



ARIZONA

Department of Insurance

Licensing and Examination Information Booklet

For examinations from July 1, 2016 through June 30, 2017

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

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**Providing License Examinations for the
State of Arizona**

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Introduction

A message from the Department

This booklet provides information about the processes for taking an examination and becoming licensed by the Arizona Department of Insurance ("Department"). It also contains information that is useful **after** you become licensed. We suggest you keep this booklet for future reference.

The booklet **does not** provide instructions pertaining to licensing business entities. For information about licensing a business entity, visit the Insurance Licensing Section website at <https://insurance.az.gov/producers>, e-mail the Insurance Licensing Section at Licensing@azinsurance.gov, or call the Insurance Licensing Section at 602.364.4457.

We wish you well in your pursuit of an insurance license. Remember that a license is a privilege, not a right or a gift. Insurance professionals must remain abreast of, and comply with, evolving insurance laws and regulations.

At a glance



Direct questions and requests for information about exams to:

Prometric

Website: www.prometric.com/arizona/insurance

Phone: 800.853.5448

Fax: 800.347.9242

TDD User: 800.790.3926



Direct licensing-related questions to:

Arizona Department of Insurance Licensing Section

Website: <https://insurance.az.gov/producers>

E-mail: Licensing@azinsurance.gov

Phoenix area or outside Arizona: 602.364.4457

Within Arizona but outside Phoenix: 877.660.0964



To apply for a license, either:

Use the **National Insurance Producer Registry (NIPR)** Website: www.nipr.com

OR

Download an application from

<https://insurance.az.gov/producers>

and mail or deliver your application and fees to:

Insurance Licensing Section

2910 N. 44th Street, Suite 210

Phoenix, AZ 85018-7269



To obtain your insurance license

- 1 Thoroughly review the GET A LICENSE portion of the Insurance Licensing Section Web site (<https://insurance.az.gov/producers>) to determine whether you can qualify for a license and to help you determine the type of license you need.
- 2 Review this booklet to determine any exams you need to pass.
- 3 Prepare for your exam using this booklet and other materials.
The content outlines in this guide show topics covered on exams (see page 21).
- 4 Contact Prometric to register, pay for, and schedule your exam and fingerprinting appointments.
The easiest way to register is online at www.prometric.com/arizona/insurance. Phone, fax and mail options are also available (see page 10).
- 5 Take the scheduled exam, bringing required identification to the test center.
You will receive your results immediately after the exam. If you do not pass the exam, repeat steps 2 through 4 until you do. **Please note** however that ARS § 20-284(H) only allows you to take an exam for a specific line of authority four times in a 12-month period and requires you to wait a year after the fourth exam failure to be eligible for another exam.
- 6 If you pass your exam, apply for your license using the NIPR kiosk at a Prometric Test Center. The Department deposits your (nonrefundable) fee, reviews your application and determines whether you qualify for the license. You (or Prometric on your behalf) may also need to provide the Insurance Licensing Section with your fingerprint card (Form FD-258), the Department's Fingerprint Verification Form L-FPV and Form L-152.
Per ARS § 20-284(A), an exam score is only valid if the Department receives your license application and fees within one year after you passed the exam.



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

Understanding licensing requirements

Arizona Revised Statutes ("ARS") and Arizona Administrative Code ("AAC") set forth the requirements for licensees, insurers and insurance products in the State of Arizona. The Arizona legislature may amend the statutes and the Department of Insurance may promulgate changes to administrative code or policies as necessary. Licensees must remain aware of changes in law, code and Department policies that affect their activities.

- For ARS, select "Arizona Revised Statutes" from the "Legislative Council" menu option on the Arizona State Legislature website at www.azleg.gov.
- For AAC, select "Administrative Code" from the "Rules" menu option on the Arizona Secretary of State website at www.azsos.gov.
- To receive Department regulatory bulletins and press releases, register online at www.azinsurance.gov/maillinglists.html.

Types of licenses

The Department grants licenses specifying one or more lines of license authority. Each license is only valid for the lines of license authority shown on the license.

Exam requirements do not apply to business entity licenses and they do not apply to most nonresidents. Most residents and some nonresident adjusters must complete exams as shown in the following table. Obtain additional license requirements from the Producer page of the Insurance Licensing Section website (<https://insurance.az.gov/producers>).

License Line	Exam Series	Notes
Life Insurance	13-31	
Accident and Health or Sickness	13-32	
Life, Accident and Health or Sickness	13-33	
Variable Life and Variable Annuity Products	None	Must hold life producer authority.
Property and Casualty	13-34	
Property	13-42	
Casualty	13-43	
Personal Lines	13-44	
Travel Accident Ticket or Baggage Insurance	None	
Surplus Lines Broker	13-41	Must also hold property producer or casualty producer authority.
Mexican Insurance Surplus Lines Broker (per ARS § 20-411.01)	None	Must have an office in Arizona and hold property producer or casualty producer authority.
Adjuster (per ARS § 20-321.01)	13-36	Residents, and nonresidents who do not hold a resident license in their resident state, must pass the exam.
Bail Bond Agent (per ARS § 20-340.01)	13-35	Must be AZ resident for at least one year to qualify for license. See application instructions for additional requirements.
Risk Management Consultant (per ARS § 20-331.01)	None	Requires written authorization from political subdivision (city or county) employer.
Life Settlement Broker (per ARS § 20-3202)	None	Must also hold or be applying for life producer authority. Form L-LSB is required.
Portable Electronics Insurance Adjuster	None	Nonresident from state that does not license adjusters
Health Insurance Navigator or Health Insurance Certified Application Counselor	None	Must meet federal training and registration requirements

Consult the Producer page of the Insurance Licensing Section Web site (<https://insurance.az.gov/producers>) for detailed application requirements.

Moving to Arizona

If you hold a resident insurance license in another state and are **relocating to Arizona**, you must submit a license application to the Department within 90 days after canceling the resident license in your former state to avoid having to pass an Arizona insurance exam.

Your application must include a “clearance letter” issued by the insurance department in your former state. The letter **must specify**:

- the date your license from the former state was cancelled, expired or converted to a nonresident status (which must be within 90 days of the date the Department receives your application);
- the line(s) of authority for which you were licensed in the other state (Arizona must already issue these exact license types to residents of this state); and,
- that you were licensed in good standing at the time the license expired, cancelled, or converted to a nonresident status.



