



MASSACHUSETTS

Division of Insurance

Licensing Information Handbook

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Register online at www.prometric.com/massachusetts/insurance

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Providing License Examinations for the Commonwealth of Massachusetts

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Introduction

A Message from the Division

This handbook provides you with information about the examination processes and how to apply for an insurance license with the Massachusetts Division of Insurance ("the Division") to sell or provide insurance services and products.

We wish you well in preparing for your examination and remind you that by law you are required to continue your insurance education after becoming licensed as a Producer, Public Insurance Adjuster or Life Settlement Broker. Remember, a license is a privilege, not a right or a gift. You must commit yourself from the beginning to comply with the laws and regulations set forth to govern the insurance industry.

Overview of Licensing Process

This handbook provides information about the examination and licensing process for obtaining a resident insurance license. You should read this Licensing Handbook including the examination content outlines prior to taking an exam. If interested in applying for a nonresident license, you can apply online via NIPR at www.nipr.com or an NIPR authorized business partner.



Licensing Process

Follow these main steps if you are interested in obtaining an insurance license.

1. Read this handbook to learn about examination and licensing requirements.
2. Schedule your exam. The easiest way to register for an exam is online at www.prometric.com/massachusetts/insurance
3. Review the examination content outlines, which can be found at the end of this document. The content outlines in this guide are the basis for the exams.
4. Bring required identification to the test center (see the Testing Process section below)
5. Apply for the license via the NIPR Gateway at www.nipr.com or an NIPR authorized business partner. You must wait 48-72 hours after passing the examination, before submitting the electronic application.
6. You may apply via a paper application for all other type of licenses offered by the Division of Insurance by sending in the appropriate paper license application form, your original passing exam score report(s), any other required filing documents and the license processing fee made payable to the Commonwealth of Massachusetts to:

**MA Division of Insurance
Attn: Producer Licensing
1000 Washington Street, Suite #810
Boston, MA 02118-6200**



To get answers not provided in this handbook

Visit our Website: www.prometric.com/massachusetts/insurance

Frequently Asked Questions are available:

<https://www.prometric.com/en-us/clients/insurance/Documents/massachusetts/MAInsuranceExamFAQs.pdf>

LICENSING INFORMATION

Massachusetts Division of Insurance, Producer Licensing

1000 Washington Street

Suite #810

Boston, MA 02118-6200

Phone: 617.521.7794, and opt for line #3

Website: www.mass.gov/doi

QUESTIONS ABOUT EXAMINATION OR PRELICENSING

Prometric

www.prometric.com/massachusetts/insurance

E-mail: pro.ceservices@prometric.com

Phone: (800) 741-9380

Fax: (800) 347-9242

TDD User: (800) 790-3926

Massachusetts Licensing Requirements

This section describes:

- The types of licenses offered and their requirements.
- Pre-licensing education requirements.
- Licensing requirements based on residence.

The Division is authorized to license individuals and business entities (corporations, partnerships, limited liability companies and limited liability partnerships) who wish to operate as producers, advisers, public insurance adjusters, life settlement brokers, limited lines travel producers, motor vehicle damage appraisers, portable electronic limited lines, surplus lines brokers, reinsurance intermediaries, both brokers and managers, as defined in Massachusetts Insurance Laws.

After passing your required exam(s), you may apply online via NIPR's Gateway at www.nipr.com for a Producer or Surplus Lines Broker license; you may submit a paper application for all other types of licensure along with your original passing score report, license processing fee, and any other required documentation to the Division at MA Division of Insurance – Producer Licensing, P.O. Box 370043, Boston, MA 02241-1743. For application instructions, see "Apply for your License" section.

Licensing requirements and application forms are available at <http://www.mass.gov/ocabr/licensee/license-types/insurance/individual-and-business-entity-licensing/>.

If the Division approves your application, you will be issued a license and may solicit insurance of the type for which you have been licensed.

For all licenses, you must be trustworthy and competent, and not previously had a license revoked or suspended.



Note: Passing an exam does not guarantee that you will be issued a license. If you take an exam unnecessarily or are found unqualified, neither the exam fee nor the license-processing fee will be refunded.

The Division grants the licenses listed below. Each license granted is valid only for the line of authority named on the license. The basic requirements for each type of license are shown in this chart.

License Type	Applicable MA Laws	Lines of Authority	Age Required	Exam Required	Application Submission
Resident Insurance Producer	M.G.L. c. 175 §162G to 162X	Major Lines <ul style="list-style-type: none"> •Life •Accident & Health •Property •Casualty •Personal Lines P&C •Variable Life/Variable Annuity Limited Lines <ul style="list-style-type: none"> •Credit •Travel 	18 18 18 18 18 18 18	Yes Yes Yes Yes Yes No Yes No	via NIPR’s Gateway at www.nipr.com
Non-resident Insurance Producer (1)	M.G.L. c. 175 §162R	--			via NIPR’s Gateway at www.nipr.com
Advisor	M.G.L. c. 175 §177A and §177B	--	18	Yes	Division of Insurance’s website at www.mass.gov/doi (application & contract)
Public Insurance Adjuster (2)	M.G.L. c. 175 §172	--	21	Yes	Division of Insurance’s website at www.mass.gov/doi (application & contract)
Surplus Line Broker (3)	M.G.L. c. 175 §168	--	18	No	via NIPR’s Gateway at www.nipr.com
Motor Vehicle Damage Appraiser (MDVA) (4)	Automobile Damage Appraiser Licensing Board regulations	--		Yes	An MVDA Application at www.mass.gov/doi

- (1) To obtain a license as a **Nonresident Insurance Producer**, you **must** be currently licensed as a resident and in good standing with your home state.
- (2) To obtain a license as a **Public Insurance Adjuster** in the Commonwealth, you **must** have **2 years of experience** performing services in connection with adjusting of property losses. See more information on the Division of Insurance’s website at www.mass.gov/doi
- (3) To obtain a license as a **Surplus Lines Broker** in the Commonwealth, you **must** be currently licensed as a Massachusetts property & casualty producer, if you are a resident. If you are a nonresident, you must already be licensed as a surplus lines broker in his/her resident state
- (4) The **MVDA licensing process** is a two-step process which requires candidates to **first** submit all application materials to the Board and **then** be pre-approved **prior** to take either the part one written (Prometric) exam or the part two vehicle appraisal exam. **Do not** register or schedule your MVDA exam **until** you receive authorization from the Board. The following application materials must be **submitted** to the Automobile Damage Appraisers Licensing Board, 1000 Washington Street, Suite #810, Boston, MA 02118-6200:
 - a. A work experience letter from a licensed Massachusetts appraiser with whom you have worked for a period of at least 3 months. This letter must be signed by the appraiser and his/her seal affixed.
 - b. A copy of certification received from a Board-approved damage appraiser course. **Please note:** Two years practical work experience writing appraisals may be substituted for the required course work.
 - c. A certified transcript from the courts and a letter of explanation if you have had any convictions.

Scheduling Your Exam

Registering and Scheduling Information

Prometric provides computerized testing through its multistate testing network. **You may take the exam at any Prometric test center in the United States.** Follow the instructions here to register and schedule an appointment.

Note: Do not register or schedule your MVDA exam **until** you receive authorization from the Board.

Testing Accommodations. If you require an Americans with Disabilities Act (ADA) accommodation(s) or English as Second Language (ESL) additional time, see the “**Testing Accommodations**” section below.



Online

Register and schedule online—it saves time and it’s easy!

You can easily register and schedule your exam online at any time using our Internet Registration Service by going to:

- 1** www.prometric.com/massachusetts/insurance.
- 2** Click on **Create or Login to Your Account** to register.
- 3** Click on **Schedule Your Test** and follow the prompts.

By Fax or Mail

You may **fax** the completed Exam Registration Form found at the end of this handbook to Prometric to (877) 341-9469. You must also include the completed Credit Card Payment Form (Visa, MasterCard or American Express). The cardholder’s signature must be on the Form.

OR

You may **mail** the completed Exam Registration Form and the appropriate exam fee to the address on the form. When registering by mail, you may pay the exam fee by Visa, MasterCard or American Express, company check, cashier’s check or money order. **Personal checks and cash are not accepted.**

If paying by credit card, you must also include the completed Credit Card Payment Form (Visa, MasterCard or American Express). The cardholder’s signature must be on the Form, and include a Visa, MasterCard or American Express valid card number, company check, cashier’s check or money order.

By Phone

If you are unable to schedule online, you may schedule the examination by calling (866) 370-3411 between 8 a.m. and 9 p.m. (Eastern Time), Monday through Friday, and between 10 a.m. and 3 p.m. (Eastern Time), Saturday and Sunday. Please have your exam information and credit card information for payment available.

Reschedule and Cancellation

To reschedule or cancel your existing exam appointment, you must contact Prometric 24 hours prior to the exam appointment date in order to avoid forfeiting your exam fee.

After you cancel your exam, you must initiate a refund by going to <https://fs6.formsite.com/Prometric/form33/index.html> and completing the refund form.

Prometric will review refund requests and email decisions to you within 7-10 business days of receipt unless further research and/or documentation are required. Prometric reserves the right to request documentation to support any illness or emergency claim. **Refund requests made via phone will not be accepted.**

If you change or cancel your appointment without proper notice, you will forfeit your examination fee(s).

If absent or late for your appointment

If you miss your appointment, or arrive late and are not allowed to test, you will forfeit your exam fee(s).

Test Centers

You may take the exam at any Prometric test center in the United States. A complete list of test center locations may be found by going to <http://www.prometric.com/massachusetts/insurance>. Alternatively, you may call 800.864.8373.

Test center locations are subject to change. Be sure to verify the address of and directions to the test center before you leave for the exam.

Holidays

Testing generally does not occur on federal holidays.

Additional state holidays may be observed in the state where you schedule the exam appointment.

Emergency Closings

Severe weather or an emergency could require canceling scheduled exams. If this occurs, Prometric will attempt to contact you by phone; however, you may check for testing site closures by checking our website at

<https://www.prometric.com/en-us/pages/siteclosure.aspx> or calling Prometric at (866) 370-3411. If the site is closed, the exam will be rescheduled without a rescheduling fee.

If a test center is open for testing and you choose not to appear for the appointment, you will forfeit the exam fees and must reschedule and pay another exam fee.

Testing Accommodations

ADA Accommodation. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the ADA an opportunity to demonstrate their skills and knowledge. Prometric makes every effort to provide reasonable testing accommodations that enable all test takers to take examinations.

If you require testing accommodations under the Americans with Disabilities Act (ADA), please complete and submit a Testing Accommodation Request Form online at <https://www.prometric.com/en-us/for-test-takers/prepare-for-test-day/pages/arrange-testing-accommodations.aspx>, or contact Prometric at (888) 226-9406 to obtain an Accommodation Request Form.

Professional documentation of the disability must be submitted with the Accommodation Request Form to aid Prometric in determining the appropriate testing accommodations. Thirty days' advance notice is required for all testing arrangements. There is no additional charge for these accommodations.

ESL Accommodation. All examinations are given in English. If English is not your primary language, you may qualify for additional time for the test by requesting an ESL Authorization from Prometric. To request an ESL authorization, please submit:

- A personal letter requesting the authorization; and
- A letter from the English instructor or sponsoring company (on company letterhead), certifying that English is not your primary language.

Please fax documents to **800.347.9242** and allow **three (3) days** for processing. If your request is approved, Prometric may extend the time limit on your examination to time-and-one-half or 150% of the normal time limit. Prometric will inform you by mail whether your request for accommodation is approved. You should not schedule your exam until you have received the confirmation email. Exams scheduled before the ESL request has been approved will not include extra time.

Preparing for Your Exam

Being well prepared can help you pass the exam and save time and possibly money spent retaking it.

This section offers:

- Information about study materials.
- An overview of the exam content outlines.
- Practice Exams.

Study Materials

You are free to use materials of your own choosing to prepare for the license exam. Different publishers provide materials to assist you in preparing for insurance licensing exams. These materials take different approaches and you should choose one that meets your needs.



Neither the Office of the Commissioner of Insurance nor Prometric reviews or approves these study materials.

General recommendations. You may obtain recommendations for study materials from insurance companies, the company or agency you plan to work for, or local insurance agents' associations.

Pursuant to M.G.L. c. 175, §162L, pre-licensing coursework is no longer required of individuals seeking licensure as Insurance Producers; however, the Division recommends that applicants complete a course of study prior to taking an insurance examination.

Content Outlines Overview

The license exam for each license type consists of questions that test knowledge of topical areas listed in that exam's content outline. An overview of each exam content outline appears at the end of this handbook. You can view a complete outline specific to your exam online at <https://www.prometric.com/en-us/clients/insurance/Pages/ma-content-outlines.aspx>

Note: Do not schedule your exam until you are familiar with all subject areas in the applicable content outline.

Practice Exams

To take a practice exam, select or copy the link below to your browser:

<https://tcnet1.prometric.com/Login.aspx?ibt=853298600&ClientNameSingleSite=practice-insurance>.

While practice exams contain general, non-state specific insurance questions, they are created in the same format and use the same question types as the actual licensure exams. Practice exams are designed to help you become familiar with the computer-based testing process.

During the practice exam, you will get immediate feedback to correct and incorrect responses as well as overall feedback at the end of the session just as you would during the actual exam. Practice exams are available for:

- (LIPA) Life Insurance Producer/Agent Practice Exam in English and Spanish
- (HIPA) Health Insurance Producer/Agent Practice Exam in English and Spanish
- (PIPA) Property & Casualty Insurance Producer Practice Exam in English only

There is **no cost** to take Prometric Practice Exams!

Taking Your Exam

Knowing what to expect when taking your exam may help you prepare for it. This section contains:

- An overview of the testing process.
- Regulations that will be enforced at the test center.
- Information about the types of questions used on the exams.
- A guide to understanding your exam results.
- Information about appeals.

Testing Process

The exam will be administered by computer but you do not need any computer experience or typing skill to take the exam.

Arrival. You should arrive at least **30 minutes before** the scheduled exam appointment. This allows time for you to sign in and for staff to verify your identification and complete all security checks.

Identification required. You must present a valid form of identification before taking the test. The identification document **must**:

- Be government-issued (e.g., driver's license, state-issued identification card, passport, or military identification card).
- Contain **both** a current photo and signature (if not you must present two identification cards: one with your photo and one with your signature).
- Exactly match the name used to register for the exam (including designations such as "Jr." and "III").



Important Failure to provide appropriate identification at the time of the exam will be considered a missed appointment. As a result, you will be required to pay another **full examination fee** before making another appointment. If you cannot provide the identification listed above, contact Prometric **before** scheduling the appointment to arrange an alternative way to meet this requirement.

Test Center Regulations

Copyrighted questions. All test questions are the property of Prometric and are protected by copyright. Federal law provides severe civil and criminal penalties for the unauthorized reproduction, distribution, or exhibition of copyrighted materials.

To ensure that all candidates are tested under similar conditions, the following regulations and procedures will be enforced at each test center. Failure to follow any of these security procedures may result in your being disqualified from taking an examination.

- 1 While in the test center, you will be continuously monitored by video. During your examination, you will also be monitored by physical walk-throughs and through an observation window. All testing sessions are video and audio recorded.
- 2 You must present valid (unexpired) and acceptable ID(s) in order to take your test. (See "Identification required" in the previous section).
- 3 You will be scanned with a metal detector wand prior to every entry into the test room. If you refuse, you cannot test.

- 4 You will be required to raise your pants legs above your ankles, empty and turn all pockets inside-out and raise shirt sleeves above your wrists prior to every entry into the test room.
- 5 If you are wearing eyeglasses, you will be required to remove them for visual inspection to ensure they do not contain a recording device. Large jewelry items must be stored in your locker due to concerns over concealed recording devices.
- 6 You must sign the test center roster each time you leave the test room. You must also sign back in and show your ID to the Test Center Administrator (TCA) in order to re-enter the test room.
- 7 You are **prohibited** from communicating, publishing, reproducing, or transmitting any part of your test, in any form or by any means, verbal or written, for any purpose.
- 8 You **must not** talk to other candidates or refer to their screens, testing materials, or written notes in the test room.
- 9 You **must not** use written notes, published materials, or other testing aids.
- 10 You are **allowed** to bring soft earplugs or center-supplied tissues into the test room.
- 11 Any clothing or jewelry items allowed to be worn in the test room must remain on your person at all times. Removed clothing or jewelry items must be stored in your locker.
- 12 You **must not** bring any personal/Unauthorized items into the testing room. Such items include but are not limited to outerwear, hats, food, drinks, purses, briefcases, notebooks, pagers, watches, cellular telephones, recording devices, and photographic equipment. Weapons are not allowed at any Prometric test center. You will be asked to empty and turn your pockets inside out prior to every entry into the test room to confirm that you have no prohibited items.
- 13 You **must** return all materials issued to you by the test center administrator ("TCA") at the end of your test.
- 14 You are not allowed to use any electronic device or phone during breaks.
- 15 If you have a medical condition that may require you to access food or medicine during your exam session, you must store those items separately from other items you place in the test center locker. You must inform the TCA **before** you retrieve the food or medicine, and the TCA will observe you obtaining the item from the locker. You are not allowed to access any item other than food or medicine needed for a medical reason.
- 16 You must conduct yourself in a civil manner at all times when on the premises of the test center. Exhibiting abusive behavior towards the TCA or any other staff member of the test center may result in examination disqualification and criminal prosecution.

Failure to follow any of these security procedures may result in the disqualification of the examination. Prometric reserves the right to audio and videotape any examination session.

For more information on Prometric test center regulations, please visit:

www.prometric.com/en-us/for-test-takers/prepare-for-test-day/documents/TestCenterRegulations.pdf

Please note: Test center administrators are not allowed to answer any questions pertaining to the exam content. If you do not understand a question on the examination, you should answer the question to the best of your ability.

Question Types

The examination contains four-option multiple-choice questions. These questions are designed to be as clear and concise as possible while testing knowledge and comprehension of insurance concepts as well as the application of the insurance concepts. The design of the exam ensures that those who possess the required knowledge of the specific insurance line of authority being tested should perform well on the examination for which they prepared.

Question Formats

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

Format 1 – Direct question

Which one of the following is a type of health insurance policy designed to replace the wages of an insured that is unable to work due to an accident or sickness?

- * 1. Disability Income Insurance Policy
- 2. Employer-Sponsored Group Major Medical Policy
- 3. Hospital Expense Insurance Policy
- 4. Special Risk Policy

Format 2—Incomplete sentence

Benefits under workers’ compensation insurance are payable:

- 1. For bodily injury that is accidental or intentional
- * 2. Regardless of the liability of the employer
- 3. Unless safety rules are violated
- 4. Up to a maximum of 30 percent of weekly wages

Format 3—All of the following except

A life insurance policy may include provisions that do all of the following EXCEPT:

- 1. Restrict coverage if death is caused by suicide
- 2. Require evidence of insurability to reinstate coverage
- * 3. Extend the contestable period beyond two years
- 4. Adjust proceeds if the insured’s age is misstated on the application

Experimental Questions

The examination may include some experimental questions that will not be scored. If present, they are distributed throughout the examination and will not be identified as such. These are used to gather statistical information on the questions before they are added to the examination as scored items. These experimental questions **will not** be counted for or against you in the final examination score.

You will be helping us help future test takers by completing five (5) experimental test questions in your exam. We plan to use the experimental questions on future exams based on your performance.

The questions will:

- be randomly distributed within your test
- will not be counted in your final score
- time spent on the question will not be deducted from your test time

Exam Results

At the end of the exam, your exam score will be shown on the screen and you will receive a printed exam score report. The report indicates your overall score and grade, including the numerical percentage of questions answered correctly and whether you passed or failed. You are required to receive a minimum of 70% to pass your exam.

The report also displays your correct percentage in each major section of the exam, as defined by the exam content outline. These section scores are shown to guide you in areas requiring additional preparation for retesting if you do not pass the

exam. Even after you pass, you may want to focus on these areas as you begin to provide insurance products and services to the public.

