

# 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 Auto Insurance Only Series 18-12

**60 questions – One-hour time limit**

### 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(b, e))

#### 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(6))
- Binders (38a-322)
- Cancellations (38a-307)
- Renewal/nonrenewal (38a-323)
- Statute of limitations (RL 52-577, 577a, 584)
- Connecticut Insurance Information and Privacy Protection Act (38a-975-999a)
- Connecticut Insurance Guaranty Association Act (38a-836-853)
- Legal action against insurer (38a-290, 307)

### 2.0 Insurance Basics 20%

#### 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 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 39%

#### 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 Auto Insurance 35%

#### 4.1 Laws

- Connecticut Motor Vehicle Financial Responsibility Law
  - Required limits of liability (RL 14-112(a))
  - 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)

#### 4.2 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 (PP 13 45)

#### 4.3 Commercial auto ('01)

- 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