Note If your prior home state does not issue clearance letters, contact the Licensing Section for the required procedures. Not all license lines of authority are eligible for transfer. See additional application information on page 16.

Nonresident applicants

If you are seeking a **nonresident adjuster license** and you are not licensed as a resident in your resident state, you will need to pass the AZ adjuster exam.

All nonresident applicants must **either**:

- apply online at **www.nipr.com**; **or**
- submit Form L-169; **or**
- submit the appropriate NAIC Uniform Application Form.



Note If you apply through NIPR or use a Uniform Application, carefully review the checklist of application requirements and furnish all specified information.

Fingerprint requirement

If you are an Arizona resident, a nonresident relocating to Arizona, or a nonresident adjuster whose resident state does not license adjusters, you must submit fingerprints and Form L-FPV with your license application. You are not required to submit fingerprints if you have submitted fingerprints to the Arizona Department of Insurance within the past 6 months or you are adding a line of authority to an existing Arizona insurance license.

The Arizona Department of Public Safety (AZDPS) and the Federal Bureau of Investigations (FBI) use the fingerprints to conduct criminal history background checks. See the “Obtaining your license” section on page 16 for details on how to satisfy the fingerprint requirement. Fingerprints must be scheduled in the State of Arizona.

Your fingerprints will be used to check the criminal history records of the FBI.

If you have a criminal history record, the officials making a determination of your suitability for the job, license, or other benefit must provide you the opportunity to complete or challenge the accuracy of the information in the record. You should be afforded a reasonable amount of time to correct or complete the record (or decline to do so) before officials deny you the job, license, or other benefit based on information in the criminal history record.

The procedures for obtaining a change, correction, or updating of your FBI criminal history record are set forth in Title 28, Code of Federal Regulations (CFR), Sections 16.30 through 16.34. Information on how to review and challenge your FBI criminal history record can be found at www.fbi.gov under Criminal History Summary Checks or by calling 304.625.5590.

To obtain a copy of your Arizona criminal history in order to review, update or correct the record, you can contact the Arizona Department of Public Safety Criminal History Records Unit at 602.223.2222 to obtain a fingerprint card and a Review and Challenge packet. Information on the review and challenge process can be found on the DPS website at www.azdps.gov.

Fees

The following fees may apply to your license application:

- **Examination fee** charged by Prometric (either \$44 or \$56, depending upon the exam you take – see the Exam Registration Form on page 51).
- **Fingerprinting fee** charged by Prometric (\$20) or the amount charged by another professional fingerprinting service that applies fingerprints using LiveScan technology equipment (fees vary).
- **License fee**, paid to the Department with your license application, consisting of one or more of the following:
 - \$120 for all (one or more) lines of authority other than surplus lines broker or life settlement broker (regardless of the number of non-surplus lines broker and non-life-settlement-broker lines of authority).
 - \$1,000 for surplus lines broker license authority on a new license or added to an existing license that has a remaining term of two years or more;
 - \$500 for surplus lines broker authority added to an existing license with a remaining term of less than two years.
 - \$500 for life settlement broker license authority on a new license or added to an existing license that has a remaining term of two years or more;
 - \$250 for life settlement broker license authority added to an existing license that has a remaining term of less than two years;
- **FBI fingerprint processing fee** (\$22, subject to change – see the Department's website for the current fee) paid to the Department if you are required to submit fingerprints with your license application.

Prometric accepts payment by MasterCard, Visa, money order, company check, and cashier's check. **Personal checks and cash are not accepted.** Prometric's fees are not refundable or transferable.

The Department accepts payment by credit card, check or money order. If you apply online using a NIPR website, payment is accepted by credit card or electronic check. Please be aware that pursuant to ARS § 20-167, the Department cannot refund or prorate fees.



Note Arizona license fees are subject to annual updates each July 1. The FBI fingerprint processing fee may change at any time. Obtain up-to-date fee information from the Insurance Licensing Section website at <https://insurance.az.gov/producers>, or by contacting the Insurance Licensing Section by email at Licensing@azinsurance.gov, or by phone at 602.364.4457 (or 877.660.0964).

Preparing for your exam

Content outlines overview

Being well prepared can help you pass your exam and possibly save you money and time spent retaking it. This section offers:

- An overview of the exam content outlines in this booklet.
- Information about study materials.

Each license exam contains questions that test knowledge of the topics shown in the content outline for that exam. You can review content outlines in this booklet beginning on page 21 and on Prometric's website at

www.prometric.com/arizona/insurance.

Arizona industry professionals work with the Arizona Department of Insurance to identify important areas of knowledge for each type of license. Prometric's item-development staff and insurance professionals conduct research and write questions. Arizona industry professionals and the Department then review the questions to make sure they are appropriate for use on the Arizona exam. This process ensures that the exams reflect the information that you, as a new insurance professional, need to know to properly perform your duties for insurance customers in Arizona.



Note Do not schedule your exam until you are familiar with all subject areas in the applicable content outline. You are only allowed four attempts to pass an exam for a particular line of authority within a one-year period. After a fourth unsuccessful attempt, you must wait one year from the date of the last attempt to retake the exam. ARS § 20-284(H).

Study materials

Arizona law does not require you to complete a training course before you take an Arizona insurance exam. Use materials or complete education that you believe will best prepare you for the exam. Various publishers have prepared study guides and manuals to help candidates prepare for license exams. Neither the Department nor Prometric publishes or reviews study materials. However, the Insurance Licensing Section provides a list of some commonly used resources for preparing for examinations, accessible on its website at

<https://insurance.az.gov/producers/producer-agentbroker/producer-agentbroker-license-application-individual>.

Reference to laws and rules. Each exam contains sections relating to Arizona Revised Statutes ("ARS") and Arizona Administrative Code ("AAC"). In addition to your study material, you may wish to consult ARS Title 20 and AAC Title 20, Chapter 6. These references are available at many public and college libraries and on the Internet through links from the State Legislature at

<http://www.azleg.gov/ArizonaRevisedStatutes.asp?Title=20> and the Arizona Secretary of State at <http://www.azsos.gov/rules/arizona-administrative-code>.

Practice exams

Practice exams are available at www.prometric.com/arizona. While practice exams contain general, nonstate-specific insurance questions, they are created in the same format and use the same question types as the actual licensure exams. Practice exams will also 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. If you like, you may print out the final practice exam results to help you with further test preparation.