Sample score report

Score Report for Sample, Sarah A.			
Massachusetts Life Insurance Producer Examination			
	Number of Questions	Number Correct	Percent Correct
Life Total Test Score	100	65	65%
Insurance Regulation	10	6	60%
General Insurance	10	7	70%
Life Insurance Basics	22	12	55%
Life Insurance Policies	16	11	69%
Life Insurance Provisions, Options and Riders	19	14	74%
Annuities	10	7	70%
Tax Considerations	9	5	56%
Qualified Plans	4	3	75%

Score: 65%
Grade: Fail
(A total score of 70 percent is required to pass)

Note that the section percentages will not average out to your total percentage score; that is because individual exam outline sections are allocated a different number of questions on the exam. Your total percentage score is computed by dividing the number of questions you answered correctly by the total number of questions in the exam. The total score is **not** computed by adding the section percentages and dividing by the total number of sections.

Exam scores are confidential and will be revealed only to you, the Division and NIPR (for Producers only). Your test score report will be electronically submitted to NIPR so that you will be able to apply online at the NIPR website. If applying by paper, the original passing exam score report(s) for a Producer license is to be submitted to the Division’s P.O. Box address (at MA Division of Insurance – Producer Licensing, P.O. Box 370043, Boston, MA 02241-1743), along with your application and fee for licensure.



Important: There is no limit to the number of times you may take an exam.

Duplicate score report: You may call or write to Prometric to request a duplicate copy of your exam score report for a period of up to two years after an exam. There is no charge for this service.

Appeals Process

Prometric’s goal is to provide a quality examination and a pleasant testing experience for every candidate. If you would like to submit an appeal concerning examination content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal by visiting www.prometric.com/contactus and clicking on “Request an Appeal”.

Once submitted you will receive an email response within 20 days indicating whether your appeal has been approved.

Applying for Your License

This section offers information about:

- Applying for your license.
- Filing of required documents.
- Continuing education.

Issuance of a license depends on review and approval of all license application documents. Licensing requirements and application forms may be obtained from the Division’s website at www.mass.gov/doi (click on the individual and business entity licensing link). Any questions relating to licensing should be directed to the Division by calling 617.521.7794 and opting for line #3.



Important You must apply for and be issued a license within 12 months of passing your exam or you will have to retake the exam.

Adding Lines of Authority: If you are adding a new line of authority to your current license, **you do not need to submit a new application.** This applies for both residents and nonresidents. Instructions on adding new lines of authority can be found on the Division’s website at www.mass.gov/doi under the licensing icon and then the individual and business entity licensing link.

Required Documentation

Be sure to complete and submit all required documents online for Producer and Surplus Lines Brokers applicants at www.nipr.com as incomplete applications **will not** be processed. **Fees are nonrefundable.**

The following tables show the required documentation for each licensure:

Producer Documents	
1	The Division accepts the following NAIC Uniform Producer Application forms & new online licensing processes: <ul style="list-style-type: none"> • NIPR Gateway at www.nipr.com for new Resident and Non-Resident Individual Producers • The Uniform Application for Resident and Non-Resident Business Entity Insurance Producer. • The Renewal/Continuation Application for Resident and Non-Resident Individual Insurance Producer. • The Renewal/Continuation Application for Resident and Non-Resident Business Entity Insurance Producer. • Renewing Individual and Business Entity producers may renew online at www.mass.gov/ocabr/licensee/license-types/insurance/individual-and-business-entity-licensing/ and at www.nipr.com
2	“DBA” requests, after becoming licensed, if applicable (first, you must apply to the Division of Insurance for DBA name approval; after DBA name is approved, a business certificate will be required from the city or town where you will be operating under the new DBA name.
3	Documentation relative to background questions, if applicable or if applying online via NIPR; you may submit documents to NIPR’s document warehouse.
4	Original test score report for any new line of authority you wish to add onto your license.
5	Documentation relative to exempt status, if applicable.

Producer Documents	
6	<p>Check made payable to Commonwealth of Massachusetts for the total license fee as follows:</p> <ul style="list-style-type: none"> • Life, Accident/Health or Sickness, Variable Lines, Credit lines of authority and Travel & Baggage - \$225 • Property, Casualty, Personal lines (<i>This fee includes the statutorily required lead paint surcharge of \$75.</i>) - \$300 • NIPR accepts both credit card payment and electronic funds transfer

Resident Producer applicants may be exempt from paying licensing and lead paint surcharge fees. Applicants who are either 1) Massachusetts Military Veterans and/or 2) legally blind, are exempt from paying these fees. Exempt applicants must submit the following documentation to the Division with their test scores and applications:

- **Veteran:** Submit a copy of the DD-214 discharge papers, if not previously submitted to the Division.
- **Blind:** Submit appropriate documentation verifying legal blindness, if not previously submitted.

Nonresident Producer Documents	
1	Apply for a new Individual Producer license via NIPR at www.nipr.com .
2	"DBA" requests, if applicable (first, you must apply to the Division of Insurance for DBA name approval; after DBA name is approved, a business certificate will be required)
3	Documentation relative to background questions, if applicable
4	Documentation relative to legally blind exempt status, if applicable
5	Fees will be collected online at www.nipr.com , by either credit card or EFT payment.

**The Division shall utilize the NAIC Producer Database (PDB) to verify licensure status of nonresident applicants. If licensing status is not verifiable through the PDB, a Letter of Certification (within 90 days of issuance) from the home state shall be required.*

Adviser Documents	
1	A complete and accurate license application
2	An original passing score report
3	A resume describing credentials and work history
4	A written contract describing advising services
5	Check made payable to the Commonwealth of Massachusetts for \$200

Public Insurance Adjuster Documents	
1	A completed Public Insurance Adjuster License Application
2	An original passing score report
3	Two passport-sized photos taken within 60 days of the date of the application
4	A certified copy of a criminal background check
5	A written contract describing adjusting services
6	Check made payable to the Commonwealth of Massachusetts for \$200

Surplus Lines Broker Documents	
1	All Surplus Lines Broker applicants or renewing licensees may only apply or renew via NIPR's Gateway at www.nipr.com .

Continuing Education

Producer requirements: Massachusetts General Law requires all insurance producers licensed after April 4, 1983 to complete continuing education requirements to maintain their licenses.

The requirements are as follows:

- **60 hours** of instruction are due prior to your first license renewal, including 3 hours of instruction in MA approved Ethics (an initial license is issued for three years or less, based upon on your birthday).
- **45 hours** of instruction are then due (including 3 hours of instruction in MA approved Ethics for subsequent 36-month periods prior to one's license renewal date).

A complete list of approved courses and providers may be found online at www.prometric.com/CE/maceprod

Effective August 2006, all resident producers with the P&C or Personal Lines of authority who sell or plan on selling National Flood Insurance, are required to take a one-time, three-hour CE class on Flood Insurance.

Public Insurance Adjuster requirements: Massachusetts law requires all persons renewing a public insurance adjuster's license to have completed **15 hours** of continuing education instruction prior to renewing one's license (on a triennial basis from date of original licensure). Be sure to verify prior to taking a course that it has been approved by the Division's Commissioner or by any other state or country that requires continuing education instruction, as a condition for obtaining a public insurance adjuster's license.



Note: Prometric is the Administrator for the Massachusetts CE program and provides administrative services such as credit tracking and online compliance reporting. For further information, call 800.742.8731 or visit www.prometric.com/CE.

Exam Content Outlines

The following outlines give an overview of the content of each of the Massachusetts insurance examinations. Each exam will include questions on the subjects contained in the outline. The percentages indicate the relative weight assigned to each section of the examination.

For example, 10 percent means that 10 questions will be drawn on a 100-question exam and 15 will be drawn on a 150-question exam. A

n outline that includes more descriptive subsections for each exam is available online at www.prometric.com/massachusetts/insurance.

Massachusetts Producer's Examination for Life Insurance
Series 16-51

100 questions - 2-hour time limit
Live Date August 25, 2018

1.0 Insurance Regulation 8%

1.1 Licensing

- Process (175:162G-X)
- Types of licensees
 - Producers (175:162H, L, M)
 - Business entity producers (175:162L)
 - Nonresident producers (175:162N, U)
 - Temporary (175:162Q)
 - Special brokers (175:168)
 - Advisers (175:177A, B)
 - Public insurance adjusters (175:172)
 - Reinsurance intermediaries (175:177M-W)
 - Life settlement broker (175:212-223E)
 - Portable Electronics Insurance Limited Lines license (175:162Y)
- Maintenance and duration
- Reinstatement and renewal (175:162M(b-d), 177B, 177O)
- Address change (175:162M(f))
- Reporting of actions (175:162V)
- Assumed names (175:162P)
- Continuing education requirements, exemptions and penalties (175:177E; Reg 211 CMR 50.00)

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

1.2 State regulation

- Commissioner's general duties and powers (175:3A; 176D:5)
- Company regulation
 - Certificate of authority (175:4, 32, 151)
 - Solvency (175:6, 180A-L; 175J)
 - Rates (175:113B; 175A; 175E; 176A:6; 176H:6; 176J:3; 176M:4)
 - Policy forms (175:2B, 192)
 - Examination of books and records (175:4)
 - Producer appointments (175:162S)
 - Termination of producer appointment (175:162T)
- Producer regulation
 - Impersonation (175:175)
 - Larceny (175:176)
 - Unlicensed persons compensation (175:177)
- Unfair or deceptive insurance practices
 - Misrepresentation (175:181, 186; 176D:3(1), (11))
 - False advertising (175:181; 176D:3(1),(2))

- Defamation of insurer (176D:3(3))
 - Boycott, coercion and intimidation (176D:3(4), 3A)
 - False financial statements (176D:3(5))
 - Failure to maintain complaint record (176D:3(10))
 - Unfair discrimination (176D:3(7))
 - Unfair claims settlement practices (176D:3(9))
 - Rebating (175:182-184; 176D:3(8))
 - Insurance fraud regulation (175:170, 181; 176D:3)
 - Insurance Information and Privacy Protection (175I)
- 1.3 Federal regulation**
- Fair Credit Reporting Act (15 USC 1681-1681d)
 - Fraud and false statements including 1033 waiver (18 USC 1033, 1034)

2.0 General Insurance 6%

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 Insurers**
- Types of insurers
 - Stock companies
 - Mutual companies

- Fraternal benefit societies
- Risk retention and risk purchasing groups
- Self-insurance groups
- Private versus government insurers
- Admitted versus nonadmitted insurers
- Domestic, foreign and alien insurers
- Financial status (independent rating services)
- Marketing (distribution) systems

2.3 Producers and general rules of agency

- Insurer as principal
- Producer/insurer relationship
- Authority and powers of producers
 - Express
 - Implied
 - Apparent
- Responsibilities to the applicant/insured

2.4 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
 - 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

3.0 Life Insurance Basics 20%

3.1 Insurable interest

3.2 Personal uses of life insurance

- Survivor protection
- Estate creation
- Cash accumulation
- Security
- Liquidity

- Estate conservation
- 3.3 Life Settlement Act (175:212-223E)**
- Life settlement broker authority and licensing (175:213)
- Disclosure to customers (175:220)
- Fraudulent acts (175:223A)
- Definitions (175:212)

3.4 Determining amount of personal life insurance

- Human life value approach
- Needs approach
 - Types of information gathered
 - Determining lump-sum needs
 - Planning for income needs

3.5 Business uses of life insurance

- Buy-sell funding
- Key person
- Executive bonuses
- Corporate-owned life insurance

3.6 Classes of life insurance policies

- Group versus individual
- Permanent versus term
- Ordinary versus industrial (home service)
- Participating versus nonparticipating
- Fixed versus variable life insurance and annuities
- Regulation of variable products (SEC, FINRA and Massachusetts) (Reg 95.03)

3.7 Premiums

- Factors in premium determination
 - Mortality
 - Interest
 - Expense
- Premium concepts
 - Net single premium
 - Gross annual premium
- Premium payment mode

3.8 Producer responsibilities

- Solicitation and sales presentations 211 CMR 31.07
 - Advertising (176D:3)
 - Life and Health Insurance Guaranty Association Law (175:146B)
 - Policy summary (Reg 31.04)

- Buyer's guide (Reg 31.05 (1)(a))
- Life insurance policy cost comparison methods (Reg 31.04, 31.05)
- Replacement (Reg 34.01-34.09)
- Use and disclosure of insurance information (Reg 31.05)

Field underwriting

- Notice of information practices (175I:4)
- Application procedures including backdating (175:130)

Delivery

- Policy review
- Effective date of coverage
- Premium collection
- Statement of good health
- Delivery receipt requirement

3.9 Individual underwriting by the insurer

- Information sources and regulation
 - Application
 - Producer report
 - Attending physician statement
 - Investigative consumer (inspection) report (175I:7)
 - Medical Information Bureau (MIB)
 - Medical examinations and lab tests including HIV (Reg 36.03)
- Selection criteria and unfair discrimination (175:120, 120 A-E)
- Classification of risks
 - Preferred
 - Standard
 - Substandard

4.0 Life Insurance Policies 15%

4.1 Term life insurance

- Level term
 - Annual renewable term
 - Level premium term
- Decreasing term

4.2 Whole life insurance

- Continuous premium (straight life)
- Limited payment
- Single premium

Graded premium
Modified life
Interest sensitive
Equity index (Bulletin 98-17)

4.3 Flexible premium policies

Adjustable life
Universal life
Indexed life
Variable life (211 CMR 95)

4.4 Specialized policies

Joint life (first-to-die)
Survivorship life (second-to-die)
Juvenile life

4.5 Group life insurance

Characteristics of group plans
Types of plan sponsors
Group underwriting requirements
Conversion to individual policy (175:134(4), 134A)

4.6 Credit life insurance (individual versus group)

5.0 Life Insurance Policy Provisions, Options and Riders 24%

5.1 Standard provisions

Ownership
Assignability (175:134C)
Entire contract (175:132(3))
Modifications
Right to examine (free look) (Reg 34.06(1)(d); 175:187H)
Payment of premiums
Grace period (175:132(1))
Reinstatement (175:132(11))
Incontestability (175:132(2))
Misstatement of age (175:132(4),(12))
Exclusions
Interest on insurance proceeds (175:119A, 119C)

5.2 Beneficiaries

Designation options
Individuals
Classes
Estates
Minors
Trusts
Succession
Facility of payment clause
Revocable versus irrevocable
Common disaster clause
Spendthrift clause

5.3 Settlement options

Cash payment
Interest only
Fixed-period installments
Fixed-amount installments
Life income

Single life
Joint and survivor

5.4 Nonforfeiture options (175:144)

Cash surrender value
Extended term
Reduced paid-up insurance

5.5 Policy loan and withdrawal options

Cash loans (175:142)
Automatic premium loans
Withdrawals or partial surrenders

5.6 Dividend options

Cash payment
Reduction of premium payments
Accumulation at interest
One-year term option
Paid-up additions

5.7 Disability riders

Waiver of premium/waiver of stipulated premium (universal life) (175:24)
Waiver of cost of insurance
Disability income benefit
Payor benefit life/disability (juvenile insurance)

5.8 Living benefit provisions/riders

Accelerated (Reg 55.01-.07, 55.100, 110)
Conditions for payment
Effect on death benefit
Minimum standards (Reg 55.05)
Conditions for payment
Effect on death benefit
Long term care riders (Reg 65.00)

5.9 Riders covering additional insureds

Spouse/other-insured term rider
Children's term rider (175:144(7)(iv))
Family term rider

5.10 Riders affecting the death benefit amount

Accidental death (175:24, 144(7)(i))
Guaranteed insurability
Cost of living

Return of premium
Long term care riders (Reg 65.00)

6.0 Annuities 14%

6.1 Annuity principles and concepts

Accumulation period versus annuity period
Owner, annuitant and beneficiary
Insurance aspects of annuities

6.2 Immediate versus deferred annuities

Single premium immediate annuities (SPIAs)
Deferred annuities (175:144A 1/2)
Premium payment options
Nonforfeiture
Surrender and withdrawal charges
Death benefits

6.3 Annuity (benefit) payment options

Life contingency options
Pure life versus life with guaranteed minimum
Single life versus multiple life
Annuities certain (types)

6.4 Annuity products

Fixed annuities
General account assets (175:144A 1/2)
Interest rate guarantees (minimum versus current)
Level benefit payment amount
Equity indexed annuities (Bul 98-17)
Market value adjusted annuities (modified guaranteed annuities)
Variable annuities (175:132FGH)

6.5 Uses of annuities

Long term care riders (Reg 65.00)
Lump-sum settlements
Qualified retirement plans
Group versus individual annuities
Personal uses
Individual retirement annuities (IRAs)
Tax-deferred growth
Retirement income
Education funds

7.0 Federal Tax Considerations for Life Insurance and Annuities 7%

- 7.1 Taxation of personal life insurance**
 - Amounts available to policyowner
 - Cash value increases
 - Dividends
 - Policy loans
 - Surrenders
 - Amounts received by beneficiary
 - General rule and exceptions
 - Settlement options
 - Values included in insured's estate
- 7.2 Modified endowment contracts (MECs)**
 - Modified endowment versus life insurance
 - Seven-pay test
 - Distributions
- 7.3 Taxation of non-qualified annuities**
 - Individually-owned
 - Accumulation phase (tax issues related to withdrawals)
 - Annuity phase and the exclusion ratio
 - Distributions at death
 - Premature distributions (including taxation issues)
 - Corporate-owned
- 7.4 Taxation of individual retirement annuities (IRAs)**
 - Traditional IRAs
 - Contributions and deductible amounts
 - Premature distributions (including taxation issues)
 - Annuity phase benefit payments
 - Values included in the annuitant's estate
 - Amounts received by beneficiary
 - Roth IRAs
 - Contributions and limits
 - Distributions
- 7.5 Rollovers and transfers (IRAs and qualified plans)**
- 7.6 Section 1035 exchanges**

8.0 Qualified Plans 6%

8.1 General requirements

- 8.2 Federal tax considerations**
 - Tax advantages for employers and employees
 - Taxation of distributions (age-related)
- 8.3 Plan types, characteristics and purchasers**
 - Simplified employee pensions (SEPs)
 - Self-employed plans (HR 10 or Keogh plans)
 - Profit-sharing and 401(k) plans
 - SIMPLE plans
 - 403(b) tax-sheltered annuities (TSAs)

Massachusetts Producer's Examination for Accident and Health or Sickness Insurance

Series 16-52

100 questions - 2-hour time limit

Live Date August 25, 2018

1.0 Insurance Regulation 9%

- 1.1 Licensing**
 - Process (175:162G-X)
 - Types of licensees
 - Producers (175:162H, L, M)
 - Business entity producers (175:162L)
 - Nonresident producers (175:162N, U)
 - Temporary (175:162Q)
 - Special brokers (175:168)
 - Advisers (175:177A, B)
 - Public insurance adjusters (175:172)
 - Reinsurance intermediaries (175:177M-W)
 - Life settlement broker (175:212-223E)
 - Portable Electronics Insurance Limited Lines license (175:162Y)
 - Maintenance and duration
 - Reinstatement and renewal (175:162M(b-d), 177B, 177O)

- Address change (175:162M(f))
- Reporting of actions (175:162V)
- Assumed names (175:162P)
- Continuing education requirements, exemptions and penalties (175:177E; Reg 211 CMR 50.00)
- Disciplinary actions
 - Cease and desist order (176D:7)
 - Hearings (175:162R; 176D:6)
 - Probation, suspension, revocation, refusal to issue or renew (175:162R, 177B; 176D:7, 10; 30A:13)
 - Penalties and fines (175:162R(b-e), 170, 174, 175, 176, 177, 194; 176D:7, 10)
- 1.2 State regulation**
 - Commissioner's general duties and powers (175:3A; 176D:5)
 - Company regulation
 - Certificate of authority (175:4, 32, 151)
 - Solvency (175:6, 180A-L; 175J)
 - Rates (175:113B; 175A; 175E; 176A:6; 176H:6; 176J:3; 176M:4)
 - Policy forms (175:2B, 192)
 - Examination of books and records (175:4)
 - Producer appointments (175:162S)
 - Termination of producer appointment (175:162T)
 - Producer regulation
 - Impersonation (175:175)
 - Larceny (175:176)
 - Unlicensed persons compensation (175:177)
 - Unfair or deceptive insurance practices
 - Misrepresentation (175:181, 186; 176D:3(1), (11))

