

# Your Exam Content Outline

The following outline describes the content of one of the Connecticut insurance examinations. The outlines are the basis of the examinations. The examination will contain questions on the subjects contained in the outline. The percentages indicate the relative weights assigned to each part of the examination. For example, 10 percent means that 6 questions will be drawn from the section on a 60-question exam, 10 will be drawn on a 100-question exam and 15 will be drawn on a 150-question exam.

## Connecticut Casualty Adjuster's Examination for All Lines Insurance Except Workers Compensation Series 18-10

**100 questions - 2-hour time limit  
Effective October 1, 2019**

Protection Act (38a-975-999a)  
Connecticut Insurance Guaranty Association Act (38a-836-853)  
Legal action against insurer (38a-321, 307) Appraisal (38a-307)

### 1.0 Insurance Regulation 6%

#### 1.1 Licensing requirements (38a-792; Reg 38a-792-1)

Qualifications (38a-769, 792)  
Process (38a-769, 792) Impersonation (38a-773) Maintenance and duration  
Term of license (38a-792(a)) Renewal (38a-792(a))  
Change in name or address (38a-771(a)) Reporting of actions (38a-771(b))  
Disciplinary actions  
Cease and desist order (38a-817) Hearings (38a-16, 817, 818)  
Suspensions, revocations, refusal to issue or renew, fines (38a-2, 774, 792(c), 817, 830)

#### 1.2 State and federal regulation

Commissioner's general duties and powers (38a-8, 10)  
Unfair and prohibited practices  
Misrepresentation (38a-816(1), (8)) Defamation of insurer (38a-816(3)) Complaint handling (38a-816(7))  
Unfair claims settlement practices (38a-816) Binders (38a-322)  
Cancellations (38a-307)  
Renewal/nonrenewal (38a-323)  
Statute of limitations (RL 52-577, 577a, 584) Connecticut Insurance Information and Privacy

### 2.0 Insurance Basics 15%

#### 2.1

##### Insurers

Admitted  
Nonadmitted  
Stock  
Mutual  
Reciprocals

#### 2.2 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  
Unilateral contract  
Conditional contract  
Legal interpretations affecting contracts  
Ambiguities in a contract of adhesion  
Reasonable expectations  
Indemnity  
Utmost good faith  
Representations/misrepresentations  
Warranties  
Concealment

- Fraud
- Waiver and estoppel

### **2.3 Insurance principles and concepts**

- Insurable interest
- 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

### **2.4 Policy structure**

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

### **2.5 Common policy provisions**

- Insureds — named, first named, additional
- Policy period

- Policy territory
- Cancellation and nonrenewal
- Deductibles
- Other insurance
  - Nonconcurrency
  - Primary and excess Pro rata
  - Contribution by equal shares
- Limits of liability
  - Per occurrence
  - (accident) Per person
  - Aggregate — general versus products —
    - completed operations
  - Split
    - Combined single
- Assignment
- Insurer
  - provisions
  - Liberalization
  - Duty to defend

## **3.0 Adjusting Losses 27%**

### **3.1 Role of the adjuster**

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

### **3.2 Claim reporting**

- Claim investigation
- Claim file documentation of events
- Types of records
  - Initial or first field
  - Interim or status
  - Full formal

### **3.3 Liability losses**

- Investigation procedures
  - Verify coverage
  - Determine liability
- Gathering evidence
  - Physical evidence
  - Witness statements
- Determining value of intangible damages

### **3.4 Coverage problems**

- Dealing with coverage disputes
  - Reservation of rights letter
  - Nonwaiver agreement

### **3.5 Claims adjustment procedures**

- Settlement procedures
  - Advance payments
  - Draft authority
  - Execution of releases
- Subrogation procedures
- Alternative dispute resolution
  - Appraisal
  - Arbitration
  - Competitive estimates
  - Mediation
  - Negotiation

## **4.0 Homeowners ('11) Policy 13%**

### **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 — Connecticut (HO 01 06)  
 Permitted incidental occupancies —  
 residence premises (HO 04 42)  
 Limited fungi, wet or dry rot, or bacteria  
 coverage  
 — Connecticut (HO 04 74, HO 04 75, HO 04  
 76) Home day care (HO 04 97)  
 Business pursuits (HO 24  
 71) Watercraft (HO 24 75)  
 Personal injury — Connecticut (HO 24 79)

## 5.0 Auto Insurance 20%

### 5.1 Laws

Connecticut Motor Vehicle Financial  
 Responsibility  
 Law  
 Required limits of liability (RL 17-114)  
 Required proof of insurance (RL 14-  
 112(b))  
 Connecticut Automobile Insurance Assigned  
 Risk  
 Plan (38a-329)  
 Uninsured/underinsured motorist (38a-  
 336) Definitions  
 Bodily injury  
 UM/UIM reduction  
 Required limits (Reg 38a-334-  
 6(d)) Conversion coverage  
 (38a-336a)  
 Aftermarket parts regulation (38a-  
 355) Constructive total loss (38a-  
 353) Arbitration (Reg 38a-10-1-4)  
 Disclosure of automobile liability insurance  
 policy limits (38a-335a)

### 5.2 Personal ('05) auto policy

Definitions  
 Liability coverage  
 Bodily injury and property  
 damage Supplementary  
 payments Exclusions  
 Medical payments coverage  
 Uninsured motorists coverage  
 Coverage for damage to your  
 auto  
 Collision  
 Other than collision  
 Deductibles  
 Transportation  
 expenses Exclusions  
 Duties after an accident or loss  
 General provisions  
 Selected endorsements  
 Amendment of policy provisions —  
 Connecticut (PP 01 54)

Towing and labor costs (PP 03  
 03) Extended non-owned  
 coverage — vehicles  
 furnished or available for regular  
 use (PP 03  
 06)  
 Miscellaneous type vehicle (PP 03  
 23)  
 Joint ownership coverage —  
 Connecticut (PP13 45)

### 5.3 Commercial auto ('10)

Commercial auto coverage forms  
 Business auto  
 Garage  
 Business auto physical damage  
 Coverage  
 form  
 sections  
 Covered  
 autos  
 Liability  
 coverage  
 Garagekeepers  
 coverage  
 Physical damage  
 coverage  
 Exclusions  
 Conditions  
 Definitions

## 6.0 Commercial Package Policy (CPP) 12%

### 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  
 (Connecticut minimum  
 standards) (Reg 38a-327-1-6)

- Trigger
- Retroactive date
- Extended reporting periods
- Claim information
- Premises and operations
- Products and completed operations
- Insured contract
- Owners and contractors protective liability coverage form (CG 00 09)

### **6.3 Commercial crime ('06)**

- General definitions
  - Burglary
  - Theft
  - Robbery
- Crime coverage forms
  - Commercial 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
  - 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)

## **8.0 Other Coverages 2%**

### **8.1 Umbrella/excess liability policies**

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

### **8.2 Specialty liability insurance**

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

## **7.0 Businessowners ('13) Policy 5%**

### **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)