Practice exams are available for life, health, and property/casualty lines at no cost.

Scheduling your exam

Exam restriction

It is unlawful to take an examination for a line of authority that you already hold on an Arizona insurance license. ARS § 20-284(G). Additionally, while ARS § 20-284(C) requires the Department of Insurance to make license examinations available to license applicants, the Department is not required to make examinations available to other persons. To promote security over exam questions, the Department has instructed Prometric to refuse to administer an examination to a person who is not an applicant for a license.



Important You are only allowed four attempts to pass an exam for a particular line of authority within a one-year period. After a fourth unsuccessful attempt, you must wait one year from the date of the last attempt to retake the exam. ARS § 20-284(H).

Registering and scheduling exams

Before you can test, you must contact Prometric online, by phone or by mail to:

- 1 Register for your exam.
- 2 If you choose, register for Prometric's fingerprinting services.
- 3 Pay the exam fee and, if applicable, the fingerprinting fee.
- 4 Schedule an appointment to take an examination.

Prometric will provide you a confirmation number as evidence that you have completed the registration process. Keep your confirmation number—you will need it to schedule, reschedule, cancel, and confirm your appointment.

Register using your full, legal name. When you register for your exam, use your full name exactly as it appears on a valid, unexpired form of government-issued identification that contains your photo (including designations such as "Jr." and "III"). When you go to take your exam, you will need to present identification at the test center, and your name on the identification must exactly match the name you used when registering.

Social Security Number confidentiality. You must provide your Social Security Number pursuant to ARS §25-320(P). Your Social Security Number is also needed to maintain your exam record and to report your grades to the Department. Be assured that Prometric and the Department treat your Social Security Number as **confidential**.

Accommodations. If you require accommodation for a disability or additional time because English is not your primary language, see “**Special test considerations**” on page 11 before registering.

Holidays. Arizona test centers are generally closed on the following holidays:

<ul style="list-style-type: none"> • New Year’s Day • Martin Luther King Jr. Day • Presidents’ Day • Memorial Day 	<ul style="list-style-type: none"> • Independence Day • Labor Day • Thanksgiving Day • Christmas Day
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Test centers in other states may be closed for different holidays. The Arizona Department of Insurance is closed on the above-listed holidays and on Columbus Day and Veterans’ Day.

Test centers

You can take your examination at any Prometric test center in the United States. For a complete list of test center locations, visit Prometric’s “Arizona Insurance” page at www.prometric.com/arizona/insurance and click on the “**DO MORE**” box. Alternatively, you can call 800.853.5448.

Test centers that might be most convenient to candidates in Arizona include:

Test Center	Directions
Phoenix, AZ Camelwest Plaza 1951 West Camelback Rd., # 120 Phoenix, AZ 85015	<p>From the North: Take I-17 South to exit 203 toward Camelback Road; turn left onto West Camelback road. The Prometric test center is past N 21st Ave on the right hand side.</p> <p>From the East: Take AZ-202 loop W, stay straight to merge onto I-10 W. Take exit 143 A to I-17 N towards Flagstaff. Take exit 203 toward Camelback Rd. Turn right onto W Camelback. The Prometric test center is on your right just past N 21st Ave.</p> <p>From the West: Take I-10 E to exit 143 A. I-17 N towards Flagstaff. Take exit 203 toward Camelback Rd. Turn right onto W Camelback. The Prometric test center is on your right just past N 21st Ave.</p>
Tempe, AZ Papago Arroyo Business Ctr. 1275 West Washington St., # 110 Tempe, AZ 85281	<p>From the North: Take I-17 South and merge onto I-10 E via Exit 200A toward Tucson/Central Phoenix. Merge onto AZ-202 Loop E via exit 147A. Take the Washington St/ AZ-143S Exit, exit 3. Keep right to take the Washington Street ramp. Keep left at the fork in the ramp. Take a left onto E Washington Street. The Prometric test center is on the right hand side of the road, just past S 56th street.</p> <p>From the East: Take AZ-202 Loop W, take the Center Parkway exit, Exit 6 toward downtown Tempe. Merge onto N Center Parkway. Take 1st left onto W Washington Street. Make a U-turn at 56th St. Prometric test center is on the right hand side of the road.</p> <p>From the West: Take I-10 E toward Phoenix. Merge onto AZ 202 Loop E via exit 147A. Take Washington St/AZ-143S exit, exit 3. Keep right to take the Washington Ramp, keep left at the fork in the ramp. Turn left onto E Washington. The Prometric test center is on the right hand side of the road, just past S 56th street.</p>
Test Center	Directions
Goodyear, AZ	<p>From the North: Take AZ-101 S to exit 1A and merge onto</p>