- False advertising (175:181; 176D:3(1),(2))
- Defamation of insurer (176D:3(3))
- Boycott, coercion and intimidation (176D:3(4), 3A)
- False financial statements (176D:3(5))
- Failure to maintain complaint record (176D:3(10))
- Unfair discrimination (176D:3(7))
- Unfair claims settlement practices (176D:3(9))
- Rebating (175:182-184; 176D:3(8))
- Insurance fraud regulation (175:170, 181; 176D:3)
- Insurance Information and Privacy Protection (175I)

1.3 Federal regulation

- Fair Credit Reporting Act (15 USC 1681-1681d)
- Fraud and false statements including 1033 waiver (18 USC 1033, 1034)

2.0 General Insurance 8%

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 Insurers

- Types of insurers
 - Stock companies
 - Mutual companies
 - Fraternal benefit societies
 - Risk retention and risk purchasing groups
 - Self-insurance groups

- Private versus government insurers
- Admitted versus nonadmitted insurers
- Domestic, foreign and alien insurers
- Financial status (independent rating services)
- Marketing (distribution) systems

2.3 Producers and general rules of agency

- Insurer as principal
- Producer/insurer relationship
- Authority and powers of producers
 - Express
 - Implied
 - Apparent
- Responsibilities to the applicant/insured

2.4 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
 - 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

3.0 Accident, Health, or Sickness Insurance Basics 11%

3.1 Definitions of accident, health or sickness insurance perils

- Accidental injury
- Sickness

3.2 Principal types of accident, health or sickness insurance losses and benefits

- Loss of income from disability
- Hospital/medical expense
- Dental/vision expense

- Long-term care expense/home health care

3.3 Classes of health insurance policies

- Individual versus group
- Private versus government
- Limited versus comprehensive

3.4 Limited policies, which are considered as accident/sickness policies rather than health insurance policies, in Massachusetts

- Limited benefits
- Required notice to insured
- Types of limited policies
 - Accidental death or dismemberment
 - Specified (dread) disease
 - Hospital indemnity (income)
 - Credit disability
 - Blanket insurance (teams, passengers, other)
 - Prescription drugs
 - Dental
 - Vision care
 - Medicare supplements

3.5 Common non-insurance exclusions from coverage

- Government plans
- Medical savings accounts (MSAs)
 - Definition
 - Eligibility
 - Contribution limits
- Health Savings Accounts (HSAs)
- Massachusetts child health insurance program

3.6 Producer responsibilities in individual accident, health or sickness insurance

- Marketing requirements (Reg 40.00)
 - Advertising (175:110E)
 - Life and Health Insurance Guaranty Association (175:146B(19))
 - Sales presentations
 - Outline of coverage (Reg 42.09)
 - Field underwriting

for accident/sickness policies or large-group health insurance policies only: nature and purpose
 Disclosure of information about individuals (175:108E; Reg 42.09)
 Application procedures
 Requirements at delivery of policy
 Common situations for errors/omissions

3.7 Individual underwriting by the insurer for accident/sickness policies only

Underwriting criteria
 Sources of underwriting information
 Application
 Producer report
 Attending physician statement
 Investigative consumer (inspection) report
 Medical Information Bureau (MIB)
 Medical examinations and lab tests (including HIV consent) (Reg 36.05)
 Genetic information (175:108H, 108I)
 Classification of risks
 Preferred
 Standard
 Substandard

3.8 Considerations in replacing accident, health or sickness insurance

Benefits, limitations and exclusions
 Pre-existing conditions - waiting periods for accident/sickness policies or large-group health insurance policies only
 Underwriting requirements
 For accident/sickness policies or large-group health insurance policies only
 Producer liability for errors and omissions
 Massachusetts replacement requirements

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

4.0 Individual Accident, Health or Sickness Insurance Policy General Rights 8%

4.1 Required provisions (175:108(3)(a))

Entire contract; changes (1)
 Time limit on certain defenses (2)
 Grace period (3)
 Reinstatement (4)
 Claim procedures (5-9)
 Physical examinations and autopsy (10)
 Legal actions (11)
 Change of beneficiary (12)
 Right to examine (free look) (175:187H)

4.2 Optional provisions (175:108(3)(b))

Change of occupation (1)
 Misstatement of age (2)
 Other insurance in this insurer (3)
 Insurance with other insurers
 Expense-incurred basis (4)
 Other benefits (5)
 Unpaid premium (7)
 Conformity with state statutes (9)
 Illegal occupation (10)

4.3 Other general provisions

Insuring clause
 Consideration clause
 Renewability clause
 Noncancelable
 Guaranteed renewable
 Conditionally renewable
 Renewable at option of insurer
 Military suspense provision

5.0 Disability Income and Related Insurance 8%

5.1 Qualifying for disability benefits

Inability to perform duties (Reg 42.05(1)(g))

Own occupation
 Any occupation
 Pure loss of income (income replacement contracts)
 Presumptive disability
 Requirement to be under physician care

5.2 Individual disability income insurance

Massachusetts minimum benefit standards
 Basic total disability plan
 Income benefits (monthly indemnity)
 Elimination and benefit periods
 Waiver of premium feature
 Coordination with social insurance and workers compensation benefits
 Additional monthly benefit (AMB)
 Social insurance supplement (SIS)
 Occupational versus nonoccupational coverage
 At-work benefits
 Partial disability benefit
 Residual disability benefit
 Other provisions affecting income benefits
 Cost of living adjustment (COLA) rider
 Future increase option (FIO) rider
 Relation of earnings to insurance
 Annual renewable term rider
 Other cash benefits
 Accidental death and dismemberment
 Rehabilitation benefit
 Medical reimbursement benefit (non disabling injury)
 Refund provisions
 Return of premium
 Cash surrender value
 Exclusions

5.3 Unique aspects of individual disability underwriting

Occupational considerations
 Benefit limits
 Policy issuance alternatives

5.4 Group disability income insurance

Group versus individual plans
 Short-term disability (STD)
 Long-term disability (LTD)

5.5 Business disability insurance

Key person disability income
 Disability buy-sell policy
 Business overhead expense policy
 Disability reducing term policy

5.6 Social Security disability

Qualification for disability benefits
 Definition of disability
 Waiting period
 Disability income benefits

5.7 Workers compensation

Eligibility
 Benefits

6.0 Health Insurance Plans 20%

6.1 Medical plan concepts

Fee-for-service basis versus prepaid basis
 Specified coverages may be accident/sickness (limited) insurance, versus comprehensive care, which is health insurance
 Benefit schedule versus usual/reasonable/customary charges
 Any provider versus limited choice of providers
 Insureds versus subscribers/participants

6.2 Types of providers and plans

HIPAA (Health Insurance Portability and Accountability Act) requirements
 Eligibility
 Guaranteed issue
 Preexisting conditions (only for large-group, not individual or small-group health insurance)
 Creditable coverage
 Renewability
 Blue Cross and Blue Shield Plans (BCBS)
 Contracts with insureds and providers
 Reimbursement of providers

Basic medical, major medical and HMO plans
 Commercial Insurers and Fraternal — open network
 Characteristics
 Provider plans offered
 Other services
 Open enrollment
 Qualified providers
 Choice of provider
 Disclosure of benefits
 Health Maintenance Organizations (HMOs) — closed network
 General characteristics
 Preventive care services
 Primary care physician versus referral (specialty) physician
 Emergency care
 Hospital services
 Other basic services

Insured preferred provider plans
 General characteristics
 Preventive care services - Open panel
 Applicability (Reg 51.03)
 Nature and purpose
 PCP referral (gatekeeper PPO) vs. nongatekeeper PPO
 Indemnity plan features

6.3 Cost containment in health care delivery

Cost-saving services
 Cost Transparency Tools 1760:23, Bulletin 2013-10
 Preventive care
 Hospital outpatient benefits
 Alternatives to hospital services
 Utilization management
 Prospective review
 Concurrent review
 Retrospective review
 Adverse Determination Notice
 Internal Appeal Rights 1760:12 and 13, Bulletin 2016-02
 External Appeal Rights 1760:14

6.4 Massachusetts eligibility requirements (Open enrollment) (176J(4)(1)(3))

Dependent child age limit (175:108(2)(a)(3); 175:110(P); 176A:8BB; 176B:4BB; 176G:4T)
 Disabled adult children (175:108(2(a)(3)); 176A:8(d); 176B:6(c))
 Newborn child coverage (175:47C; 176A:8B; 176G:4)
 Coverage of adopted children (175:47C; 176A:8B; 176B:4C; 176G:4)

6.5 Patient Protection and Affordable Care Act (PPACA) (Section 1201)

Guaranteed issue (PHS 2708)
 Guaranteed renewability (PHS 2703)
 Preventive care (PHS 2713)
 Emergency services (PHS 2719 A(b))
 Health status (no discrimination) (PHS 2705)
 EHB coverage (PHS 2707 & 2711)
 Cost Sharing (2707 (b))
 Advanced premium tax credit (PPACA 1401)

6.6 Mental Health Parity

Federal :Mental Health Parity and Addiction Equity Act of 2008 (MHPAEA)
 Massachusetts 175:47B, 176A:8A, M.G.L. c. 176B:4A 176G:4M - Bulletin 2013-02

7.0 Large Group Health Insurance 15%

7.1 Characteristics of group insurance

Group contract
 Certificate of coverage
 Experience rating versus community rating

7.2 Types of eligible groups

Employment-related groups
 Individual employer groups

7.3 Marketing considerations

Advertising

Regulatory jurisdiction/place of delivery

7.4 Employer group health insurance

Insurer underwriting criteria

Nondiscrimination (175:108C; 176A:3A; 176A:8E; 176B:4E; 176B:5A; 176G:19)

Characteristics of group

Plan design factors
Persistence factors
Administrative capability

Eligibility for coverage (175:110)

Annual open enrollment

Employee eligibility (Reg 66.04)

Dependent eligibility

Coordination of benefits provision (COB) (Reg 38.01-.08)

Change of insurance companies or loss of coverage

Coinsurance and deductible carryover

No-loss no-gain

Events that terminate coverage

Extension of benefits

Continuation of coverage under COBRA and Massachusetts specific rules (175:110D; 110G, 110I)

7.5 Small employer and individual medical plans

Definition of small employer (176J:1; Reg 66.04)

Benefit plans offered
Availability and eligibility rating rules (Reg 66.05, 66.08)

Small group continuation (176J:9)

Renewability (Reg 66.06)

7.6 Regulation of employer group insurance plans

Civil Rights

Act/Pregnancy

Discrimination Act

Applicability

Guidelines

Relationship with Medicare

Medicare secondary rules
Medicare carve-outs and supplements

8.0 Dental Insurance 2%

8.1 Types of dental treatment

Diagnostic and preventive
Restorative

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

9.0 Insurance for Senior Citizens and Special Needs Individuals 15%

9.1 Medicare

Nature, financing and administration

Part A — Hospital Insurance

Individual eligibility requirements

Enrollment

Coverages and cost-sharing amounts

Part B — Medical Insurance

Individual eligibility requirements

Enrollment

Coverages and cost-sharing amounts

Exclusions

Claims terminology and other key terms

Part C — Medicare Advantage

Part D — Prescription Drug Insurance

9.2 Medicare supplements

Purpose

Open enrollment

(176K:3; Reg 71.10)

Standardized Medicare supplement plans (Reg 71.08)

Core benefits, Supplement 1 (Reg 71.90 Appen A, 71.91 Appen B, 71.92 Appen C)
Additional benefits

Massachusetts regulations and required provisions

Advertising (Reg 71.17)

Standards for marketing (Reg 71.16)

Permitted compensation (Reg 71.18)

Appropriateness of recommended purchase and excessive insurance (Reg 71.15)

Required disclosure provisions (Reg 40.15, 71.13)

Reporting of multiple policies (Reg 71.19)

Buyer's guide (Reg 40.15, 71.13)

Right to return (Reg 71.13)

Replacement (Reg 71.13)

Benefit standards (Reg 71.08)

Pre-existing conditions (Reg 176K:3(b))

Renewability (Reg 71.07)

Outline of coverage (Reg 71.13, 71.98 Appen F)

9.3 Other options for individuals with Medicare

Employer group health plans

Disabled employees
Employees with kidney failure

Individuals age 65 or older

MassHealth (RL Title XVII 118E:9A)

Eligibility Benefits (2)

9.4 Long-term care (LTC) insurance (211 CMR 65.00)

Eligibility for benefits

Levels of care

- Home health care (Reg 65.05(2)(c), 65.06(3))
- Assisted living care
- Adult day care
- Respite care
- Benefit periods
- Benefit amounts
- Optional benefits
 - Guarantee of insurability
 - Return of premium
- Qualified LTC plans
- Exclusions (Reg 65.05(3))
- Underwriting considerations
- Massachusetts regulations and required provisions
 - Standards for marketing (Reg 65.08)
 - Suitability of recommended purchase (Reg 65.09(4)(b))
- Your Options for Financing Long-Term Care (Reg 65.09(3)(a))
- Outline of coverage (Reg 65.09(3)(c), 101)
- Non-forfeiture benefit offer (Reg 65.06(2))
- Required disclosure provisions (Reg 65.09)
- Right to return (Reg 65.101(5))
- Policy illustration (Reg 65.09(3)(b), 65.100)
- Inflation adjustment benefit (Reg 65.06(1))
- MassHealth exemption (RR 515.014)
- Benefit triggers (Reg 65.05(1))
- Unintentional lapse (Reg 65.10)

10.0 Federal Tax Considerations for Health Insurance 4%

10.1 Personally-owned health insurance

- Disability income insurance
- Medical expense insurance
- Long-term care insurance

10.2 Employer group health insurance

- Disability income (STD, LTD)
- Benefits subject to FICA
- Medical and dental expense
- Long-term care insurance
- Accidental death and dismemberment
- 10.3 Medical expense coverage for sole proprietors, partners and limited liability corporations**
- 10.4 Business disability insurance**
- Key person disability income
- Buy-sell policy

Massachusetts Producer's Examination for Property Insurance Series 16-53

**100 questions - 2-hour time limit
Live Date August 25, 2018**

1.0 Insurance Regulation 10%

1.1 Licensing

- Process (175:162G-X)
- Types of licensees
 - Producers (175:162H, L, M)
 - Business entity producers (175:162L)
 - Nonresident producers (175:162N, U)
 - Temporary (175:162Q)
 - Special brokers (175:168)
 - Advisers (175:177A, B)
 - Public insurance adjusters (175:172)
 - Reinsurance intermediaries (175:177M-W)
 - Life settlement broker (175:212-223E)
- Portable Electronics Insurance Limited Lines license (175:162Y)
- Maintenance and duration
 - Reinstatement and renewal (175:162M(b-d), 177B, 177O)

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

1.2 State regulation

- Commissioner's general duties and powers (175:3A; 176D:5)
- Company regulation
 - Certificate of authority (175:4, 32, 151)
 - Solvency (175:6, 180A-L; 175J)
 - Rates (175:113B; 175A; 175E; 176A:6; 176H:6; 176J:3; 176M:4)
 - Policy forms (175:2B, 191, 192)
 - Examination of books and records (175:4)
 - Producer appointments (175:162S)
 - Termination of producer appointment (175:162T)
- Producer regulation
 - Impersonation (175:175)
 - Larceny (175:176)
 - Unlicensed persons compensation (175:177)
- Unfair or deceptive insurance practices
 - Misrepresentation (175:181, 186; 176D:3(1), (11))

False advertising (175:181; 176D:3(1),(2))
 Defamation of insurer (176D:3(3))
 Boycott, coercion and intimidation (176D:3(4), 3A)
 False financial statements (176D:3(5))
 Failure to maintain complaint record (176D:3(10))
 Unfair discrimination (176D:3(7))
 Unfair claims settlement practices (176D:3(9))
 Rebating (175:182-184; 176D:3(8))
 Insurance fraud regulation (175:170, 181; 176D:3)
 Insurance Information and Privacy Protection (175I)

1.3 Federal regulation

Fair Credit Reporting Act (15 USC 1681-1681d)
 Fraud and false statements including 1033 waiver (18 USC 1033, 1034)

2.0 General Insurance 10%

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 Insurers

Types of insurers
 Stock companies
 Mutual companies
 Fraternal benefit societies
 Risk retention and risk purchasing groups
 Self-insurance groups

Private versus government insurers
 Admitted versus nonadmitted insurers
 Domestic, foreign and alien insurers
 Financial status (independent rating services)
 Marketing (distribution) systems

2.3 Producers and general rules of agency

Insurer as principal
 Producer/insurer relationship
 Authority and powers of producers
 Express
 Implied
 Apparent
 Responsibilities to the applicant/insured

2.4 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
 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

3.0 Property Insurance Basics 20%

3.1 Principles and concepts

Insurable interest
 Underwriting
 Function
 Expense ratio, combined ratio
 Loss ratio
 Rates
 Types
 Loss costs
 Components
 Hazards
 Physical

Moral
 Morale
 Causes of loss (perils)
 Named perils versus special (open) perils
 Direct loss
 Consequential or indirect loss
 Blanket versus specific insurance
 Basic types of construction
 Loss valuation
 Actual cash value
 Replacement cost
 Functional replacement cost
 Market value
 Agreed value
 Stated amount
 Valued policy

3.2 Policy structure

Declarations
 Definitions
 Insuring agreement or clause
 Additional/supplementary coverage
 Conditions
 Exclusions
 Endorsements

3.3 Common policy provisions

Insureds — named, first named, additional
 Policy period
 Policy territory
 Cancellation and nonrenewal
 Deductibles
 Other insurance
 Nonconcurrency
 Primary and excess
 Pro rata share
 Policy limits
 Restoration/nonreduction of limits
 Coinsurance
 Vacancy or unoccupancy
 Named insured provisions
 Duties after loss
 Assignment
 Abandonment
 Insurer provisions
 Liberalization
 Subrogation
 Salvage
 Claim settlement options
 Third-party provisions
 Standard mortgage clause
 Loss payable clause
 No benefit to the bailee

3.4 Massachusetts laws, regulations and required provisions

Massachusetts Insurers
 Insolvency Fund
 (175D:1-17)
 Massachusetts standard
 fire policy (175:99)
 Cancellation and
 nonrenewal (175:99,
 187C, 187D, 193P)
 Concealment,
 misrepresentation or
 fraud (175:99, 170,
 186)
 Appraisal (175:99)
 Federal Terrorism
 Insurance Program (15
 USC 6701; Public Law
 107-297, 109-144,
 110-160)

4.0 Dwelling ('02) Policy 4%

- 4.1 Characteristics and purpose**
- 4.2 Coverage forms – Perils insured against**
 Basic
 Broad
 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
 Other coverages
- 4.4 General exclusions**
- 4.5 Conditions**
- 4.6 Selected endorsements**
 Special provisions –
 Massachusetts (DP 01 20)
 Automatic increase in insurance (DP 04 11)
 Broad theft coverage (DP 04 72)
 Dwelling under construction (DP 11 43)
- 4.7 Personal liability supplement**

5.0 Homeowners ('11) Policy – Section I 17%

- 5.1 Coverage forms**
 HO-2 through HO-6
- 5.2 Definitions**
- 5.3 Section I – Property coverages**
 Coverage A – Dwelling
 Coverage B – Other structures
 Coverage C – Personal property
 Coverage D – Loss of use

