air bags/SRS (seat belts)
	Glass
	Tires/wheels
	Interior
	Seats
	Dash
	Paint and Finish
	Accessories (ex. Graphics, running boards, trailer hitch, bug screens, auxiliary lighting, tinted glass)



PENNSYLVANIA INSURANCE EXAMINATION REGISTRATION FORM

Form with fields: Last Name, Full First Name, Full Middle Name, Social Security Number, Cell Phone Number, Mailing Address, City, State, Zip Code, Name of Your Pre-licensing Education Course Provider, Pre-licensing Course Completion Date, Email Address, DOB.

Examination (Select One)

Table with 4 columns: Examination, Examination Series, Examination Fee. Rows include Life Insurance, Accident and Health, Life, Accident and Health, Property and Allied Lines, Casualty and Allied Lines, Property and Casualty, Surplus Lines Producer, Title Insurance Agent, Personal Lines, Viatical Settlement Broker.

EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

(Check one) [ ] First Time [ ] Retake

You may pay by credit card, company check, cashier's check or money order. Make check or money order payable to PSI and note your name on it.

If paying by credit card, check one: [ ] VISA [ ] MasterCard [ ] American Express [ ] Discover

Card No: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Card Verification No: \_\_\_\_\_ The card verification number may be located on the back of the card (the last three digits on the signature strip) or on the front of the card (the four digits to the right and above the card account number).

Billing Street Address: \_\_\_\_\_ Billing Zip Code: \_\_\_\_\_

Cardholder Name (Print): \_\_\_\_\_ Signature: \_\_\_\_\_

I am faxing the Special Arrangement Request (at the end of this booklet) and required documentation. [ ] Yes [ ] No

Complete and forward this registration form with the applicable examination fee to:

PSI Services LLC \* ATTN: Examination Registration PA INS
3210 E Tropicana \* Las Vegas, NV \* 89121
Fax (702) 932-2666 \* (800) 733-9267 \* TTY (800) 735-2929 \*\* www.psiexams.com



# SPECIAL ARRANGEMENT REQUEST FORM OR OUT-OF-STATE TESTING REQUEST

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990. Candidates with disabilities or those who would otherwise have difficulty taking the examination may request special examination arrangements.

Candidates who wish to request special arrangements because of a disability should fax this form and supporting documentation to PSI at (702) 932-2666 or Email to PSI at [examschedule@psionline.com](mailto:examschedule@psionline.com).

## Requirements for special arrangement requests

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationery of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

Date: \_\_\_\_\_ Social Security or ID#: \_\_\_\_\_

Legal Name: \_\_\_\_\_  
Last Name First Name

Address: \_\_\_\_\_  
Street City, State, Zip Code

Telephone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Home Work

Email Address: \_\_\_\_\_

Check any special arrangements you require (requests must concur with documentation submitted):

- Reader (as accommodation for visual impairment or learning disability)
- Extended time (Additional time requested: \_\_\_\_\_)
- Large-print written examination
- Other \_\_\_\_\_
- English as a second language: Time and one-half will be approved if you include a letter from your English instructor or sponsoring company (on letterhead), certifying that English is not your primary language.
- \*Out-of-State testing request (this request does not require additional documentation).

Site Requested: \_\_\_\_\_  
*\*You may email your out-of-state request to [OutofStateRequest@psionline.com](mailto:OutofStateRequest@psionline.com).*

- Complete and fax this form, along with supporting documentation, to (702) 932-2666.
- After 4 business days, please call (702) 939-6750 and leave a voice message.
- PSI Special Accommodations will call you back to schedule the examination within 48 hours.

**DO NOT SCHEDULE YOUR EXAMINATION UNTIL THIS DOCUMENTATION HAS BEEN RECEIVED AND PROCESSED BY PSI SPECIAL ACCOMMODATIONS.**

PSI Services LLC  
3210 E Tropicana  
Las Vegas, NV 89121