13770 West Van Buren St., # 100 Goodyear, AZ 85338	<p>I-10 W. Take the Litchfield Rd exit, Exit 128. Turn left onto N Litchfield Road. Turn left onto W Van Buren Street. The Prometric test center is on the left.</p> <p><u>From the East:</u> Take I-10 W to the Litchfield Rd exit, Exit 128. Turn left onto N Litchfield Rd. Turn left onto W Van Buren Street. The Prometric test center is on the left.</p> <p><u>From the South:</u> Take US Highway 85/AZ-85. Merge onto I-10 E toward Phoenix. Take the Litchfield Rd exit, Exit 128. Turn right onto N Litchfield Road. Turn left onto W Van Buren Street. The Prometric test center is on the left.</p> <p><u>From the West:</u> Take I-10 E. Take the Litchfield Rd exit, Exit 128. Turn right onto N Litchfield Rd. Turn left onto W Van Buren Street. The Prometric test center is on the left.</p>	
Flagstaff, AZ 2615 North 4 th St., # 8 Flagstaff, AZ 86004	<p><u>From the North:</u> Take US Highway 89 S. Turn right onto N 4th Street. The Prometric test center is on the left.</p> <p><u>From the East:</u> Take I-40 W. Take exit 198 towards Butler Ave, turn right. Turn left onto N 4th Street. The Prometric test center is on the left.</p> <p><u>From the South:</u> Take I-17 NN. Merge onto I-40 E via Exit 340A toward Albuquerque. Take exit 198 towards Butler Ave, turn right. Turn left onto N 4th Street. The Prometric test center is on the left.</p> <p><u>From the West:</u> Take I-40 E toward Flagstaff/Phoenix. Take exit 201 for US180 W and turn right. Turn left onto US-89 S/Historic Route 66. Turn right onto N 4th St. The Prometric test center is on the left.</p>	
Tucson, AZ Williams Centre 5255 East Williams Cir. # 4100 Tucson, AZ 85711	<p><u>From the North:</u> Take I-10 E to exit 258 toward Congress Street/Broadway Blvd. Turn left onto W Congress Street. W Congress Street becomes W Broadway Blvd. Keep right at the fork to continue on W Broadway Blvd. Turn right onto E Williams Circle. Turn left to stay on E Williams Circle. The Prometric test center is on the left.</p> <p><u>From the South:</u> Take I-19 N. Take the Ajo Way exit, Exit 99. Turn right onto W Ajo Way. Turn left onto S Alvernon Way. S Alvernon Way becomes E Golf Links Rd. Turn left onto S Swan Rd. Turn right onto E Broadway Blvd. Turn right onto E Williams Circle. Turn left to stay on E Williams Circle. The Prometric test center is on the left.</p>	
Yuma, AZ 1790 S 3 rd Ave Suite 2 Yuma, AZ 85364	<p><u>From the West:</u> Take I-8 E. Take the US-95 S exit, Exit 2 toward San Luis. Turn right onto I-8 Bus W/US-95 S/E 16th Street. Turn left onto S 3rd Ave. The Prometric test center is on the right.</p> <p><u>From the East:</u> Take I-8 W toward San Diego. Take the US-95 S exit, Exit 2 toward San Luis. Turn left onto I-8 Bus W/US-95 S/E 16th Street. Turn left onto S 3rd Ave. The Prometric test center is on the right.</p>	
Additional Test Centers Near Arizona		
Las Vegas, NV Valley View Business Ctr. 6625 South Valley View Blvd., # 414 Las Vegas, NV 89118	St. George, UT Dixie State College SW Corner of Tabernacle Street & 1000 East St. George, UT 84770	Farmington, NM San Juan College 4601 College Blvd Info Tech Bldg., Rm. 7120 Farmington, NM 87402

Test center locations are subject to change. Verify the address of and directions to your testing site before you leave for your exam.



On the Internet—fast, easy and available “24/7”

You can quickly and easily register and schedule your exam online at any time using our Internet Registration Service. Just follow these steps:

- 1 Access www.prometric.com/arizona/insurance.
- 2 Click on **Schedule your test** and follow the prompts.



By phone

You can register and schedule your examination by calling 800.853.5448 between 6 a.m. and 7 p.m. (Mountain time), Monday through Friday. Please have your exam registration form and your Visa or MasterCard information available. At the end of the call, Prometric will provide you a confirmation number. Record and keep this confirmation number for your records.



By fax or mail—a two-step process

You can register by fax or mail in two steps: (1) Register and pay your exam fee; and (2) Schedule your exam appointment by phone.

To register and pay your exam fee, you may either:

- Fax your completed Exam Registration Form (see page 51) to Prometric at 800.347.9242. You must also fill out and send the Credit Card Payment Form your registration. Prometric processes faxed registrations within 24 hours, or one business day, of receipt.
- Mail your completed exam registration form and the appropriate exam fee. Allow four to eight days for your mailed registration to be received by Prometric, and an additional 48 hours for Prometric to process your registration.

To schedule your exam after Prometric has processed your registration, call Prometric at 800.853.5448. At the end of the call, Prometric will provide you a confirmation number. Record and keep this confirmation number for your records.

Registration fee, expiration and refund policy

The registration form (see page 51) lists the fee for each exam. If you are taking more than one exam, include fees for all exams in one payment. Prometric accepts payments by MasterCard, Visa, money order, company check, and cashier's check. **Personal checks and cash are not accepted.**



Note Exam registration fees **are not refundable or transferable**. An exam registration remains valid for 90 calendar days after Prometric processes it and expires without further notice after that time. Therefore, you should not register until you are prepared to take your exam.

If you allow your exam registration to expire or do not pass your exam, you must re-register and pay an additional exam registration fee.

Rescheduling an appointment

Last day to reschedule with no fee

To avoid a rescheduling fee, you must contact Prometric at least **three full business days** before the day of your scheduled appointment. Refer to the following table to determine the **last day** you may reschedule without paying a \$40 rescheduling fee.

If your exam is on:	Call by 7 p.m. (Mountain time) the previous:
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday
Saturday	Tuesday

Note that this schedule **does not** include holidays. Since holidays are not business days, they do not count against the three days (you must call earlier).

If you do not allow at least three full business days to reschedule your appointment, you must pay a \$40 rescheduling fee before making another appointment. To reschedule your appointment and pay the rescheduling fee using Visa or Mastercard, call Prometric at 800.853.5448. You may also pay the rescheduling fee by mailing a cashier's check, company check or money order to Prometric.

If absent or late for your appointment

If you miss your appointment or arrive late and are not allowed to test, you must pay a \$40 rescheduling fee before making another appointment..

Under certain circumstances, the fee to reschedule may be waived. If you are unable to attend your scheduled exam due to illness or emergency, call Prometric. Prometric reserves the right to request documentation to support any illness or emergency claim.

Emergency closings

Severe weather or an emergency could require Prometric to cancel scheduled exams. If this occurs, Prometric will attempt to contact you by phone or e-mail. You can also check for testing site closures by calling Prometric. If the site is closed, Prometric will reschedule your exam without requiring you to pay a rescheduling fee.

If a test center is open for testing and you choose not to appear for your appointment, you must pay a \$40 rescheduling fee. You must then reschedule your exam. If you are unsure whether a test center is open, call Prometric at 800.853.5448.

Special test considerations

ADA accommodation. If you require testing accommodations under the Americans with Disabilities Act (ADA), please call Prometric at 888.226.9406 to obtain an Accommodation Request Form. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the ADA an opportunity to demonstrate their skills and knowledge.

Candidates should submit professional documentation of the disability with their form to help us determine the necessary testing arrangements. Thirty days' advance notice is required for all testing arrangements. There is no additional charge for these accommodations.