- Additional coverages
- 5.4 Perils insured against**
- 5.5 Exclusions**
 Lead paint liability abatement (211 CMR 131.00)
- 5.6 Conditions**
- 5.7 Selected endorsements**
 Special provisions –
 Massachusetts (HO 01 20)
 Limited fungi, wet or dry rot, or bacteria coverage (HO 05 37, HO 05 38, HO 05 39)
 Permitted incidental occupancies –
 residence premises (HO 04 42)
 Earthquake (HO 04 54)
 Identity fraud expense (HO 04 55)
 Scheduled personal property (HO 04 61)
 Personal property replacement cost (HO 04 90)
 Home day care (HO 04 97)

6.0 Auto Insurance 13%

- 6.1 Massachusetts auto insurance policy (2008 edition)**
 Definitions
 Coverage for damage to your auto
 Collision
 Limited collision
 Comprehensive
 Deductibles
 Substitute transportation
 Towing and labor
 Bodily injury coverage
 Personal Injury Protection
 Liability/damage to someone else's property
 General provisions
 Duties after an accident or loss
 Selected endorsements
 Massachusetts mandatory endorsement (M-0099-S)
 Mobile home (MPY-0002-S)
 Waiver of deductible (MPY-0016-S)
- 6.2 Commercial auto**
 Commercial auto coverage forms
 Business auto ('06)
 Garage ('06)
 Truckers ('06)

- Coverage form sections
 Covered autos
 Garagekeepers coverage
 Trailer interchange coverage
 Physical damage coverage
 Exclusions
 Conditions
 Definitions
 Selected endorsements
 Individual named insured (CA 99 17)
 Mobile equipment (MM 20 11)
 Lessor – additional insured and loss payee –
 Massachusetts (MM 20 26)

7.0 Commercial Package Policy (CPP) 10%

- 7.1 Components of a commercial policy**
 Common policy declarations
 Common policy conditions
 Interline endorsements
 One or more coverage parts
- 7.2 Commercial property ('12)**
 Commercial property conditions form
 Coverage forms
 Building and personal property
 Condominium association
 Condominium commercial unit-owners
 Builders risk
 Business income
 Legal liability
 Extra expense
 Causes of loss forms
 Basic
 Broad
 Special
 Selected endorsements
 Ordinance or law (CP 04 05)
 Spoilage (CP 04 40)
 Peak season limit of insurance (CP 12 30)
 Value reporting form (CP 13 10)
- 7.3 Commercial inland marine**
 Nationwide marine definition (Reg 211 CMR 10.00)
 Commercial inland marine conditions form

- Inland marine coverage forms
 - Accounts receivable
 - Bailee's customer
 - Commercial articles
 - Contractors equipment floater
 - Electronic data processing
 - Equipment dealers
 - Installation floater
 - Jewelers block
 - Signs
 - Valuable papers and records
- Transportation coverages
 - Common carrier cargo liability
 - Motor truck cargo forms
 - Transit coverage forms

7.4 Equipment breakdown ('11)

- Equipment breakdown protection coverage form (EB 00 20)
- Selected endorsement Actual cash value (EB 99 59)

7.5 Farm coverage

- Farm property coverage form ('03)
 - Coverage A — Dwellings
 - Coverage B — Other private structures
 - Coverage C — Household personal property
 - Coverage D — Loss of use
 - Coverage E — Scheduled farm personal property
 - Coverage F — Unscheduled farm personal property
 - Coverage G — Other farm structures
- Mobile agricultural machinery and equipment coverage form
- Livestock coverage form
- Definitions
- Cause of loss (basic, broad and special)
- Conditions
- Exclusions
- Limits
- Additional coverages

8.0 Businessowners ('13) Policy — Property 11%

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 Coverages and Options 5%

9.1 Aviation insurance

- Aircraft hull

9.2 Ocean marine insurance

- Major coverages
 - Hull insurance
 - Cargo insurance
 - Freight insurance
- Perils

9.3 National Flood Insurance Program

- "Write your own" versus government
- Eligibility
- Coverages
- Limits
- Deductibles

9.4 Other policies

- Boatowners
 - Personal watercraft
 - Recreational vehicles
- Difference in conditions

9.5 Residual markets

- Joint underwriting and reinsurers association (FAIR) plan (175C:4)

Massachusetts Producer's Examination for Casualty Insurance

Series 16-54

100 questions - 2-hour time limit

Live Date August 25, 2018

1.0 Insurance Regulation 10%

1.1 Licensing

- Process (175:162G-X)

Types of licensees

- Producers (175:162H, L, M)
- Business entity producers (175:162L)
- Nonresident producers (175:162N, U)
- Temporary (175:162Q)
- Special brokers (175:168)
- Advisers (175:177A, B)
- Public insurance adjusters (175:172)
- Reinsurance intermediaries (175:177M-W)
- Life settlement broker (175:212-223E)
- Portable Electronics Insurance Limited Lines license (175:162Y)
- Maintenance and duration
 - Reinstatement and renewal (175:162M(b-d), 177B, 177O)
 - Address change (175:162M(f))
 - Reporting of actions (175:162V)
 - Assumed names (175:162P)
 - Continuing education requirements, exemptions and penalties (175:177E; Reg 211 CMR 50.00)
- Disciplinary actions
 - Cease and desist order (176D:7)
 - Hearings (175:162R; 176D:6)
 - Probation, suspension, revocation, refusal to issue or renew (175:162R, 177B; 176D:7, 10; 30A:13)
 - Penalties and fines (175:162R(b-e), 170, 174, 175, 176, 177, 194; 176D:7, 10)

1.2 State regulation

- Commissioner's general duties and powers (175:3A; 176D:5)
- Company regulation

Certificate of authority (175:4, 32, 151)
 Solvency (175:6, 180A-L; 175J)
 Rates (175:113B; 175A; 175E; 176A:6; 176H:6; 176J:3; 176M:4)
 Policy forms (175:2B, 192)
 Examination of books and records (175:4)
 Producer appointments (175:162S)
 Termination of producer appointment (175:162T)
 Producer regulation
 Impersonation (175:175)
 Larceny (175:176)
 Unlicensed persons compensation (175:177)
 Unfair or deceptive insurance practices
 Misrepresentation (175:181, 186; 176D:3(1), (11))
 False advertising (175:181; 176D:3(1),(2))
 Defamation of insurer (176D:3(3))
 Boycott, coercion and intimidation (176D:3(4), 3A)
 False financial statements (176D:3(5))
 Failure to maintain complaint record (176D:3(10))
 Unfair discrimination (176D:3(7))
 Unfair claims settlement practices (176D:3(9))
 Rebating (175:182-184; 176D:3(8))
 Insurance fraud regulation (175:170, 181; 176D:3)
 Insurance Information and Privacy Protection (175I)

1.3 Federal regulation

Fair Credit Reporting Act (15 USC 1681-1681d)
 Fraud and false statements including 1033 waiver (18 USC 1033, 1034)

2.0 General Insurance 10%

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 Insurers

Types of insurers
 Stock companies
 Mutual companies
 Fraternal benefit societies
 Risk retention and risk purchasing groups
 Self-insurance groups
 Private versus government insurers
 Admitted versus nonadmitted insurers
 Domestic, foreign and alien insurers
 Financial status (independent rating services)
 Marketing (distribution) systems

2.3 Producers and general rules of agency

Insurer as principal
 Producer/insurer relationship
 Authority and powers of producers
 Express
 Implied
 Apparent
 Responsibilities to the applicant/insured

2.4 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
 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

3.0 Casualty Insurance Basics 18%

3.1 Principles and concepts

Insurable interest
 Underwriting
 Function
 Expense ratio, combined ratio
 Loss ratio
 Rates
 Types
 Loss costs
 Components
 Hazards
 Physical
 Moral
 Morale
 Negligence
 Elements of a negligent act
 Defenses against negligence
 Damages
 Compensatory — special versus general
 Punitive
 Absolute liability
 Strict liability
 Vicarious liability
 Attractive nuisance

3.2 Policy structure

Declarations
 Definitions
 Insuring agreement or clause
 Additional/supplementary coverage
 Conditions
 Exclusions
 Endorsements

3.3 Common policy provisions

Insureds — named, first named, additional
 Policy period
 Policy territory
 Cancellation and nonrenewal
 Deductibles
 Other insurance

- Nonconcurrency
- Primary and excess
- Pro rata share
- Contribution by equal shares
- Limits of liability
 - Per occurrence (accident)
 - Per person
 - Aggregate — general versus products — completed operations
 - Split
 - Combined single
- Named insured provisions
 - Duties after loss
 - Assignment
- Insurer provisions
 - Liberalization
 - Subrogation
 - Duty to defend

3.4 Massachusetts laws, regulations and required provisions

- Massachusetts Insurers Insolvency Fund (175D:1-17)
- Cancellation and nonrenewal (175:187C, 187D)
- Concealment, misrepresentation or fraud (175:170, 186; RL Title I 266:27A)
- Appraisal (175:113O)
- Federal Terrorism Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)

4.0 Homeowners ('11) Policy — Section II 16%

4.1 Coverage forms

HO-2 through HO-6

4.2 Definitions

4.3 Section II — Liability coverages

- Coverage E — Personal liability
- Coverage F — Medical payments to others
- Additional coverages

4.4 Exclusions

4.5 Conditions

4.6 Selected endorsements

- Special provisions — Massachusetts (HO 01 20)
- Limited fungi, wet or dry rot, or bacteria coverage (HO 05 37, HO 05 38, HO 05 39)
- Permitted incidental occupancies — residence premises (HO 04 42)

- Home day care (HO 04 97)
- Tenants relocation expense — Massachusetts (HO 23 71)
- Lead poisoning exclusion — Massachusetts (HO 24 41; Reg 211 CMR 131.00)
- Coverage for lead poisoning — Massachusetts (HO 24 42)
- Business pursuits (HO 24 71)
- Watercraft (HO 24 75)
- Personal injury (HO 24 82)

5.0 Auto Insurance 15%

5.1 Laws

- Massachusetts
 - Compulsory Motor Vehicle Liability Insurance (175:113A-L, N-V; RL Title XIV 90:34A-K, M-R)
 - Required limits of liability (RL Title XIV 90:34A, 34O)
 - Required proof of insurance (RL Title XIV 90:34A, 34B)
- Massachusetts Assigned Risk Plan (175:113H)
- Personal injury protection (RL Title XIV 90:34A, M)
 - Medical
 - Loss of income/Lost wages
 - Death
 - Funeral
 - Replacement services
- Uninsured/underinsured motorist (175:111D, 113L)
 - Definitions
 - Bodily injury
 - Required limits
- Cancellation/nonrenewal (90:34K; 175:22C, 113A)
 - Grounds (175:22C, 112)
 - Notice (175:22C, 113F; RL Title XIV 90:34K)
 - Notice of eligibility in assigned risk plan (175:113F)
- Aftermarket parts regulation (Reg 211 CMR 133.04; RL Title XIV 90:34R)

- Regulation of rates for motor vehicle insurance (Ch. 175A, E)
- Private passenger motor vehicle insurance rates (Reg 211 CMR 79.00)

5.2 Massachusetts auto insurance policy (2008 edition)

- Definitions
- Compulsory coverage
 - Bodily injury to others
 - Personal injury protection
 - Damage to someone else's property
- Uninsured/underinsured motorist
- Coverage for damage to your auto
 - Medical payments
 - Collision
 - Limited collision
 - Comprehensive
 - Deductibles
 - Substitute transportation
 - Towing and labor
- General provisions
- Duties after an accident or loss
- Selected endorsements
 - Use of other autos — vehicles furnished or available for regular use (M-0051-S)
 - Coverage for anyone renting an auto to you additional insured — lessor (M-0070-S)
 - Massachusetts mandatory endorsement (M-0099-S)
 - Mobile home (MPY-0002-S)
 - Waiver of deductible (MPY-0016-S)

5.3 Commercial auto

- Commercial auto coverage forms
 - Business auto ('06)
 - Garage ('06)
 - Truckers ('06)
- Coverage form sections
 - Covered autos
 - Liability coverage
 - Garagekeepers coverage
 - Trailer interchange coverage
 - Physical damage coverage
 - Exclusions
 - Conditions
 - Definitions

Selected endorsements
 Individual named insured (CA 99 17)
 Mobile equipment (MM 20 11)
 Lessor — additional insured and loss payee — Massachusetts (MM 20 26)
 Drive other car coverage (MM 99 22)
 Commercial carrier regulation
 The Motor Carrier Act of 1980
 Endorsement for motor carrier policies of insurance for public liability (MCS-90)

6.0 Commercial Package Policy (CPP) 8%

6.1 Components of a commercial policy

Common policy declarations
 Common policy conditions
 Interline endorsements
 One or more coverage parts

6.2 Commercial general liability ('13)

Commercial general liability coverage forms
 Bodily injury and property damage liability
 Personal and advertising injury liability
 Medical payments
 Exclusions
 Supplementary payments
 Who is an insured
 Limits of insurance
 Conditions
 Definitions
 Occurrence versus claims-made
 Claims-made features
 Trigger
 Retroactive date
 Extended reporting periods — basic versus supplemental
 Claim information
 Defense within limits versus open limits (Filing Guidance Notice 2011-A)
 Premises and operations
 Products and completed operations

Selected endorsement
 Limited fungi or bacteria coverage (CG 24 25)

6.3 Commercial crime ('06)

General definitions
 Burglary
 Theft
 Robbery
 Crime coverage forms
 Commercial crime coverage forms (discovery/loss sustained)
 Government crime coverage forms (discovery/loss sustained)
 Coverages
 Employee theft
 Forgery or alteration
 Inside the premises — theft of money and securities
 Inside the premises — robbery or safe burglary of other property
 Outside the premises
 Computer fraud
 Funds transfer fraud
 Money orders and counterfeit money
 Other crime coverages
 Kidnap/ransom and extortion (CR 00 40)
 Extortion — commercial entities (CR 04 03)
 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)

6.4 Farm coverage

Farm liability coverage form ('06)
 Coverage H — Bodily injury and property damage liability
 Coverage I — Personal and advertising injury liability
 Coverage J — Medical payments
 Definitions
 Conditions
 Exclusions
 Limits
 Additional coverages

7.0 Businessowners ('13) Policy — Liability 6%

7.1 Characteristics and purpose

7.2 Businessowners

Section II — Liability

Coverages
 Exclusions
 Who is an insured
 Limits of insurance
 General conditions
 Definitions

7.3 Businessowners

Section III — Common Policy Conditions

7.4 Selected endorsements

Hired auto and non-owned auto liability (BP 04 04)

8.0 Workers Compensation Insurance 9%

8.1 Workers compensation laws

Types of laws
 Monopolistic versus competitive
 Compulsory versus elective
 Massachusetts Workers Compensation Act (RL Title XXI Ch 152)
 Exclusive remedy (RL Title XXI 152:24, 26, 71)
 Employment covered (required, voluntary) (RL Title XXI 152:1, 25A)
 Covered injuries (RL Title XXI 152:1, 29)
 Occupational disease (RL Title XXI 152:1(7A))
 Benefits provided (RL Title XXI 152:27, 28-30, 30G-30I, 31-34, 34A, 34B, 35, 35A-E, 36)
 Subsequent injury fund (RL Title XXI 152:37)
 Large deductible programs (211 CMR 115.01-.06; 152:25A)
 Subrogation (152:15)
 Federal workers compensation laws
 Federal Employers Liability Act (FELA) (45 USC 51-60)

- U.S. Longshore and Harbor Workers' Compensation Act (33 USC 904)
- The Jones Act (46 USC 30104)
- 8.2 Workers compensation and employers liability insurance policy**
- General section
- Part One — Workers compensation insurance
- Part Two — Employers liability insurance
- Part Three — Other states insurance
- Part Four — Your duties if injury occurs
- Part Five — Premium
- Part Six — Conditions
- Selected endorsement
- Voluntary compensation
- 8.3 Premium computation**
- Job classification — payroll and rates
- Experience modification factor
- Premium discounts
- 8.4 Other sources of coverage**
- Assigned risk plan (RL Title XXI 152:65A-D, G-M, O)
- Self-insured employers and employer groups (RL Title XXI 152:25A-U)
- Massachusetts Workers' Compensation Trust Fund (RL Title XXI 152:65)

9.0 Other Coverages and Options 8%

- 9.1 Umbrella/excess liability policies**
- Personal (DL 98 01)
- Commercial (CU 00 01)
- 9.2 Specialty liability insurance**
- Errors and omissions
- Professional liability
- Directors and officers liability
- Fiduciary liability
- Liquor liability
- Employment practices liability
- Employee benefits liability
- 9.3 Surplus lines (175:168)**
- Definitions and markets
- Licensing requirements
- 9.4 Surety bonds**
- Principal, obligee, surety

- Contract bonds
- License and permit bonds
- Judicial bonds
- 9.5 Aviation insurance**
- Aircraft liability
- 9.6 Ocean marine insurance**
- Protection and indemnity
- 9.7 Other policies**
- Boatowners
- Personal watercraft
- Recreational vehicles
- 9.8 Residual markets**
- Joint Underwriting Association — Liquor Liability (175:112A-B)

Massachusetts Adviser's Examination for Life Insurance

Series 16-55

100 questions - 2-hour time limit

Live Date August 25, 2018

1.0 Insurance Regulation 15%

- 1.1 Licensing**
- Process (175:162G-X)
- Types of licensees
- Producers (175:162H, L, M)
- Business entity producers (175:162L)
- Nonresident producers (175:162N, U)
- Special brokers (175:168)
- Advisers (175:177A, B)
- Public insurance adjusters (175:172)
- Reinsurance intermediaries (175:177M-W)
- Life settlement broker (175:212-223E)
- Portable Electronics Insurance Limited Lines license (175:162Y)
- Maintenance and duration
- Reinstatement and renewal (175:162M(b-d), 177B, 177O)
- Address change (175:162M(f))
- Reporting of actions (175:162V)
- Assumed names (175:162P)

- Continuing education requirements, exemptions and penalties (175:177E; Reg 211 CMR 50.00)
- Disciplinary actions
- Cease and desist order (176D:7)
- Hearings (175:162R; 176D:6)
- Probation, suspension, revocation, refusal to issue or renew (175:162R, 177B; 176D:7, 10; 30A:13)
- Penalties and fines (175:162R(b-e), 170, 174, 175, 176, 177, 194; 176D:7, 10)
- 1.2 State regulation**
- Commissioner's general duties and powers (175:3A; 176D:5)
- Company regulation
- Certificate of authority (175:4, 32, 151)
- Solvency (175:6, 180A-L; 175J)
- Rates
- Policy forms (175:2B, 192)
- Examination of books and records (175:4)
- Producer appointments (175:162S)
- Termination of producer appointment (175:162T)
- Producer regulation
- Impersonation (175:175)
- Larceny (175:176)
- Unlicensed persons compensation (175:177)
- Unfair or deceptive insurance practices
- Misrepresentation (175:181, 186; 176D:3(1),(11))
- False advertising (175:181; 176D:3(1),(2))
- Defamation of insurer (176D:3(3))
- Boycott, coercion and intimidation (176D:3(4), 3A)

- False financial statements (176D:3(5))
- Failure to maintain complaint record (176D:3(10))
- Unfair discrimination (176D:3(7))
- Unfair claims settlement practices (176D:3(9))
- Rebating (175:182-184; 176D:3(8))
- Insurance fraud regulation (175:170; 176D:3)
- Insurance Information and Privacy Protection (175I)
- 1.3 Federal regulation**
- Fair Credit Reporting Act (15 USC 1681-1681d)
- Fraud and false statements including 1033 waiver (18 USC 1033, 1034)

2.0 General Insurance 13%

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 Insurers

- Types of insurers
 - Stock companies
 - Mutual companies
 - Fraternal benefit societies
 - Risk retention and risk purchasing groups
 - Self-insurance groups
- Private versus government insurers
- Admitted versus nonadmitted insurers
- Domestic, foreign and alien insurers
- Financial status (independent rating services)

- Marketing (distribution) systems
- 2.3 Producers and general rules of agency**
- Insurer as principal
- Producer/insurer relationship
- Authority and powers of producers
 - Express
 - Implied
 - Apparent
- Responsibilities to the applicant/insured

2.4 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
- 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

3.0 Life Insurance Basics 18%

3.1 Insurable interest

3.2 Personal uses of life insurance

- Survivor protection
- Estate creation
- Cash accumulation
- Security
- Liquidity
- Estate conservation

3.3 Life Settlement Act (175:212-223E)

- Life settlement broker authority and licensing (175:213)
- Disclosure to customers (175:220)
- Fraudulent acts (175:223A)
- Definitions (175:212)

3.4 Determining amount of personal life insurance

- Human life value approach

- Needs approach
 - Types of information gathered
 - Determining lump-sum needs
 - Planning for income needs

3.5 Business uses of life insurance

- Buy-sell funding
- Key person
- Executive bonuses
- Deferred compensation funding
- Split Dollar Plans
- Corporate-owned life insurance
- Change of insured rider

3.6 Classes of life insurance policies

- Group versus individual
- Permanent versus term
- Ordinary versus industrial (home service)
- Participating versus nonparticipating
- Fixed versus variable life insurance and annuities
- Regulation of variable products (SEC, FINRA and Massachusetts (Reg 95.03))

3.7 Premiums

- Factors in premium determination
 - Mortality
 - Interest
 - Expense
- Premium concepts
 - Net single premium
 - Gross annual premium
- Premium payment mode

3.8 Producer responsibilities

- Solicitation and sales presentations (211 CMR 31.07)
 - Advertising (176D:3)
 - Life and Health Insurance Guaranty Association Law (175:146B(19))
 - Policy summary (Reg 31.04)
 - Buyer's guide (Reg 31.05 (1)(a))
 - Life insurance policy cost comparison methods (Reg 31.04, 31.05)
 - Replacement (Reg 34.01-34.09)
 - Use and disclosure of insurance information (Reg 31.05)

- Field underwriting
 - Notice of information practices
 - Application procedures including backdating (175:130)
- Delivery
 - Policy review
 - Effective date of coverage
 - Premium collection
 - Statement of good health
 - Delivery receipt requirement

3.9 Individual underwriting by the insurer

- Information sources and regulation
 - Application
 - Producer report
 - Attending physician statement
 - Investigative consumer (inspection) report (175I:7)
 - Medical Information Bureau (MIB)
 - Medical examinations and lab tests including HIV (Reg 36.03)
- Selection criteria and unfair discrimination (175:120, 120A-E)
- Classification of risks
 - Preferred
 - Standard
 - Substandard

4.0 Life Insurance Policies 12%

4.1 Term life insurance

- Level term
 - Annual renewable term
 - Level premium term
 - Life expectancy contract
 - Term-to-65 (or older) contract
- Decreasing term

4.2 Whole life insurance

- Continuous premium (straight life)
- Limited payment
- Single premium
- Graded premium
- Modified life
- Interest sensitive
- Equity index (Bulletin 98-17)

4.3 Flexible premium policies

- Adjustable life

- Universal life
- Equity index
- Variable life (211 CMR 95)

4.4 Specialized policies

- Joint life (first-to-die)
- Survivorship life (second-to-die)
- Juvenile life

4.5 Group life insurance

- Characteristics of group plans
- Types of plan sponsors
- Group underwriting requirements
- Conversion to individual policy (175:134(4), 134A)

4.6 Credit life insurance (individual versus group)

5.0 Life Insurance Policy Provisions, Options and Riders 10%

5.1 Standard provisions

- Ownership
- Assignability (175:134C)
- Entire contract (175:132(3))
- Modifications
- Right to examine (free look) (Reg 34.06(1)(d); 175:187H)
- Payment of premiums
- Grace period (175:132(1))
- Reinstatement (175:132(11))
- Incontestability (175:132(2))
- Misstatement of age (175:132(4),(12))
- Exclusions
- Interest on insurance proceeds (175:119A, 119C)

5.2 Beneficiaries

- Designation options
 - Individuals
 - Classes
 - Estates
 - Minors
 - Trusts
- Succession
- Facility of payment clause
- Revocable versus irrevocable
- Common disaster clause
- Spendthrift clause

5.3 Settlement options

- Cash payment
- Interest only
- Fixed-period installments
- Fixed-amount installments
- Life income
- Single life

Joint and survivor
5.4 Nonforfeiture options (175:144)

- Cash surrender value
- Extended term
- Reduced paid-up insurance

5.5 Policy loan and withdrawal options

- Cash loans (175:142)
- Automatic premium loans
- Withdrawals or partial surrenders

5.6 Dividend options

- Cash payment
- Reduction of premium payments
- Accumulation at interest
- One-year term option
- Paid-up additions

5.7 Disability riders

- Waiver of premium/waiver of stipulated premium (universal life) (175:24)
- Waiver of cost of insurance
- Disability income benefit
- Payor benefit life/disability (juvenile insurance)

5.8 Living benefit provisions/riders

- Accelerated (Reg 55.01-.07, 55.100, 110)
 - Conditions for payment
 - Effect on death benefit
- Minimum standards (Reg 55.05)
 - Conditions for payment
 - Effect on death benefit
- Long term care riders (Reg 65.00)

5.9 Riders covering additional insureds

- Spouse/other-insured term rider
- Children's term rider (175:144(7)(iv))
- Family term rider

5.10 Riders affecting the death benefit amount

- Accidental death (175:24, 144(7)(i))
- Guaranteed insurability
- Cost of living
- Return of premium
- Long term care riders (Reg 65.00)

6.0 Annuities 10%

6.1 Annuity principles and concepts

Accumulation period versus annuity period
Owner, annuitant and beneficiary
Insurance aspects of annuities

6.2 Immediate versus deferred annuities

Single premium immediate annuities (SPIAs)
Deferred annuities (175:144A 1/2)
Premium payment options
Nonforfeiture
Surrender and withdrawal charges
Death benefits

6.3 Annuity (benefit) payment options

Life contingency options
Pure life versus life with guaranteed minimum
Single life versus multiple life
Annuities certain (types)

6.4 Annuity products

Fixed annuities
General account assets (175:144A 1/2)
Interest rate guarantees (minimum versus current)
Level benefit payment amount
Equity indexed annuities (Bul 98-17)
Market value adjusted annuities (modified guaranteed annuities)
Variable annuities (175:132FGH)

6.5 Uses of annuities

Lump-sum settlements
Qualified retirement plans
Group versus individual annuities
Personal uses
Individual retirement annuities (IRAs)
Tax-deferred growth
Retirement income
Education funds

7.0 Federal Tax Considerations for Life Insurance and Annuities 10%

7.1 Taxation of personal life insurance

Amounts available to policyowner
Cash value increases
Dividends
Policy loans

Surrenders
Amounts received by beneficiary
General rule and exceptions
Settlement options
Values included in insured's estate

7.2 Modified endowment contracts (MECs)

Modified endowment versus life insurance
Seven-pay test
Distributions

7.3 Taxation of non-qualified annuities

Individually-owned
Accumulation phase (tax issues related to withdrawals)
Annuity phase and the exclusion ratio
Distributions at death
Premature distributions (including taxation issues)
Corporate-owned

7.4 Taxation of individual retirement annuities (IRAs)

Traditional IRAs
Contributions and deductible amounts
Premature distributions (including taxation issues)
Annuity phase benefit payments
Values included in the annuitant's estate
Amounts received by beneficiary
Roth IRAs
Contributions and limits
Distributions

7.5 Rollovers and transfers (IRAs and qualified plans)

7.6 Section 1035 exchanges

8.0 Qualified Plans 12%

8.1 General requirements

8.2 Federal tax considerations

Tax advantages for employers and employees
Taxation of distributions (age-related)

8.3 Plan types, characteristics and purchasers

Simplified employee pensions (SEPs)
Self-employed plans (HR 10 or Keogh plans)
Profit-sharing and 401(k) plans
SIMPLE plans
Pension plans
Section 457 deferred compensation
403(b) tax-sheltered annuities (TSAs)

8.4 Special Rules for life insurance

Incidental limitation
Taxation of economic benefit
Taxation of life insurance distributions

Massachusetts Adviser's Examination for Accident and Health or Sickness Insurance

Series 16-56

100 questions - 2-hour time limit
Live Date August 25, 2018

1.0 Insurance Regulation 9%

1.1 Licensing

Process (175:162G-X)
Types of licensees
Producers (175:162H, L, M)
Business entity producers (175:162L)
Nonresident producers (175:162N, U)
Special brokers (175:168)
Advisers (175:177A, B)
Public insurance adjusters (175:172)
Reinsurance intermediaries (175:177M-W)
Life settlement broker (175:212-223E)
Portable Electronics Insurance Limited Lines license (175:162Y)
Maintenance and duration
Reinstatement and renewal (175:162M(b-d), 177B, 177O)
Address change (175:162M(f))

Reporting of actions (175:162V)
 Assumed names (175:162P)
 Continuing education requirements, exemptions and penalties (175:177E; Reg 211 CMR 50.00)
 Disciplinary actions
 Cease and desist order (176D:7)
 Hearings (175:162R; 176D:6)
 Probation, suspension, revocation, refusal to issue or renew (175:162R, 177B; 176D:7, 10; 30A:13)
 Penalties and fines (175:162R(b-e), 170, 174, 175, 176, 177, 194; 176D:7, 10)
1.2 State regulation
 Commissioner's general duties and powers (175:3A; 176D:5)
 Company regulation
 Certificate of authority (175:4, 32, 151)
 Solvency (175:6, 180A-L; 175J)
 Rates (176J:3; 176M:4)
 Policy forms (175:2B, 192)
 Examination of books and records (175:4)
 Producer appointments (175:162S)
 Termination of producer appointment (175:162T)
 Producer regulation
 Impersonation (175:175)
 Larceny (175:176)
 Unlicensed persons compensation (175:177)
 Unfair or deceptive insurance practices
 Misrepresentation (175:181, 186; 176D:3(1)(11))
 False advertising (175:181; 176D:3(1),(2))

Defamation of insurer (176D:3(3))
 Boycott, coercion and intimidation (176D:3(4), 3A)
 False financial statements (176D:3(5))
 Failure to maintain complaint record (176D:3(10))
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 Unfair claims settlement practices (176D:3(9))
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 Insurance fraud regulation (175:170; 176D:3)
 Insurance Information and Privacy Protection (175I)
1.3 Federal regulation
 Fair Credit Reporting Act (15 USC 1681-1681d)
 Fraud and false statements including 1033 waiver (18 USC 1033, 1034)

2.0 General Insurance 8%

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 Insurers
 Types of insurers
 Stock companies
 Mutual companies
 Fraternal benefit societies
 Risk retention and risk purchasing groups
 Self-insurance groups
 Private versus government insurers

Admitted versus nonadmitted insurers
 Domestic, foreign and alien insurers
 Financial status (independent rating services)
 Marketing (distribution) systems
2.3 Producers and general rules of agency
 Insurer as principal
 Producer/insurer relationship
 Authority and powers of producers
 Express
 Implied
 Apparent
 Responsibilities to the applicant/insured
2.4 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
 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

3.0 Health Insurance Basics 11%

3.1 Definitions of perils
 Accidental injury
 Sickness
3.2 Principal types of losses and benefits
 Loss of income from disability
 Hospital/medical expense
 Dental/vision expense
 Long-term care expense/home health care
3.3 Classes of health insurance policies
 Individual versus group

- Private versus government
- Limited versus comprehensive
- 3.4 Limited policies**
- Limited benefits
- Required notice to insured
- Types of limited policies
 - Accidental death or dismemberment
 - Specified (dread) disease
 - Hospital indemnity (income)
 - Credit disability
 - Blanket insurance (teams, passengers, other)
 - Prescription drugs
 - Dental
 - Vision care
 - Medicare supplements
- 3.5 Common non-insurance exclusions from coverage**
- Government plans
- Medical savings accounts (MSAs)
 - Definition
 - Eligibility
 - Contribution limits
- Health Savings Accounts (HSAs)
- Massachusetts child health insurance program
- 3.6 Producer responsibilities in individual health insurance**
- Marketing requirements (Reg 40.00)
 - Advertising (175:110E)
 - Life and Health Insurance Guaranty Association (175:146B(19))
 - Sales presentations
 - Outline of coverage (Reg 42.09)
- Field underwriting
 - Nature and purpose
 - Disclosure of information about individuals (175:108E; Reg 42.09)
 - Application procedures
 - Requirements at delivery of policy
 - Common situations for errors/omissions

- 3.7 Individual underwriting by the insurer**
- Underwriting criteria
- Sources of underwriting information
 - Application
 - Producer report
 - Attending physician statement
 - Investigative consumer (inspection) report
 - Medical Information Bureau (MIB)
 - Medical examinations and lab tests (including HIV consent) (Reg 36.05)
 - Genetic information (175:108H, 108I)
- Classification of risks
 - Preferred
 - Standard
 - Substandard
- 3.8 Considerations in replacing health insurance**
- Benefits, limitations and exclusions
- Underwriting requirements
- Producer liability for errors and omissions
- Massachusetts replacement requirements (175:110(N)(3)(a); Reg 42.08, 42.11)
- Massachusetts individual mandate for minimum creditable coverage (RL Title XVI M.G.L.C. 111M 956 CMR 5.00)

4.0 Individual Accident and Sickness Insurance Policy General Rights 8%

- 4.1 Required provisions (175:108(3)(a))**
- Entire contract; changes (1)
- Time limit on certain defenses (2)
- Grace period (3)
- Reinstatement (4)
- Claim procedures (5-9)
- Physical examinations and autopsy (10)
- Legal actions (11)
- Change of beneficiary (12)
- Right to examine (free look) (175:187H)
- 4.2 Optional provisions (175:108(3)(b))**
- Change of occupation (1)

- Misstatement of age (2)
- Other insurance in this insurer (3)
- Insurance with other insurers
 - Expense-incurred basis (4)
 - Other benefits (5)
- Unpaid premium (7)
- Conformity with state statutes (9)
- Illegal occupation (10)
- 4.3 Other general provisions**
- Insuring clause
- Consideration clause
- Renewability clause
 - Noncancelable
 - Guaranteed renewable
 - Conditionally renewable
 - Renewable at option of insurer
- Military suspense provision

5.0 Disability Income and Related Insurance 8%

- 5.1 Qualifying for disability benefits**
- Inability to perform duties (Reg 42.05(1)(g))
 - Own occupation
 - Any occupation
- Pure loss of income (income replacement contracts)
- Presumptive disability
- Requirement to be under physician care
- 5.2 Individual disability income insurance**
- Massachusetts minimum benefit standards
- Basic total disability plan
 - Income benefits (monthly indemnity)
 - Elimination and benefit periods
 - Waiver of premium feature
- Coordination with social insurance and workers compensation benefits
 - Additional monthly benefit (AMB)
 - Social insurance supplement (SIS)
 - Occupational versus nonoccupational coverage
- At-work benefits
 - Partial disability benefit
 - Residual disability benefit

- Other provisions affecting income benefits
 - Cost of living adjustment (COLA) rider
 - Future increase option (FIO) rider
 - Relation of earnings to insurance
 - Annual renewable term rider
- Other cash benefits
 - Accidental death and dismemberment
 - Rehabilitation benefit
 - Medical reimbursement benefit (nondisabling injury)
- Refund provisions
 - Return of premium
 - Cash surrender value
- Exclusions

5.3 Unique aspects of individual disability underwriting

- Occupational considerations
- Benefit limits
- Policy issuance alternatives

5.4 Group disability income insurance

- Group versus individual plans
- Short-term disability (STD)
- Long-term disability (LTD)

5.5 Business disability insurance

- Key person disability income
- Disability buy-sell policy
- Business overhead expense policy
- Disability reducing term policy

5.6 Social Security disability

- Qualification for disability benefits
- Definition of disability
- Waiting period
- Disability income benefits

5.7 Workers compensation

- Eligibility
- Benefits

6.0 Medical Plans 20%

6.1 Medical plan concepts

- Fee-for-service basis versus prepaid basis
- Specified coverages versus comprehensive care

- Benefit schedule versus usual/reasonable/customary charges
- Any provider versus limited choice of providers
- Insureds versus subscribers/participants

6.2 Types of providers and plans

- HIPAA (Health Insurance Portability and Accountability Act) requirements
 - Eligibility
 - Guaranteed issue
 - Preexisting conditions
 - Creditable coverage
 - Renewability
- Blue Cross and Blue Shield Plans (BCBS)
 - Contracts with insureds and providers
 - Reimbursement of providers
 - Basic medical, major medical and HMO plans
- Commercial Insurers and Fraternal — open network
 - Characteristics
 - Provider plans offered
 - Other services
 - Open enrollment
 - Qualified providers
 - Choice of provider
 - Disclosure of benefits
- Health Maintenance Organizations (HMOs) — closed network
 - General characteristics
 - Preventive care services
 - Primary care physician versus referral (specialty) physician
 - Emergency care
 - Hospital services
 - Other basic services
- Insured preferred provider plans
 - General characteristics
 - Open panel
 - Applicability (Reg 51.03)
 - Nature and purpose
 - PCP referral (gatekeeper PPO) vs. nongatekeeper PPO
 - Indemnity plan features

6.3 Cost containment in health care delivery

- Cost-saving services
- Cost Transparency Tools 176O:23 / Bulletin 2013-10
 - Preventive care
 - Hospital outpatient benefits
 - Alternatives to hospital services
- Utilization management
 - Prospective review
 - Concurrent review
 - Retrospective review
- Adverse Determination Notice
- Internal Appeal Rights 176O:12 & 13 Bulletin 2016-02
- External Appeal Rights 176O:14

6.4 Massachusetts eligibility requirements (Open enrollment) (176J(4)(1)(3))

- Dependent child age limit (175:108(2)(a)(3); 175:110(P); 176A:8BB; 176B:4BB; 176G:4T)
- Disabled adult children (175:108(2)(a)(3)); 176A:8(d); 176B:6(c))
- Newborn child coverage (175:47C; 176A:8B; 176G:4)
- Coverage of adopted children (175:47C; 176A:8B; 176B:4C; 176G:4)

6.5 Patient Protection and Affordable Care Act (PPACA) (Section 1201)

- Guaranteed issue (PHS 2708)
- Guaranteed renewability (PHS 2703)
- Preventive care (PHS 2713)
- Emergency services (PHS 2719 A(b))
- Health slates (No discrimination PHS 2705)
- EHB coverage (PHS 2707 & 2711)
- Cost sharing (PHS 2707 (b))
- Advanced premium tax credit (PPACA 1401)

6.6 Mental Health Parity

- Federal :Mental Health Parity and Addiction Equity Act of 2008 ("MHPAEA)
- Massachusetts 175:47B, 176A:8A, M.G.L. c.