ESL Accommodation. If English is not your primary language, you may qualify for additional time for your test by requesting an ESL authorization from Prometric. Please include:

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

If your documentation is approved, Prometric may extend the time limit on your examination to 150% of the normal time limit. Prometric will inform you by mail whether they approved your request for accommodation. If you schedule your exam before you receive an approval letter, you may be required to complete your exam within the normal time limit.

Taking your exam

Knowing what to expect when taking your exam might 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 exam questions
- A guide to understanding your exam results
- Information about appeals

The testing process

You will take your exam using a computer at a Prometric test center. You do not need any computer experience or typing skill to take your exam. Before you start the exam, you will receive a personalized introduction to the testing system and you can go through an introductory lesson on the computer.

Arrival. You should arrive at least **30 minutes before** your scheduled exam appointment. This allows time for you to sign in and for Prometric staff to verify your identification and to take your photograph.

Identification required. You must present a valid, unexpired form of identification before you can test. That identification document **must**:

- Be government-issued (e.g., driver's license, state-issued identification card or military identification card).
- Contain **both** a current photo and your signature.
- Have a name that exactly matches the name you used to register for the exam (including designations such as "Jr." and "III").



Important If you fail to provide appropriate identification at the time of the exam, you will not be allowed to take your exam and you will be required to pay a \$40 rescheduling fee before making another appointment.

If you cannot provide the identification listed above, contact Prometric **before** scheduling your appointment to arrange an alternative way to meet this requirement.

Test center regulations

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 must sign out of 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.
- 4 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.
- 5 You **must not** talk to other candidates or refer to their screens, testing materials, or written notes in the test room.
- 6 You **must not** use written notes, published materials, or other testing aids.
- 7 You are **allowed** to bring soft ear plugs or center-supplied tissues in the test room.
- 8 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.
- 9 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.
- 10 You will be scanned with a metal detector wand prior to every entry into the test room. If you refuse, you cannot test.
- 11 You **must** return all materials issued to you by the test center administrator ("TCA") at the end of your test.
- 12 You are not allowed to use any electronic device or phone during breaks.
- 13 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.
- 14 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.
- 15 To protect the privacy of all testers, the TCA will neither confirm nor deny if any particular individual is present or scheduled at the test center.
- 16 Persons not scheduled to take a test are not permitted to wait in the test center.

If questions arise. 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.

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

Question types

The questions in your insurance licensing examinations are multiple choice. For each question, you must select your answer from four options.

Question formats. Your test will contain direct questions, incomplete-sentence questions and “all of the following except” questions. Examples of each type of question are shown below. An asterisk (*) indicates the correct answer in each sample question.

Format 1— Direct

Up to a specified limit, which of the following losses are covered under Section I of a Homeowners Policy?

1. Animals, birds or fish
2. Structures used for business
3. Accessories for motor vehicles
- * 4. Money, bank notes and bullion

Format 2— Incomplete sentence

A guaranteed renewable disability income insurance policy:

- * 1. Is renewable at the insured’s option to a specified age
2. Cannot be canceled by the insured before a specified age
3. Is guaranteed to have level premiums for the life of the policy
4. Is renewable at the insurer’s option without restrictions or conditions

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. Your exam may include up to five extra questions distributed throughout the exam to gather statistical information about the questions before Prometric adds them to an actual exam for your state.

These “experimental” questions **will not**:

- Be counted for or against you in your final exam score.
- Take any time away from your allotted testing time.

Your exam results

At the end of your exam, your score will be shown on the screen and you will receive a printed score report. The report shows your overall score and grade, including the numerical percentage of questions answered correctly and whether you passed or failed.

The report also displays your percentage correct in each major section of the exam, as defined by the exam content outline. These section scores are shown to guide you, your employer and your trainer about 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.



Important Arizona law limits you to four attempts to pass an exam for a particular line of authority within a one-year period. After a fourth unsuccessful attempt, you will have to wait one year from the date of the last attempt to retake the exam. Arizona law treats failing an examination that covers more than one line of license authority the same as failing the examination for each individual line of license authority. ARS § 20-284(H).

Note that the section percentages will not average out to your total percentage score. That is because individual exam outline sections are allocated different numbers 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.

Sample score report

Score Report for Sample, Sarah A.			
Arizona Producer's Life Examination			
	Number of Questions	Number Correct	Percent Correct
Life Total Test Score	100	80	80%
Insurance Regulation	5	4	80%
General Insurance	7	5	71%
Life Insurance Basics	20	17	85%
Life Insurance Policies	18	14	78%
Life Insurance Provisions, Options and Riders	18	15	83%
Annuities	14	11	79%
Tax Considerations	12	9	75%
Qualified Plans	6	5	83%
Score: 80%			
Grade: Pass			
(A total score of 70 percent is required to pass)			

Duplicate score report. You may call or write to Prometric to request a duplicate of your score report for a period of one year after an exam. Direct any questions or comments about your exam to Prometric.

Candidate feedback

Prometric's goal is to provide a quality exam and a pleasant testing experience for every candidate. If you have comments and/or feedback about how Prometric can enhance or improve the candidate experience, Prometric would like to hear from you. Candidates are provided an opportunity to submit general comments at the end of your exam and Prometric will review these comments and feedback; however, you will not receive a direct response.

Appeals process

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 letter in writing.

Your appeal letter must provide your name and Social Security Number (or unique ID number) issued by Prometric, the examination title, the date you tested and the details of your concern, including all relevant facts. Be sure to include your signature and return address. Mail your appeal letter to:

Prometric
ATTN: Appeals Committee
7941 Corporate Drive
Nottingham, MD 21236

The Appeals Committee will review your concern and send you a written response within 10 business days of receipt. **Faxed appeals will not be accepted** because an original signature is required.

Obtaining your license

This section offers information about:

- Submitting a fingerprint card
- Applying for your license
- Maintaining your license

Submitting a fingerprint card

Most Arizona resident applicants and certain nonresident applicants are required to submit fingerprints as part of the license application (see "Fingerprinting requirements," page 4 for details). If you are required to submit fingerprints, you must have your fingerprints applied to Form FD-258 by a professional fingerprinting service that has LiveScan technology equipment and complete the Department's Fingerprint Verification Form L-FPV. Fees charged by fingerprinting service providers may vary.

The Arizona Department of Public Safety (AZDPS) and Federal Bureau of Investigations (FBI) must be able to properly read the fingerprint card you submit or it will be rejected and you will be required to submit a new set of fingerprints.