176B:4A 176G:4M -
Bulletin 2013-02

**7.0 Group Health Insurance
15%**

7.1 Characteristics of group insurance

Group contract
Certificate of coverage
Experience rating versus community rating

7.2 Types of eligible groups

Employment-related groups
Individual employer groups
Multiple-Employer Trusts (METs)
Taft-Hartley Trusts
Customer groups (depositors, creditor-debtor, other)

7.3 Marketing considerations

Advertising
Regulatory jurisdiction/place of delivery

7.4 Employer group health insurance

Insurer underwriting criteria
Nondiscrimination (175:108C; 176A:3A; 176A:8E; 176B:4E; 176B:5A; 176G:19)
Characteristics of group
Plan design factors
Persistency factors
Administrative capability
Eligibility for coverage (175:110)
Annual open enrollment
Employee eligibility (Reg 66.04)
Dependent eligibility
Coordination of benefits provision (COB) (Reg 38.01-.08)
Change of insurance companies or loss of coverage
Coinsurance and deductible carryover
No-loss no-gain
Events that terminate coverage
Extension of benefits
Continuation of coverage under COBRA and Massachusetts

specific rules (175:110D; 110G, 110I)

7.5 Small employer and individual medical plans

Definition of small employer (176J:1; Reg 66.04)
Benefit plans offered
Availability and eligibility rating rules (Reg 66.05, 66.08)
Restrictions relating to premiums (176J:2; Reg 66.08)
Small group continuation (176J:9)
Renewability (Reg 66.06)

7.6 Regulation of employer group insurance plans

Employee Retirement Income Security Act (ERISA)
Applicability
Fiduciary responsibilities
Reporting and disclosure
Age Discrimination in Employment Act (ADEA)
Applicability to employers and workers
Permitted reductions in insured benefits
Permitted increases in employee contributions
Requirements for medical expense coverage
Civil Rights Act/Pregnancy Discrimination Act
Applicability
Guidelines
Relationship with Medicare
Medicare secondary rules
Medicare carve-outs and supplements
Nondiscrimination rules (highly-compensated)

7.7 Types of funding and administration

Conventional fully-insured plans
Modified fully-insured plans
Premium-delay arrangements
Reserve-reduction arrangements

Retrospective-rating arrangements
Partially self-funded plans
Stop-loss coverage
501(c)(9) trust
Administrative-services-only (ASO) arrangements
Fully self-funded (self-administered) plans
Characteristics
Conditions suitable for self-funding
Benefits suitable for self-funding

8.0 Dental Insurance 2%

8.1 Types of dental treatment

Diagnostic and preventive
Restorative

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

9.0 Insurance for Senior Citizens and Special Needs Individuals 15%

9.1 Medicare

Nature, financing and administration
Part A — Hospital Insurance
Individual eligibility requirements
Enrollment
Coverages and cost-sharing amounts
Part B — Medical Insurance
Individual eligibility requirements
Enrollment
Coverages and cost-sharing amounts
Exclusions

Claims terminology and other key terms
 Part C — Medicare Advantage
 Part D — Prescription Drug Insurance
9.2 Medicare supplements
 Purpose
 Open enrollment (176K:3; Reg 71.10)
 Standardized Medicare supplement plans (Reg 71.08)
 Core benefits, Supplement 1 (Reg 71.90 Appen A, 71.91 Appen B, 71.92 Appen C)
 Additional benefits
 Massachusetts regulations and required provisions
 Advertising (Reg 71.17)
 Standards for marketing (Reg 71.16)
 Permitted compensation (Reg 71.18)
 Appropriateness of recommended purchase and excessive insurance (Reg 71.15)
 Required disclosure provisions (Reg 40.15, 71.13)
 Reporting of multiple policies (Reg 71.19)
 Buyer's guide (Reg 40.15, 71.13)
 Right to return (Reg 71.13)
 Replacement (Reg 71.13)
 Benefit standards (Reg 71.08)
 Pre-existing conditions (Reg 176K:3(b))
 Renewability (Reg 71.07)
 Outline of coverage (Reg 71.13, 71.98 Appen F)
9.3 Other options for individuals with Medicare
 Employer group health plans
 Disabled employees
 Employees with kidney failure
 Individuals age 65 or older

MassHealth (RL Title XVII 118E:9A)
 Eligibility
 Benefits (2)
9.4 Long-term care (LTC) insurance (211 CMR 65.00)
 Eligibility for benefits
 Levels of care
 Home health care (Reg 65.05(2)(c), 65.06(3))
 Assisted living care
 Adult day care
 Respite care
 Benefit periods
 Benefit amounts
 Optional benefits
 Guarantee of insurability
 Return of premium
 Qualified LTC plans
 Exclusions (Reg 65.05(3))
 Underwriting considerations
 Massachusetts regulations and required provisions
 Standards for marketing (Reg 65.08)
 Suitability of recommended purchase (Reg 65.09(4)(b))
 Your Options for Financing Long-Term Care (Reg 65.09(3)(a))
 Outline of coverage (Reg 65.09(3)(c), 101)
 Non-forfeiture benefit offer (Reg 65.06(2))
 Required disclosure provisions (Reg 65.09)
 Right to return (Reg 65.101(5))
 Policy illustration (Reg 65.09(3)(b), 65.100)
 Inflation adjustment benefit (Reg 65.06(1))
 MassHealth exemption (RR 515.014)
 Benefit triggers (Reg 65.05(1))
 Unintentional lapse (Reg 65.10)

10.0 Federal Tax Considerations for Health Insurance 4%

10.1 Personally-owned health insurance
 Disability income insurance
 Medical expense insurance
 Long-term care insurance
10.2 Employer group health insurance
 Disability income (STD, LTD)
 Benefits subject to FICA
 Medical and dental expense
 Long-term care insurance
 Accidental death and dismemberment
10.3 Medical expense coverage for sole proprietors, partners and limited liability corporations
10.4 Business disability insurance
 Key person disability income
 Buy-sell policy
 Business overhead

Massachusetts Adviser's Examination for Property and Casualty Insurance
Series 16-57

150 questions – 2.5-hour time limit
Live Date August 25, 2018

1.0 Insurance Regulation 7%

1.1 Licensing
 Process (175:162G-X)
 Types of licensees
 Producers (175:162H, L, M)
 Business entity producers (175:162L)
 Nonresident producers (175:162N, U)
 Temporary (175:162Q)
 Special brokers (175:168)
 Advisers (175:177A, B)
 Public insurance adjusters (175:172)
 Reinsurance intermediaries (175:177M-W)
 Life settlement broker (175:212-223E)

Portable Electronics
Insurance Limited Lines
license

(175:162Y)
Maintenance and duration
Reinstatement and
renewal
(175:162M(b-d),
177B, 177O)
Address change
(175:162M(f))
Reporting of actions
(175:162V)
Assumed names
(175:162P)
Continuing education
requirements,
exemptions and
penalties
(175:177E; Reg
211 CMR 50.00)
Disciplinary actions
Cease and desist
order (176D:7)
Hearings
(175:162R;
176D:6)
Probation,
suspension,
revocation, refusal
to issue or renew
(175:162R, 177B;
176D:7, 10;
30A:13)
Penalties and fines
(175:162R(b-e),
170, 174, 175,
176, 177, 194;
176D:7, 10)
1.2 State regulation
Commissioner's general
duties and powers
(175:3A; 176D:5)
Company regulation
Certificate of
authority (175:4,
32, 151)
Solvency (175:6,
180A-L; 175J)
Rates (175:113B;
175A; 175E;
176H:6)
Policy forms
(175:2B, 192)
Examination of books
and records
(175:4)
Producer
appointments
(175:162S)
Termination of
producer
appointment
(175:162T)
Producer regulation
Impersonation
(175:175)
Larceny (175:176)

Unlicensed persons
compensation
(175:177)
Unfair or deceptive
insurance practices
Misrepresentation
(175:181, 186;
176D:3(1), (11))
False advertising
(175:181;
176D:3(1),(2))
Defamation of
insurer
(176D:3(3))
Boycott, coercion and
intimidation
(176D:3(4), 3A)
False financial
statements
(176D:3(5))
Failure to maintain
complaint record
(176D:3(10))
Unfair discrimination
(176D:3(7))
Unfair claims
settlement
practices
(176D:3(9))
Rebating (175:182-
184; 176D:3(8))
Insurance fraud
regulation (175:170,
181; 176D:3)
Insurance Information
and Privacy Protection
(175I)
1.3 Federal regulation
Fair Credit Reporting Act
(15 USC 1681-1681d)
Fraud and false
statements including
1033 waiver (18 USC
1033, 1034)

2.0 General Insurance 6%

2.1 Concepts

Risk management key
terms
Risk
Exposure
Hazard
Peril
Loss
Methods of handling risk
Avoidance
Retention
Sharing
Reduction
Transfer

2.2 Insurers

Elements of insurable
risks
Adverse selection
Law of large numbers
Reinsurance
Types of insurers
Stock companies

Mutual companies
Fraternal benefit
societies
Risk retention and
risk purchasing
groups
Self-insurance
groups
Private versus
government insurers
Admitted versus
nonadmitted insurers
Domestic, foreign and
alien insurers
Financial status
(independent rating
services)
Marketing (distribution)
systems

2.3 Producers and general rules of agency

Insurer as principal
Producer/insurer
relationship
Authority and powers of
producers
Express
Implied
Apparent
Responsibilities to the
applicant/insured

2.4 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
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

3.0 Property and Casualty Insurance Basics 10%

3.1 Principles and concepts

Insurable interest
Underwriting
Function

- Expense ratio, combined ratio
- Loss ratio
- Rates
 - Types
 - Loss costs
 - Components
- Hazards
 - Physical
 - Moral
 - Morale
- Negligence
 - Elements of a negligent act
 - Defenses against negligence
- Damages
 - Compensatory — special versus general
 - Punitive
- Absolute liability
- Strict liability
- Vicarious liability
- Attractive nuisance
- Causes of loss (perils)
- Named perils versus special (open) perils
- Direct loss
- Consequential or indirect loss
- Blanket versus specific insurance
- Basic types of construction
- Loss valuation
 - Actual cash value
 - Replacement cost
 - Functional replacement cost
 - Market value
 - Agreed value
 - Stated amount
 - Valued policy
- 3.2 Policy structure**
 - Declarations
 - Definitions
 - Insuring agreement or clause
 - Additional/supplementary coverage
 - Conditions
 - Exclusions
 - Endorsements
- 3.3 Common policy provisions**
 - Insureds — named, first named, additional
 - Policy period
 - Policy territory
 - Cancellation and nonrenewal
 - Deductibles
 - Other insurance
 - Nonconcurrency
 - Primary and excess
 - Pro rata share
 - Contribution by equal shares

- Policy limits
- Limits of liability
 - Per occurrence (accident)
 - Per person
 - Aggregate — general versus products — completed operations
 - Split
 - Combined single
- Restoration/nonreduction of limits
- Coinsurance
- Vacancy or unoccupancy
- Named insured provisions
 - Duties after loss
 - Assignment
 - Abandonment
- Insurer provisions
 - Liberalization
 - Subrogation
 - Salvage
 - Claim settlement options
 - Duty to defend
- Third-party provisions
 - Standard mortgage clause
 - Loss payable clause
 - No benefit to the bailee
- 3.4 Massachusetts laws, regulations and required provisions**
 - Massachusetts Insurers Insolvency Fund (175D:1-17)
 - Massachusetts standard fire policy (175:99)
 - Cancellation and nonrenewal (175:99, 187C, 187D, 193P)
 - Concealment, misrepresentation or fraud (175:99, 170, 186; RL Title I 266:27A)
 - Appraisal (175:99, 1130)
 - Federal Terrorism Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)

4.0 Dwelling ('02) Policy 3%

- 4.1 Characteristics and purpose**
- 4.2 Coverage forms — Perils insured against**
 - Basic
 - Broad
 - 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
- Other coverages
- 4.4 General exclusions**
- 4.5 Conditions**
- 4.6 Selected endorsements**
 - Special provisions — Massachusetts (DP 01 20)
 - Automatic increase in insurance (DP 04 11)
 - Broad theft coverage (DP 04 72)
 - Dwelling under construction (DP 11 43)
- 4.7 Personal liability supplement**

5.0 Homeowners ('11) Policy 7%

- 5.1 Coverage forms**
 - HO-2 through HO-6
- 5.2 Definitions**
- 5.3 Section I — Property coverages**
 - Coverage A — Dwelling
 - Coverage B — Other structures
 - Coverage C — Personal property
 - Coverage D — Loss of use
 - Additional coverages
- 5.4 Section II — Liability coverages**
 - Coverage E — Personal liability
 - Coverage F — Medical payments to others
 - Additional coverages
- 5.5 Perils insured against**
- 5.6 Exclusions**
- 5.7 Conditions**
- 5.8 Selected endorsements**
 - Special provisions — Massachusetts (HO 01 20)
 - Limited fungi, wet or dry rot, or bacteria coverage (HO 05 39, HO 05 38, HO 05 37)
 - Permitted incidental occupancies — residence premises (HO 04 42)
 - Earthquake (HO 04 54)
 - Identity fraud expense (HO 04 55)
 - Scheduled personal property (HO 04 61)
 - Personal property replacement cost (HO 04 90)

Home day care (HO 04 97)
 Tenants relocation expense — Massachusetts (HO 23 71)
 Lead poisoning exclusion — Massachusetts (HO 24 41; Reg 211 CMR 131.00)
 Coverage for lead poisoning — Massachusetts (HO 24 42)
 Business pursuits (HO 24 71)
 Watercraft (HO 24 75)
 Personal injury (HO 24 82)

6.0 Auto Insurance 9%

6.1 Laws

Massachusetts
 Compulsory Motor Vehicle Liability Insurance (175:113A-L, N-V; RL Title XIV 90:34A-K, M-R)
 Required limits of liability (RL Title XIV 90:34A, 34O)
 Required proof of insurance (RL Title XIV 90:34A, 34B)
 Massachusetts Assigned Risk Plan (175:113H)
 Personal injury protection (RL Title XIV 90:34A, M)
 Medical
 Loss of income/Lost wages
 Death
 Funeral
 Replacement services
 Uninsured/underinsured motorist (175:111D, 113L)
 Definitions
 Bodily injury
 Required limits
 Cancellation/nonrenewal (90:34K; 175:22C, 113A)
 Grounds (175:22C, 112)
 Notice (175:22C, 113F; RL Title XIV 90:34K)
 Notice of eligibility in assigned risk plan (175:113F)
 Aftermarket parts regulation (Reg 211 CMR 133.04; RL Title XIV 90:34R)

Regulation of rates for motor vehicle insurance (Ch. 175A, E)
 Private passenger motor vehicle insurance rates (Reg 211 CMR 79.00)

6.2 Massachusetts auto insurance policy (2008 edition)

Definitions
 Compulsory coverage
 Bodily injury to others
 Personal injury protection
 Damage to someone else's property
 Uninsured/underinsured motorist
 Coverage for damage to your auto
 Medical payments
 Collision
 Limited collision
 Comprehensive
 Deductibles
 Substitute transportation
 Towing and labor
 General provisions
 Duties after an accident or loss
 Selected endorsements
 Use of other autos — vehicles furnished or available for regular use (M-0051-S)
 Coverage for anyone renting an auto to you additional insured — lessor (M-0070-S)
 Massachusetts mandatory endorsement (M-0099-S)
 Mobile home (MPY-0002-S)
 Waiver of deductible (MPY-0016-S)

6.3 Commercial auto

Commercial auto coverage forms
 Business auto ('06)
 Garage ('06)
 Truckers ('06)
 Coverage form sections
 Covered autos
 Liability coverage
 Garagekeepers coverage
 Trailer interchange coverage
 Physical damage coverage
 Exclusions
 Conditions
 Definitions

Selected endorsements
 Individual named insured (CA 99 17)
 Mobile equipment (MM 20 11)
 Lessor — additional insured and loss payee — Massachusetts (MM 20 26)
 Drive other car coverage (MM 99 22)
 Commercial carrier regulation
 The Motor Carrier Act of 1980
 Endorsement for motor carrier policies of insurance for public liability (MCS-90)

7.0 Commercial Package Policy (CPP) 20%

7.1 Components of a commercial policy

Common policy declarations
 Common policy conditions
 Interline endorsements
 One or more coverage parts

7.2 Commercial general liability ('13)

Commercial general liability coverage forms
 Bodily injury and property damage liability
 Personal and advertising injury liability
 Medical payments
 Exclusions
 Supplementary payments
 Who is an insured
 Limits of insurance
 Conditions
 Definitions
 Occurrence versus claims-made
 Claims-made features
 Trigger
 Retroactive date
 Extended reporting periods — basic versus supplemental
 Claim information
 Premises and operations
 Products and completed operations
 Owners and contractors protective liability coverage form
 Pollution liability

- Pollution liability coverage form
- Pollution liability limited coverage form
- Pollution liability coverage extension endorsement
- Selected endorsements
 - Limited fungi or bacteria coverage (CG 24 25)

7.3 Commercial property ('12)

- Commercial property conditions form
- Coverage forms
 - Building and personal property
 - Condominium association
 - Condominium commercial unit-owners
 - Builders risk
 - Business income
 - Legal liability
 - Extra expense
- Causes of loss forms
 - Basic
 - Broad
 - Special
- Selected endorsements
 - Ordinance or law (CP 04 05)
 - Spoilage (CP 04 40)
 - Peak season limit of insurance (CP 12 30)
 - Value reporting form (CP 13 10)

7.4 Commercial crime ('06)

- General definitions
 - Burglary
 - Theft
 - Robbery
- Crime coverage forms
 - Commercial crime coverage forms (discovery/loss sustained)
 - Government crime coverage forms (discovery/loss sustained)
- Coverages
 - Employee theft
 - Forgery or alteration
 - Inside the premises
 - theft of money and securities
 - Inside the premises
 - robbery or safe burglary of other property
 - Outside the premises
 - Computer fraud
 - Funds transfer fraud

- Money orders and counterfeit money
- Other crime coverages
 - Kidnap/ransom and extortion (CR 00 40)
- Extortion —
 - commercial entities (CR 04 03)
- 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)

7.5 Commercial inland marine

- Nationwide marine definition (Reg 211 CMR 10.00)
- Commercial inland marine conditions form
- Inland marine coverage forms
 - Accounts receivable
 - Bailee's customer
 - Commercial articles
 - Contractors
 - equipment floater
 - Electronic data processing
 - Equipment dealers
 - Installation floater
 - Jewelers block
 - Signs
 - Valuable papers and records
- Transportation coverages
 - Common carrier
 - cargo liability
 - Motor truck cargo forms
 - Transit coverage forms

7.6 Equipment breakdown ('11)

- Equipment breakdown protection coverage form (EB 00 20)
- Selected endorsement
 - Actual cash value (EB 99 59)

7.7 Farm coverage

- Farm property coverage form ('03)
 - Coverage A —
 - Dwellings
 - Coverage B — Other private structures
 - Coverage C —
 - Household personal property
 - Coverage D — Loss of use

- Coverage E —
 - Scheduled farm personal property
- Coverage F —
 - Unscheduled farm personal property
- Coverage G — Other farm structures
- Farm liability coverage form ('06)
 - Coverage H — Bodily injury and property damage liability
- Coverage I —
 - Personal and advertising injury liability
- Coverage J —
 - Medical payments
- Mobile agricultural machinery and equipment coverage form
- Livestock coverage form
- Definitions
 - Cause of loss (basic, broad and special)
 - Conditions
 - Exclusions
 - Limits
 - Additional coverages

8.0 Businessowners ('13) Policy 9%

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 Business Section II — Liability

- Coverages
- Exclusions
- Who is an insured
- Limits of insurance
- General conditions
- Definitions

8.4 Businessowners Section III — Common Policy

Conditions

8.5 Selected endorsements

- Hired auto 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)

9.0 Workers Compensation Insurance 15%

9.1 Workers compensation laws

- Types of laws
 - Monopolistic versus competitive
 - Compulsory versus elective
- Massachusetts Workers Compensation Act (RL Title XXI Ch 152)
 - Exclusive remedy (RL Title XXI 152:24, 26, 71)
 - Employment covered (required, voluntary) (RL Title XXI 152:1, 25A)
 - Covered injuries (RL Title XXI 152:1, 29)
 - Occupational disease (RL Title XXI 152:1(7A))
 - Benefits provided (RL Title XXI 152:27, 28-30, 30G-30I, 31-34, 34A, 34B, 35, 35A-E, 36)
 - Subsequent injury fund (RL Title XXI 152:37)
 - Large deductible programs (211 CMR 115.01-.06; 152:25A)
 - Subrogation (152:15)
 - Federal workers compensation laws
 - Federal Employers Liability Act (FELA) (45 USC 51-60)
 - U.S. Longshore and Harbor Workers' Compensation Act (33 USC 904)
 - The Jones Act (46 USC 30104)

9.2 Workers compensation and employers liability insurance policy

- General section
- Part One — Workers compensation insurance
- Part Two — Employers liability insurance
- Part Three — Other states insurance
- Part Four — Your duties if injury occurs
- Part Five — Premium
- Part Six — Conditions