LiveScan fingerprinting. Prometric's Arizona test centers provide LiveScan fingerprinting services. Rather than rolling your fingers in ink and pressing them onto a fingerprint card, Prometric collects your fingerprints digitally using an optical scanner. The LiveScan system verifies that it collected readable fingerprints, which allows Prometric to guarantee that the AZDPS and FBI will be able to read your fingerprints. You may register for Prometric's fingerprinting service at the same time you register for and schedule your exam. Prometric charges \$20 to scan your fingerprints and apply them to a fingerprint card.



Important The fee to apply your fingerprints to a fingerprint card does not cover the fee that the FBI charges to process your fingerprints. The FBI sets the fingerprint-processing fee (\$22 – subject to change without notice). Visit the Insurance Licensing Section website (www.azinsurance.gov/producers) to see the current fingerprint-processing fee, which you must add to your license fee payment.

You do not need to submit fingerprints if adding authority to an existing license.

Applying for a license

After passing the license exam (if an exam is required), you must submit your license application along with any other required paperwork and your fee payment to the Insurance Licensing Section. The Section must receive all required application materials, including the correct nonrefundable license fees, **within one year** after you pass the exam. ARS § 20-284 (A).

Submit your license application using one of the following methods:

- 1 Complete the “One-stop Licensing Process” using a Prometric NIPR kiosk.
- 2 Download a license application from the Insurance Licensing Section website at <https://insurance.az.gov/producers> and mail it to the Department.
- 3 Deliver application materials in person to the Department for “**ON-THE-SPOT**” review. A Department employee will review your application while you wait and, in many (but not all) cases, can issue a license before you leave. ON-THE-SPOT licensing hours are 8 a.m. to 4 p.m. Monday through Friday (except state-observed holidays).

Business name

When conducting insurance business, Arizona law requires that you use your legal name unless you obtain permission from the Department to use another name. Access the L-193 “Certificate of Assumed Name” form on the Insurance Licensing Section website (<https://insurance.az.gov/producers/licensing-related-forms>) to learn how to request permission to use an “assumed name” and how to protect the name by registering a “trade name.”

Licensing eligibility requirement (Form L-152)

Arizona state agencies cannot issue a license to an individual unless the agency first receives a completed Form L-152 accompanied by a readable photocopy of a required form of identification. You may download Form L-152 from the Insurance Licensing Section Web site at <https://insurance.az.gov/producers/licensing-related-forms>.

Arizona residents applying for an initial license and non-resident adjusters who reside in states that do not issue adjuster licenses must complete this form, attach a copy of a required identification and submit it with the license application. If you are applying online at a Prometric test center, you should bring the completed form with you to the test center.

Prometric's One-stop Licensing process

Prometric offers a suite of services for applicants required to pass an examination for a new resident insurance license. With **One-Stop Licensing**:

- 1 Register for the fingerprinting processing service at the same time you register for your required exam.
You must schedule your appointment and pay the test registration fee and Prometric's fingerprint processing fee online at www.prometric.com/arizona/insurance or by calling 800.853.5448 **before arriving** at the test center. (See the registration form on page 51.)
- 2 Once you finish your exam, have Prometric scan your fingerprints using LiveScan technology.
- 3 Then use the kiosk at the test center to complete your license application via the National Insurance Producer Registry (NIPR) Electronic Resident Licensing (eRL) system.
You must pay both, the license fee and the FBI fingerprint-processing fee, by Visa, MasterCard, American Express credit card or electronic check during the online license application process.
- 4 Prometric will send your fingerprints, Form L-FPV and Form L-152 to the Department within two business days. The Department will promptly process your application.
- 5 Using this process could speed up the processing of your application by as much as 30 days.



Note In some cases, based on the content of your application or the type of license for which you are applying, the NIPR application system may inform you that you need to provide additional information before the Department can process your application.

Department of Insurance application review process

It is your responsibility to ensure that you have completed the license application and other supporting documents fully, properly and accurately. If your application is incomplete, the Department will return it to you, delaying the licensing decision.

After receiving your application, the Department has up to 120 days to determine whether it contains all required information and is therefore "administratively complete," and up to an additional 60 days to review the substance of your application. These timeframes are the outer limits by which the Department must grant or deny a license application. The Department processes most license applications within 10 days. The Department is usually able to process applications submitted electronically faster than applications submitted on paper.

After reviewing your application, the Department will either issue or deny the license. If the Department denies your application, the Department will send you a notice that describes the denial reason and your appeal rights.

The Department may deny a license for any cause listed in ARS § 20-295. If your application contains inaccurate or untruthful responses, or material omissions, the Department may deny the license and prevent you from being licensed in the future. If the Department issues a license and later discovers that the application was incomplete or contained erroneous, untruthful or materially incomplete information, the Department may fine you or revoke your license.

License expiration

When the Department issues an Arizona insurance license to someone who does not already hold a license, the license term is between three and four years and expires on the last day of the licensee's birth month. Future renewals will be a full four-year term expiring on the last day of your birth month.

Maintaining your license

Insurance professionals are responsible for complying with Arizona insurance laws and rules, including but not limited to timely reporting changes of address and timely renewing insurance licenses.

NIPR: National Insurance Producer Registry

You can use the NIPR's website, at www.nipr.com to report changes of email, address and telephone information at no charge. In many cases, for a small additional fee, you can also use the NIPR website to renew an existing license.

License renewal

An insurance professional may renew a license up to 90 days before the date the license expires. The licensee is solely responsible for renewing the license before its expiration. The Department may or may not remind the licensee of the need to renew a license.

If the license expires, the licensee must cease acting under the license. For up to one year after the expiration of the license, a person may apply for a "late renewal" by fulfilling the renewal requirements and adding a \$100 late renewal fee to the license renewal fee.

You can either use **NIPR** to renew your license online, or download Form L-191 from the Insurance Licensing Section website at <https://insurance.az.gov/producers/licensing-related-forms> and mail or deliver the completed renewal form to the Insurance Licensing Section.

Insurance continuing education

The insurance continuing education requirements that you must satisfy depend upon the type of license you hold, when the license was issued and when the license expires.

Insurance continuing education only applies to insurance producers.

Continuing education is not required for a person to renew a license for insurance adjuster, bail bond agent, self-service storage agent, insurance exchange navigator or insurance exchange certified application counselor license.