- Selected endorsement
- Voluntary compensation

9.3 Premium computation

- Job classification — payroll and rates
- Experience modification factor
- Premium discounts
- Participation (dividend) plans
- Retrospective rating
- Massachusetts Department of Industrial Accidents

9.4 Other sources of coverage

- Assigned risk plan (RL Title XXI 152:65A-D, G-M, O)
- Self-insured employers and employer groups (RL Title XXI 152:25A-U)
- Massachusetts Workers' Compensation Trust Fund (RL Title XXI 152:65)
- Differences in premium computation (RL Title XXI 152:53A(5))

10.0 Other Coverages and Options 14%

10.1 Umbrella/excess liability policies

- Personal (DL 98 01)
- Commercial (CU 00 01)

10.2 Specialty liability insurance

- Errors and omissions
- Professional liability
- Directors and officers liability
- Fiduciary liability
- Liquor liability
- Employment practices liability
- Employee benefits liability

10.3 Surplus lines (175:168)

- Definitions and markets
- Licensing requirements

10.4 Surety bonds

- Principal, obligee, surety
- Contract bonds
- License and permit bonds
- Judicial bonds

10.5 Aviation insurance

- Aircraft hull
- Aircraft liability
- Airport liability
- Hangarkeepers legal liability

10.6 Ocean marine insurance

- Major coverages
- Hull insurance

- Cargo insurance
- Freight insurance
- Protection and indemnity

- Implied warranties
- Perils
- General and particular average

10.7 National Flood Insurance Program

- "Write your own" versus government
- Eligibility
- Coverages
- Limits
- Deductibles

10.8 Other policies

- Boatowners
 - Personal watercraft
 - Recreational vehicles
- Difference in conditions

10.9 Residual markets

- Joint underwriting and reinsurers association (FAIR) plan (175C:4)
- Joint Underwriting Association — Liquor Liability (175:112A-B)

10.10 Alternative funding mechanisms

- Self-insured
- Pooling
- Risk retention groups
- Captives

Massachusetts Public Adjuster Examination

Series 16-58

100 questions - 2-hour time limit
Live Date August 25, 2018

1.0 Insurance Regulation 10%

1.1 Licensing requirements (175:162)

- Qualifications (175:172)
- Process (175:172)
- Fees (175:14)

1.2 Maintenance and duration

- Renewal (175:172)
- Contract requirements (175:172)
- Continuing education requirements (175:172)

1.3 Disciplinary actions

- Cease and desist orders (176D:7)
- Suspension and revocation (175:172)
- Penalties and fines (175:172; 176D:7, 10)

1.4 Claim settlement laws and regulations (176D:3(9))

1.5 State regulation
Unfair or deceptive insurance practices (176D:3)

2.0 Insurance Basics 5%

2.1 Contract basics

- 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
 - 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

2.2 Insurance principles and concepts

- Insurable interest
- Direct loss
- Basic types of construction
- Loss valuation
 - Actual cash value
 - Replacement cost
 - Functional replacement cost
 - Market value
 - Agreed value
 - Stated amount
 - Valued policy

2.3 Policy structure

- Declarations
- Definitions
- Insuring agreement or clause
- Additional/supplementary coverage
- Conditions
- Exclusions
- Endorsements

2.4 Common policy provisions

- Policy period
- Policy territory
- Cancellation and nonrenewal

- Deductibles
- Other insurance
 - Nonconcurrency
 - Primary and excess
 - Pro rata
- Policy limits
- Restoration/nonreduction of limits
- Coinsurance
- Vacancy or unoccupancy
- Assignment
- Liberalization
- Third-party provisions
 - Standard mortgage clause
 - Loss payable clause

2.5 Massachusetts laws, regulations and required provisions

- Massachusetts Insurers Insolvency Fund (175D:1-17)
- Massachusetts standard fire policy (175:99)
- Concealment, misrepresentation or fraud (175:99, 186)
- Certificate of municipal lien (175:97A)
- Federal Terrorism Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)

3.0 Adjusting Losses 25%

3.1 Role of the adjuster

- Duties and responsibilities
- Independent adjuster versus public adjuster
- Relationship to the legal profession

3.2 Property losses

- Duties of insured after a loss
 - Notice to insurer (175:102)
 - Minimizing the loss
 - Proof of loss
 - Special requirements
 - Production of books and records
 - Abandonment
- Determining value and loss
 - Burden of proof of value and loss
 - Estimates
 - Depreciation
 - Salvage
- Claim settlement options
- Payment and discharge

3.3 Claims adjustment procedures

- Subrogation procedures
- Alternative dispute resolution (175:99, 100, 101)

4.0 Dwelling ('02) Policy 12%

4.1 Characteristics and purpose

4.2 Coverage forms — Perils insured against

- Basic
- Broad
- 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
- Other coverages

4.4 General exclusions

4.5 Conditions

4.6 Selected endorsements

- Special provisions — Massachusetts (DP 01 20)
- Automatic increase in insurance (DP 04 11)
- Broad theft coverage (DP 04 72)
- Dwelling under construction (DP 11 43)

5.0 Homeowners ('11) Policy — Section I 18%

5.1 Coverage forms

- HO-2 through HO-6

5.2 Definitions

5.3 Section I — Property coverages

- Coverage A — Dwelling
- Coverage B — Other structures
- Coverage C — Personal property
- Coverage D — Loss of use
- Additional coverages

5.4 Perils insured against

5.5 Exclusions

5.6 Conditions

5.7 Selected endorsements

- Special provisions — Massachusetts (HO 01 20)
- Limited fungi, wet or dry rot, or bacteria coverage (HO 05 37, HO 05 38, HO 05 39)
- Permitted incidental occupancies — residence premises (HO 04 42)
- Earthquake (HO 04 54)
- Scheduled personal property (HO 04 61)

Personal property replacement cost (HO 04 90)
Home day care (HO 04 97)

6.0 Commercial Package Policy (CPP) 14%

6.1 Components of a commercial policy

Common policy declarations
Common policy conditions
Interline endorsements
One or more coverage parts

6.2 Commercial property ('12)

Commercial property conditions form
Coverage forms
Building and personal property
Condominium association
Condominium commercial unit-owners
Builders risk
Business income
Extra expense
Cause of loss forms
Selected endorsements
Ordinance or law (CP 04 05)
Spoilage (CP 04 40)
Peak season limit of insurance (CP 12 30)
Value reporting form (CP 13 10)

6.3 Commercial crime ('06)

General definitions
Burglary
Theft
Robbery
Coverages
Employee theft
Forgery or alteration
Inside the premises — theft of money and securities
Inside the premises — robbery or safe burglary of other property
Outside the premises
Computer fraud
Funds transfer fraud
Money orders and counterfeit money
Other crime coverages
Kidnap/ransom and extortion (CR 00 40)

Extortion — commercial entities (CR 04 03)
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)

6.4 Commercial inland marine

Nationwide marine definition (Reg 211 CMR 10.00)
Commercial inland marine conditions form
Inland marine coverage forms
Accounts receivable
Contractors equipment floater
Electronic data processing
Equipment dealers
Installation floater
Signs
Valuable papers and records

6.5 Equipment breakdown ('11)

Equipment breakdown protection coverage form (EB 00 20)
Selected endorsement
Actual cash value (EB 99 59)

7.0 Businessowners ('13) Policy — Property 15%

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)

8.0 Other Coverages and Options 1%

8.1 National Flood Insurance Program

"Write your own" versus government
Eligibility
Coverages
Limits
Deductibles

Massachusetts Producer's Examination for Limited Lines Credit Insurance

Series 16-59

**60 questions - 1-hour time limit
Live Date August 25, 2018**

1.0 Insurance Regulation 5%

1.1 Licensing

Process (175:162G-X)
Types of licensees
Producers (175:162H, L, M)
Business entity producers (175:162L)
Nonresident producers (175:162N, U)
Temporary (175:162Q)
Special brokers (175:168)
Advisers (175:177A, B)
Public insurance adjusters (175:172)
Reinsurance intermediaries (175:177M-W)
Life settlement broker (175:212-223E)
Portable Electronics Insurance Limited Lines license (175:162Y)
Maintenance and duration
Reinstatement and renewal (175:162M(b-d), 177B, 177O)
Address change (175:162M(f))
Reporting of actions (175:162V)
Assumed names (175:162P)
Continuing education requirements,

- exemptions and penalties (175:177E; Reg 211 CMR 50.00)
- Disciplinary actions
 - Cease and desist order (176D:7)
 - Hearings (175:162R; 176D:6)
 - Probation, suspension, revocation, refusal to issue or renew (175:162R, 177B; 176D:7, 10; 30A:13)
 - Penalties and fines (175:162R(b-e), 170, 174, 175, 176, 177, 194; 176D:7, 10)
- 1.2 State regulation**
 - Commissioner's general duties and powers (175:3A; 176D:5)
 - Company regulation
 - Certificate of authority (175:4, 32, 151)
 - Solvency (175:6, 180A-L; 175J)
 - Rates (175:113B; 175A; 175E; 176A:6; 176H:6; 176J:3; 176M:4)
 - Policy forms (175:2B, 192)
 - Examination of books and records (175:4)
 - Producer appointments (175:162S)
 - Termination of producer appointment (175:162T)
 - Producer regulation
 - Impersonation (175:175)
 - Larceny (175:176)
 - Unlicensed persons compensation (175:177)
 - Unfair or deceptive insurance practices
 - Misrepresentation (175:181, 186; 176D:3(1), (11))
 - False advertising (175:181; 176D:3(1),(2))
 - Defamation of insurer (176D:3(3))
 - Boycott, coercion and intimidation (176D:3(4), 3A)

- False financial statements (176D:3(5))
- Failure to maintain complaint record (176D:3(10))
- Unfair discrimination (176D:3(7))
- Unfair claims settlement practices (176D:3(9))
- Rebating (175:182-184; 176D:3(8))
- Insurance fraud regulation (175:170, 181; 176D:3)
- Insurance Information and Privacy Protection (175I)
- 1.3 Federal regulation**
 - Fair Credit Reporting Act (15 USC 1681-1681d)
 - Fraud and false statements including 1033 waiver (18 USC 1033, 1034)

2.0 General Insurance 5%

- 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 Insurers**
 - Types of insurers
 - Stock companies
 - Mutual companies
 - Fraternal benefit societies
 - Risk retention and risk purchasing groups
 - Self-insurance groups
 - Private versus government insurers
 - Admitted versus nonadmitted insurers
 - Domestic, foreign and alien insurers
 - Financial status (independent rating services)

- Marketing (distribution) systems
- 2.3 Producers and general rules of agency**
 - Insurer as principal
 - Producer/insurer relationship
 - Authority and powers of producers
 - Express
 - Implied
 - Apparent
 - Responsibilities to the applicant/insured
- 2.4 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
 - 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

3.0 Consumer Credit Insurance Basics 45%

- 3.1 Nature of consumer credit insurance**
 - Parties involved
 - Debtor/insured
 - Creditor/beneficiary
 - Insurer
 - Advantages for debtors and for creditors
 - Markets
 - Banks and savings and loan associations
 - Credit unions
 - Finance companies
 - Credit card companies
 - Automobile dealers and manufacturers
 - Retailers
 - Types of credit covered — closed-end versus open-end

3.2 Coverage

characteristics

- Group coverage
- Underwriting considerations
 - Eligibility of groups (175:110, 133)
 - Underwriting of the debtor/insured (group and individual)
 - Evidence of insurability
- Premiums
 - Single premium versus monthly premium
 - Basis and payment of premiums
- Group policy general provisions
 - Grace period (175:132(1))
 - Incontestability (175:132(2))
 - Entire contract (175:132(3))
 - Misstatement of age (175:132(4))
 - Policy maximums (175:110(A)(j), 133(c))
 - Autopsy provision
- Benefit payments
 - Effect on insured's debt
 - Payment of excess benefits

3.3 Regulation

- Massachusetts regulation
 - Approval of forms (175:2B)
 - Amounts to be insured (RL Title IV 255:12G, 255B:10, 255C:14A, 255D:26)
 - Term of insurance (RL Title IV 255:12G, 255B:10, 255C:14A, 255D:26(C))
 - Premium rates (175:117C, RL Title IV 255:12G, 255B:10, 255C:14A, 255D:26(C))
 - Premium refunds (RL Title IV 255:12G, 255B:10, 255C:14A, 255D:26)
 - Choice of insurer
 - Life and Health Insurance Guaranty

- Association (175:146B(19))
- Evidence of coverage (Reg 143.00)
- Termination of group coverage
- Claims processing
- Prohibited transactions
- Federal regulation
 - Consumer Credit Protection Act (Truth-in-Lending Act) (RL Title XX 140D:4; Title IV 255C:23)

3.4 Disclosure requirements (Reg 143.01-.02, RL Title IV 255D:26(C))

4.0 Types of Consumer Credit Insurance 45%

4.1 Credit life insurance

- Eligibility of the individual insured
- Contributory versus non-contributory
- Gross coverage versus net payoff coverage
- Types of insurance coverages
 - Decreasing term
 - Level term
 - Monthly outstanding balance
 - Joint credit life
 - Truncated life
- Suicide clause

4.2 Credit disability insurance (30-day non-retroactive only)

- Eligibility of the individual insured
- Qualifying for benefits
 - Sickness or injury
 - Definition of disability (own occupation versus any occupation)
 - Elimination period
 - Benefit period
 - Benefit amount
- Special types of coverage
 - Critical period
- Common exclusions
 - Pre-existing conditions
 - Intentionally self-inflicted injury
 - Normal pregnancy
 - Act of War

4.3 Credit unemployment insurance (175:117D, 255:12G, 255B:10, 255C:14A, 255D:26)

- Eligibility of the individual insured
- Qualifying for benefits
 - Definition of involuntary unemployment
 - Elimination period
 - Benefit period
 - Benefit amount
- Special types of coverage
 - Joint unemployment
 - Limited Benefit
 - Truncated unemployment

Massachusetts Motor Vehicle Damage Appraiser

Series 16-60

60 questions - 1-hour time limit
Live Date August 25, 2018

1.0 Insurance Regulation 14%

- 1.1 Authority of the Auto Damage Appraiser Licensing Board (M.G.L. C. 26 Sec. 8G; 212 CMR 2.01)**
- 1.2 Licensing requirements**
 - Qualifications (M.G.L. C. 26 Sec. 8G; 212 CMR 2.02(2))
 - Process (M.G.L. C. 26 Sec. 8G; 212 CMR 2.02(3))
 - Display (M.G.L. C. 26 Sec. 8G; 212 CMR 2.02(1))
- 1.3 Maintenance and duration (M.G.L. C. 26 Sec. 8G; 212 CMR 2.02(1)(4))**
- 1.4 Disciplinary actions**
 - Suspension, revocation, refusal to issue or renew (M.G.L. C. 26 Sec. 8G; 212 CMR 2.02)
 - Penalties and fines (211 CMR 123.08, 133.08; 212 CMR 2.05)
- 1.5 Appraiser laws and regulations (Reg 211 CMR 123.01-.08, .10; 133.01-133.09; M.G.L. C. 26 Sec. 8G)**

2.0 Insurance Basics 6%

- 2.1 Common auto policy provisions**
 - Insureds — named, first named, additional

Deductibles
 Policy limits
 Loss payable clause
 Insurer provisions
 Subrogation
 Salvage

3.0 Appraising Auto Physical Damage Claims 80%

3.1 Role of the appraiser
3.2 Determining value and loss

Salvage
 Appraisal
 Depreciation/betterment
 Repair or replacement
 Repair options and procedures
 "Like kind and quality"
 Aftermarket parts regulation (Reg 211 CMR 133.04; M.G.L. C. 90 Sec. 34R)

Total loss
 Contract repair
3.3 Vehicle inspection
 Proper vehicle identification and options ID
 Evaluate with regard to circumstances of accident
 Estimate of repairs form

3.4 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

Massachusetts Producer's Examination for Personal Lines Insurance Series 16-61

100 questions - 2-hour time limit
Live Date August 25, 2018

1.0 Insurance Regulation 13%

1.1 Licensing

Process (175:162G-X)
 Types of licensees
 Producers (175:162H, L, M)
 Business entity producers (175:162L)
 Nonresident producers (175:162N, U)
 Temporary (175:162Q)
 Special brokers (175:168)
 Advisers (175:177A, B)
 Public insurance adjusters (175:172)
 Reinsurance intermediaries (175:177M-W)
 Life settlement broker (175:212-223E)
 Portable Electronics Insurance Limited Lines license (175:162Y)
 Maintenance and duration
 Reinstatement and renewal (175:162M(b-d), 177B, 177O)
 Address change (175:162M(f))
 Reporting of actions (175:162V)
 Assumed names (175:162P)
 Continuing education requirements, exemptions and penalties (175:177E; Reg 211 CMR 50.00)
 Disciplinary actions

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

1.2 State regulation

Commissioner's general duties and powers (175:3A; 176D:5)
 Company regulation
 Certificate of authority (175:4, 32, 151)
 Solvency (175:6, 180A-L; 175J)
 Rates (175:113B; 175A; 175E; 176A:6; 176H:6; 176J:3)
 Policy forms (175:2B, 192)
 Examination of books and records (175:4)
 Producer appointments (175:162S)
 Termination of producer appointment (175:162T)
 Producer regulation
 Impersonation (175:175)
 Larceny (175:176)
 Unlicensed persons compensation (175:177)
 Unfair or deceptive insurance practices
 Misrepresentation (175:181, 186; 176D:3(1), (11))
 False advertising (175:181; 176D:3(1),(2))
 Defamation of insurer (176D:3(3))
 Boycott, coercion and intimidation (176D:3(4), 3A)
 False financial statements (176D:3(5))

- Failure to maintain complaint record (176D:3(10))
- Unfair discrimination (176D:3(7))
- Unfair claims settlement practices (176D:3(9))
- Rebating (175:182-184; 176D:3(8))

- Insurance fraud regulation (175:170, 181; 176D:3)
- Insurance Information and Privacy Protection (175I)

1.3 Federal regulation

- Fair Credit Reporting Act (15 USC 1681-1681d)
- Fraud and false statements including 1033 waiver (18 USC 1033, 1034)

2.0 General Insurance 11%

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 Insurers

- Types of insurers
 - Stock companies
 - Mutual companies
 - Fraternal benefit societies
 - Risk retention and risk purchasing groups
 - Self-insurance groups
- Private versus government insurers
- Admitted versus nonadmitted insurers
- Domestic, foreign and alien insurers
- Financial status (independent rating services)
- Marketing (distribution) systems

2.3 Producers and general rules of agency

- Insurer as principal
- Producer/insurer relationship
- Authority and powers of producers
 - Express
 - Implied
 - Apparent
- Responsibilities to the applicant/insured

2.4 Contracts

- Elements of a legal contract
 - Offer and acceptance
 - Consideration
 - Competent parties
 - Legal purpose
- Distinct characteristics of an insurance contract
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- Legal interpretations affecting contracts
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 - Indemnity
 - Utmost good faith
 - Representations/misrepresentations
 - Warranties
 - Concealment
 - Fraud
 - Waiver and estoppel

3.0 Property and Casualty Insurance Basics 17%

3.1 Principles and concepts

- Insurable interest
- Underwriting
 - Function
 - Expense ratio, combined ratio
 - Loss ratio
- Rates
 - Types
 - Loss costs
 - Components
- Hazards
 - Physical
 - Moral
 - Morale
- Negligence
 - Elements of a negligent act
 - Defenses against negligence
- Damages
 - Compensatory — special versus general

- Punitive
- Absolute liability
- Strict liability
- Vicarious liability
- Attractive nuisance
- Causes of loss (perils)
 - Named perils versus special (open) perils
- Direct loss
- Consequential or indirect loss
- Blanket versus specific insurance
- Basic types of construction
- Loss valuation
 - Actual cash value
 - Replacement cost
 - Functional replacement cost
 - Market value
 - Agreed value
 - Stated amount
 - Valued policy

3.2 Policy structure

- Declarations
- Definitions
- Insuring agreement or clause
- Additional/supplementary coverage
- Conditions
- Exclusions
- Endorsements

3.3 Common policy provisions

- Insureds — named, first named, additional
- Policy period
- Policy territory
- Cancellation and nonrenewal
- Deductibles
- Other insurance
 - Nonconcurrency
 - Primary and excess
 - Pro rata share
- Limits of liability
 - Per occurrence (accident)
 - Per person
 - Split
 - Combined single
- Restoration/nonreduction of limits
- Coinsurance
- Vacancy or unoccupancy
- Named insured provisions
 - Duties after loss
 - Assignment
 - Abandonment
- Insurer provisions
 - Liberalization
 - Subrogation
 - Salvage
 - Claim settlement options
 - Duty to defend
- Third-party provisions

Standard mortgage clause
 Loss payable clause
 No benefit to the bailee

3.4 Massachusetts laws, regulations and required provisions
 Massachusetts Insurers Insolvency Fund (175D:1-17)
 Massachusetts standard fire policy (175:99)
 Cancellation and nonrenewal (175:99, 187C, 187D, 193P)
 Concealment, misrepresentation or fraud (175:99, 170, 186; RL Title I 266:27A)
 Appraisal (175:99, 1130)
 Federal Terrorism Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)

4.0 Dwelling ('02) Policy 7%

4.1 Characteristics and purpose

4.2 Coverage forms – Perils insured against
 Basic
 Broad
 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
 Other coverages

4.4 General exclusions

4.5 Conditions

4.6 Selected endorsements
 Special provisions – Massachusetts (DP 01 20)
 Automatic increase in insurance (DP 04 11)
 Broad theft coverage (DP 04 72)
 Dwelling under construction (DP 11 43)

4.7 Personal liability supplement

5.0 Homeowners ('11) Policy 22%

5.1 Coverage forms

HO-2 through HO-6

5.2 Definitions

5.3 Section I – Property coverages
 Coverage A – Dwelling
 Coverage B – Other structures
 Coverage C – Personal property
 Coverage D – Loss of use
 Additional coverages

5.4 Section II – Liability coverages
 Coverage E – Personal liability
 Coverage F – Medical payments to others
 Additional coverages

5.5 Perils insured against

5.6 Exclusions

5.7 Conditions

5.8 Selected endorsements
 Special provisions – Massachusetts (HO 01 20)
 Limited fungi, wet or dry rot, or bacteria coverage (HO 05 37, HO 05 38, HO 05 39)
 Permitted incidental occupancies – residence premises (HO 04 42)
 Earthquake (HO 04 54)
 Identity fraud expense (HO 04 55)
 Scheduled personal property (HO 04 61)
 Personal property replacement cost (HO 04 90)
 Home day care (HO 04 97)
 Tenants relocation expense – Massachusetts (HO 23 71)
 Lead poisoning exclusion – Massachusetts (HO 24 41; Reg 211 CMR 131.00)
 Coverage for lead poisoning – Massachusetts (HO 24 42)
 Business pursuits (HO 24 71)
 Watercraft (HO 24 75)
 Personal injury (HO 24 82)

6.0 Auto Insurance 25%

6.1 Laws
 Massachusetts Compulsory Motor Vehicle Liability Insurance (175:113A-

L, N-V; RL Title XIV 90:34A-K, M-R)
 Required limits of liability (RL Title XIV 90:34A, 34O)
 Required proof of insurance (RL Title XIV 90:34A, 34B)
 Massachusetts Assigned Risk Plan (175:113H)
 Personal injury protection (RL Title XIV 90:34A, M)
 Medical
 Loss of income/Lost wages
 Death
 Funeral
 Replacement services
 Uninsured/underinsured motorist (175:111D, 113L)
 Definitions
 Bodily injury
 Required limits
 Cancellation/nonrenewal (90:34K; 175:22C, 113A)
 Grounds (175:22C, 112)
 Notice (175:22C, 113F; RL Title XIV 90:34K)
 Notice of eligibility in assigned risk plan (175:113F)
 Aftermarket parts regulation (Reg 211 CMR 133.04; RL Title XIV 90:34R)
 Regulation of rates for motor vehicle insurance (Ch. 175A, E)
 Private passenger motor vehicle insurance rates (Reg 211 CMR 79.00)

6.2 Massachusetts auto insurance policy (2008 edition)
 Definitions
 Compulsory coverage
 Bodily injury to others
 Personal injury protection
 Damage to someone else's property
 Uninsured/underinsured motorist
 Coverage for damage to your auto
 Medical payments
 Collision
 Limited collision
 Comprehensive
 Deductibles
 Substitute transportation
 Towing and labor

- General provisions
- Duties after an accident or loss
- Selected endorsements
 - Use of other autos — vehicles furnished or available for regular use (M-0051-S)
 - Coverage for anyone renting an auto to you additional insured — lessor (M-0070-S)
 - Massachusetts mandatory endorsement (M-0099-S)
 - Mobile home (MPY-0002-S)
 - Waiver of deductible (MPY-0016-S)

7.0 Other Coverages and Options 5%

- 7.1 Personal umbrella policies (DL 98 01)**
- 7.2 National Flood Insurance Program**
 - "Write your own" versus government
 - Eligibility
 - Coverages
 - Limits
 - Deductibles
- 7.3 Other policies**
 - Boatowners
 - Personal watercraft
 - Recreational vehicles
- 7.4 Residual markets**
 - Joint underwriting and reinsurers association (FAIR) plan (175C:4)

Please note the application may be revised on a bi-annual basis. To ensure you are filing the current version of the application, please reference the National Insurance Producer Registry web site at www.nipr.com.



Uniform Application for Individual Producer License/Registration

(Please Print or Type)

Check appropriate boxes for license requested.

- Resident License
- Non-Resident License
 - Identify Home State: ___ Home State License #: _____
- New Application
- Additional Line of Authority

Demographic Information						
1 Soc. Security Number - - - - -		2 If assigned, National Producer Number (NPN)				
3 If applicable, FINRA Individual Central Registration Depository (CRD) Number						
4 Last Name JR./SR. etc		5 First Name	6 Middle Name	7 Date of Birth (month) ___ (day) ___ (year) ___		
8 Residence/Home Address (Physical Street)			9 City	10 State	11 Zip Code	
13 Home Phone Number () -		15 Gender (Circle One) Male Female	16 Are you a Citizen of the United States? (Check One) Yes <input type="checkbox"/> No <input type="checkbox"/> (If No, of which country are you a citizen?) (If NO, and this is an application for a Resident License, you must supply proof of eligibility to work in the U.S.)			
14 Individual Applicant Email Address:		17 Business Entity Name				
18 Business Address (Physical Street)		19 P.O. Box	20 City	21 State	22 Zip Code	23 Foreign Country
24 Business Phone Number (include extension) () -		25 Business Fax Number () -	26 Business E-Mail Address		27 Business Web Site Address	
28 Applicant's Mailing Address		29 P.O. Box	30 City	31 State	32 Zip Code	33 Foreign Country
34 a. List any other assumed, fictitious, alias, maiden or trade names which you have used in the past. b. List any trade names under which you are currently doing business or intend to do business. (May be subject to state approval)						
Agency or Business Entity Affiliations						
35 List your Insurance Agency Affiliations: (Complete only if the applicant is to be licensed as an active member of the business entity)						
FEIN _____		NPN _____	Name of Agency _____			
FEIN _____		NPN _____	Name of Agency _____			
FEIN _____		NPN _____	Name of Agency _____			
Employment History						
36 Account for all time for the past five years. Give all employment experience starting with your current employer working back five years. Include full and part-time work, self-employment, military service, unemployment and full-time education.						
Name		From Month Year	To Month Year	Position Held		
City State Foreign Country						
Name						
City State Foreign Country						
Name						
City State Foreign Country						
Name						
City State Foreign Country						
(State Use)						

Please note the application may be revised on a bi-annual basis. To ensure you are filing the current version of the application, please reference the National Insurance Producer Registry web site at www.nipr.com.



Uniform Application for Individual Producer License/Registration

Applicant Name: _____

Jurisdiction and Type of License Requested																
(37) Next to each jurisdiction, check the license type(s) and line(s) of authority for which you are applying.																
License Types:		A – Agent			B – Broker			P – Producer			SLP – Surplus Lines Producer					
Lines of Authority:		V – Variable Life/Variable Annuity			L – Life			H – Accident & Health or Sickness			P – Property		C – Casualty		PL – Personal Lines	
Limited Lines:		Credit – Credit			CR – Car Rental			CROP – Crop			T – Travel		S – Surety		O – Other: Specify Type	
Jurisdiction	License Type				Major Lines of Authority						Limited Lines of Authority					
	A	B	P	SLP	V	L	H	P	C	PL	Credit	CR	CROP	T	S	O
AK																
AL																
AR																
AZ																
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WA																
WI																
WV																
WY																

Please note the application may be revised on a bi-annual basis. To ensure you are filing the current version of the application, please reference the National Insurance Producer Registry web site at www.nipr.com



Uniform Application for Individual Insurance Producer License/Registration

Applicant Name: _____

Background Questions

38 The Applicant must read the following very carefully and answer every question. All written statements submitted by the Applicant must include an original signature.

1 a. Have you ever been convicted of a misdemeanor, had a judgment withheld or deferred, or are you currently charged with committing a misdemeanor? Yes ___ No ___

You may exclude the following misdemeanor convictions or pending misdemeanor charges: traffic citations, driving under the influence (DUI), driving while intoxicated (DWI), driving without a license, reckless driving, or driving with a suspended or revoked license.

You may also exclude juvenile adjudications (offenses where you were adjudicated delinquent in a juvenile court)

1b. Have you ever been convicted of a felony, had a judgment withheld or deferred, or are you currently charged with committing a felony? Yes ___ No ___

You may exclude juvenile adjudications (offenses where you were adjudicated delinquent in a juvenile court)

If you have a felony conviction involving dishonesty or breach of trust, have you applied for written consent to engage in the business of insurance in your home state as required by 18 USC 1033? N/A ___ Yes ___ No ___

If so, was consent granted? (Attach copy of 1033 consent approved by home state.) N/A ___ Yes ___ No ___

1c. Have you ever been convicted of a military offense, had a judgment withheld or deferred, or are you currently charged with committing a military offense? Yes ___ No ___

NOTE: For Questions 1a, 1b and 1c, "Convicted" includes, but is not limited to, having been found guilty by verdict of a judge or jury, having entered a plea of guilty or nolo contendere or no contest, or having been given probation, a suspended sentence, or a fine.

If you answer yes to any of these questions, you must attach to this application:

- a) a written statement explaining the circumstances of each incident,
- b) a copy of the charging document,
- c) a copy of the official document, which demonstrates the resolution of the charges or any final judgment.

2. Have you ever been named or involved as a party in an administrative proceeding, including FINRA sanction or arbitration proceeding regarding any professional or occupational license or registration? Yes ___ No ___

"Involved" means having a license censured, suspended, revoked, canceled, terminated; or, being assessed a fine, a cease and desist order, a prohibition order, a compliance order, placed on probation, sanctioned or surrendering a license to resolve an administrative action.

"Involved" also means being named as a party to an administrative or arbitration proceeding, which is related to a professional or occupational license, or registration. "Involved" also means having a license, or registration application denied or the act of withdrawing an application to avoid a denial. INCLUDE any business so named because of your actions in your capacity as an owner, partner, officer or director, or member or manager of a Limited Liability Company. You may EXCLUDE terminations due solely to noncompliance with continuing education requirements or failure to pay a renewal fee.

If you answer yes, you must attach to this application:

- a) a written statement identifying the type of license and explaining the circumstances of each incident,
- b) a copy of the Notice of Hearing or other document that states the charges and allegations, and
- c) a copy of the official document, which demonstrates the resolution of the charges or any final judgment.

3. Has any demand been made or judgment rendered against you or any business in which you are or were an owner, partner, officer or director, or member or manager of a limited liability company, for overdue monies by an insurer, insured or producer, or have you ever been subject to a bankruptcy proceeding? Do not include personal bankruptcies, unless they involve funds held on behalf of others. Yes ___ No ___

If you answer yes, submit a statement summarizing the details of the indebtedness and arrangements for repayment, and/or type and location of bankruptcy.

4. Have you been notified by any jurisdiction to which you are applying of any delinquent tax obligation that is not the subject of a repayment agreement? Yes ___ No ___

If you answer yes, identify the jurisdiction(s): _____

5. Are you currently a party to, or have you ever been found liable in, any lawsuit, arbitrations or mediation proceeding involving allegations of fraud, misappropriation or conversion of funds, misrepresentation or breach of fiduciary duty? Yes ___ No ___

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Uniform Application for Individual Insurance Producer License/Registration

Applicant Name: _____

<p>If you answer yes, you must attach to this application:</p> <ul style="list-style-type: none"> a) a written statement summarizing the details of each incident, b) a copy of the Petition, Complaint or other document that commenced the lawsuit or arbitration, or mediation proceedings, and c) a copy of the official documents, which demonstrates the resolution of the charges or any final judgment. 	
<p>6. Have you or any business in which you are or were an owner, partner, officer or director, or member or manager of a limited liability company, ever had an insurance agency contract or any other business relationship with an insurance company terminated for any alleged misconduct?</p>	Yes ___ No ___
<p>If you answer yes, you must attach to this application:</p> <ul style="list-style-type: none"> a) a written statement summarizing the details of each incident and explaining why you feel this incident should not prevent you from receiving an insurance license, and b) copies of all relevant documents. 	
<p>7. Do you have a child support obligation in arrearage?</p>	Yes ___ No ___
<p>If you answer yes,</p> <ul style="list-style-type: none"> a) by how many months are you in arrearage? _____ Months b) are you currently subject to and in compliance with any repayment agreement? Yes ___ No ___ c) are you the subject of a child support related subpoena/warrant? Yes ___ No ___ <p>(If you answered yes, provide documentation showing proof of current payments or an approved repayment plan from the appropriate state child support agency.)</p>	
<p>8. In response to a "yes" answer to one or more of the Background Questions for this application, are you submitting document(s) to the NAIC/NIPR Attachments Warehouse?</p>	N/A ___ Yes ___ No ___
<p>If you answer yes</p> <p>Will you be associating (linking) previously filed documents from the NAIC/NIPR Attachments Warehouse to this application?</p>	Yes ___ No ___
<p>Note: If you have previously submitted documents to the Attachments Warehouse that are intended to be filed with this application, you must go to the Attachments Warehouse and associate (link) the supporting document(s) to this application based upon the particular background question number you have answered yes to on this application. You will receive information in a follow-up page at the end of the application process, providing a link to the Attachment Warehouse instructions.</p>	

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Uniform Application for Individual Insurance Producer License/Registration

Applicant's Certification and Attestation

39 The Applicant must read the following very carefully:

1. I hereby certify that, under penalty of perjury, all of the information submitted in this application and attachments is true and complete. I am aware that submitting false information or omitting pertinent or material information in connection with this application is grounds for license revocation or denial of the license and may subject me to civil or criminal penalties.
2. Unless provided otherwise by law or regulation of the jurisdiction, I hereby designate the Commissioner, Director or Superintendent of Insurance, or other appropriate party in each jurisdiction for which this application is made to be my agent for service of process regarding all insurance matters in the respective jurisdiction and agree that service upon the Commissioner, Director or Superintendent of Insurance, or other appropriate party of that jurisdiction is of the same legal force and validity as personal service upon myself.
3. I further certify that I grant permission to the Commissioner, Director or Superintendent of Insurance, or other appropriate party in each jurisdiction for which this application is made to verify information with any federal, state or local government agency, current or former employer, or insurance company.
4. I further certify that, under penalty of perjury, a) I have no child-support obligation, b) I have a child-support obligation and I am currently in compliance with that obligation, or c) I have identified my child support obligation arrearage on this application.
5. I authorize the jurisdictions to which this application is made to give any information concerning me, as permitted by law, to any federal, state or municipal agency, or any other organization and I release the jurisdictions and any person acting on their behalf from any and all liability of whatever nature by reason of furnishing such information.
6. I acknowledge that I understand and will comply with the insurance laws and regulations of the jurisdictions to which I am applying for licensure.
7. For Non-Resident License Applications, I certify that I am licensed and in good standing in my home state/resident state for the lines of authority requested from the non-resident state.
8. I hereby certify that upon request, I will furnish the jurisdiction(s) to which I am applying, certified copies of any documents attached to this application or requested by the jurisdiction(s).

Month/Day/Year

Original Applicant Signature

Full Legal Name (Printed or Typed)

Attachments

40 The following attachments must accompany the application otherwise the application may be returned unprocessed or considered deficient.

1. For Non-Resident License Applications and unless otherwise noted in the State Matrix of Business Rules, a state will rely on an electronic verification of an Applicant's resident license through the NAIC's State Producer Licensing Database in lieu of requiring an original Letter of Certification from the resident state.
2. Any jurisdiction specific attachments listed in the State Matrix of Business Rules (www.nipr.com).

Exam Registration Form

Massachusetts Insurance Examinations



To conveniently register online, please go to www.prometric.com/massachusetts/insurance.

Print or type clearly and neatly. Incomplete or illegible forms will not be processed.

Last Name		First Name		Middle Name	
Residence Address (Your address of legal residence is required)					Date of Birth - -
City			State		ZIP Code
Daytime Phone Number (including area code) ()			Evening Phone Number (including area code) ()		
Fax Number (including area code) ()			Email Address (applications without an email address may experience delays)		

Series	Exam Title	Exam Fee	Total
16-51	Producer's Exam for Life Insurance*	\$ 39.00	\$
16-52	Producer's Exam for Accident and Health or Sickness Insurance*	\$ 39.00	\$
16-53	Producer's Exam for Property Insurance*	\$ 39.00	\$
16-54	Producer's Exam for Casualty Insurance	\$ 39.00	\$
16-55	Adviser's Exam for Life Insurance	\$ 10.00	\$
16-56	Adviser's Exam for Accident and Health or sickness insurance	\$ 10.00	\$
16-57	Adviser's Exam for Property and Casualty Insurance	\$ 10.00	\$
16-58	Exam for Public Adjuster	\$ 10.00	\$
16-59	Producer's Exam for Limited Lines Credit Insurance	\$ 10.00	\$
16-60	Exam for Motor Vehicle Damage Appraiser	no fee	
16-61	Producer's Exam for Personal Lines Insurance	\$ 39.00	\$
	* Combine exams 1651 and 1652 Producer's Exam for Life Insurance and Producer's Exam for Accident and Health or Sickness Insurance	\$ 49.00	\$
	*Combine exams 1653 and 1654 Producer's Exam for Property Insurance and Producer's Exam for Casualty Insurance	\$ 49.00	\$
		Total Fee	\$

By filing this registration, you assume full responsibility for exam selection. If you are unsure about which exam you need for the license you are seeking, resolve this question **before** you register. Fees for these exams are non-refundable and non-transferrable. Exam fees are valid for 90 days from receipt at Prometric.

Please allow 7-10 business days for receipt and processing of your application. **An authorized Prometric Client Service Representative will contact you by phone to obtain your social security number to complete the registration process.**

Registration fees are not refundable. Fees may be paid by cashier's check, company check, money order, MasterCard, Visa or American Express. Make company checks, cashier's checks and money orders payable to Prometric. Please put your phone number on the check. **Personal checks and cash are not accepted.** To pay by **credit card** (when registering by mail or fax), please complete the Credit Card Payment Form on the next page and fax to 800.347.9242, or send this completed form along with the appropriate fee to:

Prometric
ATTN: MA Insurance Exam Registration
7941 Corporate Drive
Nottingham, MD 21236

Credit Card Payment Form



Print or type clearly and neatly. Incomplete or illegible forms will not be processed.

Card Type (Check One)

- MasterCard Visa American Express

Card Number	Expiration Date
Name of Cardholder (Print)	
Signature of Cardholder	