Nonresidents do not have an insurance continuing education requirement.

A nonresident would only be required to complete insurance continuing education if the resident state did not have a continuing education requirement (and all states do) or if the resident state required an Arizona resident to complete insurance continuing education (and no state does).

Individuals who only hold a limited-line credit insurance producer license do not have an insurance continuing education requirement.

A resident that holds a major line of authority may need to complete insurance continuing education.

For a major-line insurance producer

If your license term began before January 1, 2014, you must complete 40 hours of Arizona-approved insurance continuing education from Arizona-approved insurance continuing education providers if you held a nonresident license in another state **at any time** during the your license term. If you did not hold a nonresident license in another state, you do not need to complete insurance continuing education to renew your license.

If your license term began on or after January 1, 2014 (which in most cases means your license expires no earlier than January 31, 2017), you must complete 48 hours of Arizona-approved insurance continuing education from Arizona-approved insurance continuing education providers, which must include at least six hours of ethics training, **UNLESS** all the following apply to you:

- You have been “continuously licensed” in Arizona as an insurance agent, broker or producer since January 1, 1995; and,
- You have not held a nonresident insurance producer license in another state at any time since January 1, 1995; and,
- You have never been the subject of an order of the director of insurance for a violation of Arizona insurance laws (ARS Title 20) that resulted in your license being suspended, revoked, denied or not renewed; or, that required you to cease and desist from unlawful activity; or, that required you to pay restitution or a civil penalty.

To fulfill Arizona’s CE requirements, you must complete Arizona-approved courses from Arizona-approved providers. A list of approved courses and course providers is available online at www.prometric.com/CE/azceprod.htm or by calling Prometric’s faxback system at 800.899.4184.

Long-term care training

As of July 1, 2009, an accident and health or sickness insurance producer (resident or nonresident) who wants to sell, solicit or negotiate long-term care insurance must first complete eight hours of Arizona-approved **long-term care training (LTCT)** and must complete four hours of Arizona-approved LTCT during each two-year period after July 1, 2009. A resident licensee can apply hours of LTCT toward satisfying Arizona’s CE requirement. Nonresidents can satisfy the LTCT requirement if they completed substantially similar courses in another state.

Exception to the long-term care training requirement. A nonresident insurance producer can satisfy Arizona’s LTCT requirement by satisfying a substantially similar LTCT requirement in the producer’s home state. ARS §20-1691.12.

Exam content outline

The following outlines give an overview of the content of each of the Arizona insurance examinations. Each examination 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. An outline that includes more descriptive subsections for your exam is available online at www.prometric.com/arizona/insurance.

Arizona Examination for Life Insurance Producer

Series 13-31

100 questions – 2 hour time limit
Effective July 1, 2016

1.0 Insurance Regulation 5%

- 1.1 Licensing
 - License application requirements (20-285)
 - Licensing eligibility/lawful presence (41-1080)
 - Types of licensees
 - Producers (20-281(5), 286)**
 - Nonresidents (20-281(11))**
 - Adjusters (20-321)**
 - Life Settlement Broker (ARS 20-3202)**
 - Business entities (20-281(1), 285(D, E), 290(B))**
 - Surplus lines brokers (20-407, 411)**
 - Temporary (20-294)**
 - Vending machines (20-293)**
 - Lines of producer license authority (20-286, (A), 321, 331, 332, 411, 411.01, 1580, 1693.01, 2662)
 - Fingerprinting requirements (20-142(E), 285(E), 286(C), 289(D))
 - Assumed business name (20-297)
 - Maintenance and duration
 - Expiration, surrender and renewal (20-289)**
 - Inactive license status during military service (20-289.01)**
 - Change of personal/business information (20-286(C))**
 - Report of actions (20-301)**
 - Continuing education (20-2902, 2903)**
 - Disciplinary actions

Denial, suspension, revocation or refusal to renew; civil penalties (20-295, 296)
Cease and desist order (20-292)

- 1.2 State regulation
 - Acts constituting insurance transaction (20-106, 282, 401.01)
 - Negotiate (20-281(10))**
 - Sell (20-281(14))**
 - Solicit (20-281(15))**
 - Payment of premiums (20-191)
 - Certificate of authority (20-217(A))
 - Signature on insurance policy (20-229)
 - Producer regulation
 - Sharing commissions (20-298)**
 - Place of business and records (20-157, 290; AZ Const Art 14 s 16)**
 - Unfair practices and frauds
 - Unfair trade practices (20-442)**
 - Misrepresentation (20-443, 443.01, 447; Rule R20-6-801(D))**
 - False or deceptive advertising (20-444)**
 - Defamation of insurer (20-445)**
 - Boycott, coercion or intimidation (20-446)**
 - False financial statements (20-447)**
 - Unfair discrimination (20-448)**
 - Gender discrimination (Rule R20-6-207)**
 - Rebating (20-449–451)**
 - Prohibited inducements (20-452)**
 - Fees (20-465)**

Unfair claims settlement practices (20-461; Rule R20-6-801)
Claims payment (20-462)
Insurance fraud (20-463, 466–466.04)

- Insurance information and privacy protection (20-2101–2122)
- 1.3 Federal regulation
 - Violent Crime Control and Law Enforcement Act (20-489; 18 USC 1033, 1034; 15 USC 6101-6108; ARS 44-1282)
 - Fair Credit Reporting Act (15 USC 1681–1681d)
 - Fraud and false statements including 1033 waiver (18 USC 1033, 1034)
 - Telemarketing Sales Rule (16 CFR 310; 15 USC 6101–6108; A.R.S. 44-1282)
 - CAN-SPAM Act of 2003 (15 USC 7701; 18 USC 1037)
 - Gramm-Leach-Bliley Act (20-2121; Public Law 106-102)
 - Terrorism Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)

2.0 General Insurance 9%

- 2.1 Concepts
 - Insurance, definition of (20-103)
 - 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

- Mutual, stock, fraternal (20-702, -703)**
- Captive insurance companies (20-1098)**
- Stock companies**
- Mutual companies**
- Fraternal benefit societies**
- Reciprocal (20-761, -762)**
- Risk retention groups (20-2401(10), 15 USC SS 3901, 3902)**
- Lloyd's associations (20-1021)**
- Private versus government insurers
- Authorized versus unauthorized insurers
- Domestic, foreign and alien insurers (20-201, 203, 204)
- 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**
- 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**
 - 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**

3.0 Life Insurance Basics 23%

- 3.1 Insurable interest (20-443.02, 20-1104, 1106, 1107)
- 3.2 Personal uses of life insurance
 - Survivor protection
 - Estate creation
 - Cash accumulation
 - Liquidity
 - Estate conservation
 - Viatical and life settlements

- 3.3 Determining amount of personal life insurance
 - Human life value approach
 - Needs approach
 - Types of information gathered**
 - Determining lump-sum needs**
 - Planning for income needs**
- 3.4 Business uses of life insurance
 - Buy-sell funding
 - Key person
 - Executive bonuses
- 3.5 Classes of life insurance policies
 - Group versus individual
 - Ordinary versus industrial (home service)
 - Permanent versus term
 - Participating versus nonparticipating
 - Fixed versus variable life insurance and annuities
 - Regulation of variable products (SEC, FINRA and Arizona) (20-2604, 2606, 2633)**
 - Qualifications of producers for the sale of variable products (20-2662)**
- 3.6 Premiums
 - Factors in premium determination
 - Mortality**
 - Interest**
 - Expense**
 - Premium concepts
 - Net single premium**
 - Gross annual premium**
 - Premium payment mode
- 3.7 Producer responsibilities
 - Solicitation and sales presentations, advertising requirements, and disclosures
 - General provisions (20-1241.03; Rule R20-6-202)**
 - Policy summary (Rule R20-6-209(B)(8), (D))**
 - Buyer's guide (20-1242.02, Rule R20-6-209(C), R20-6-211 Appendix)**
 - Life and Disability Insurance Guaranty Fund (20-443(6), 683)**
 - Life insurance policy cost comparison methods (Rule R20-6-209(B)(6))**
 - Replacement (20-1241-1241.09; Rule R20-6-212)**
 - Field underwriting
 - Application procedures**
 - Delivery

- Policy review**
- Effective date of coverage**
- Premium collection**
- Statement of good health**
- 3.8 Individual underwriting by the insurer
 - Information sources and regulation
 - Application**
 - Producer report**
 - Attending physician statement**
 - Investigative consumer (inspection) report (20-2107)**
 - Medical Information Bureau (MIB)**
 - Medical examinations and lab tests including HIV (20-448.01; Rule R20-6-1203, 1204; Bul 2003-5, 9)**
 - Selection criteria
 - General selection criteria**
 - Discrimination on basis of blindness prohibited (Rule R20-6-211)**
 - Genetic testing (20-448(D), (E), 448.02)**
 - Classification of risks
 - Preferred**
 - Standard**
 - Substandard**
 - Certificate of Authority (20-206(A))**

4.0 Life Insurance Policies 20%

- 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
- 4.3 Flexible premium policies
 - Adjustable life
 - Universal life
 - Variable universal
 - Index whole life
- 4.4 Specialized policies
 - Joint life (first-to-die)
 - Juvenile life
 - Survivorship life
- 4.5 Group life insurance
 - Individual certificates (20-1265)
 - Characteristics of group plans
 - Group eligibility (20-1251)
 - Types of plan sponsors
 - Group underwriting requirements

- Conversion to individual policy (20-1266–1269)
- 4.6 Credit life insurance (individual versus group)

5.0 Life Insurance Policy Provisions, Options and Riders 23%

- 5.1 Standard provisions
- Ownership
 - Assignment (20-1122, 1277)
 - Limitation of liability (20-1226)
 - Entire contract (20-1205)
 - Modifications
 - Right to examine (free look) (Rule R20-6-209(C)(1))
 - Payment of premiums (20-1214)
 - Grace period (20-1203, 1259)
 - Reinstatement (20-1213)
 - Incontestability (20-1204, 1217, 1260)
 - Misstatement of age (20-1206, 1263)
 - Policy title (20-1216)
 - Policy settlements and proceeds (20-1228–1230)
 - Exclusions (20-1226)
 - Payment of claims (20-1215)
- 5.2 Beneficiaries
- Designation options
 - Individuals**
 - Classes**
 - Estates**
 - Minors**
 - Trusts**
 - Succession
 - Revocable versus irrevocable
 - Primary and contingent
 - 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 (20-1231)
- Cash surrender value
 - Extended term
 - Reduced paid-up insurance
- 5.5 Policy loan and withdrawal options (20-1209, 1209.01)
- Cash loans
 - 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
 - Paid-up insurance
- 5.7 Disability riders
- Waiver of premium

- Waiver of cost of insurance
- Disability income benefit
- Payor benefit life/disability (juvenile insurance)
- 5.8 Accelerated (living) benefit provision/rider (20-1136)
- Conditions for payment
 - Effect on death benefit
 - Long-term care
- Conditions for payment**
- Effect on death benefit**
- 5.9 Riders covering additional insureds (20-1257)
- Spouse/other-insured term rider
 - Children's term rider
 - Family term rider
- 5.10 Riders affecting the death benefit amount
- Accidental death
 - Guaranteed insurability
 - Cost of living
 - Return of premium

6.0 Annuities 13%

- 6.1 Standard provisions
- Grace period (20-1219, 1271)
 - Incontestability (20-1220)
 - Entire contract (20-1221, 1272)
 - Misstatement of age (20-1222, 1227, 1273)
 - Reinstatement (20-1224, 1227)
 - Free look (20-1233)
 - Disclosure (20-1242, 1242.01–1242.05)
- 6.2 Annuity principles and concepts
- Accumulation period versus annuity period
 - Owner, annuitant and beneficiary
 - Insurance aspects of annuities
- 6.3 Immediate versus deferred annuities
- Single premium immediate annuities (SPIAs)
 - Deferred annuities
 - Premium payment options**
 - Nonforfeiture (20-1232, 1274)**
 - Surrender charges**
 - Death benefits**
- 6.4 Annuity (benefit) payment options
- Life contingency options
 - Pure life versus life with guaranteed minimum**
 - Single life versus multiple life**
 - Annuities certain (types)
- 6.5 Annuity products
- Fixed annuities
 - General account assets**
 - Interest rate guarantees (minimum versus current)**

Level benefit payment amount

- Equity indexed annuities
 - Market value adjusted annuities
- 6.6 Uses of annuities
- Lump-sum settlements
 - Qualified retirement plans
- Group versus individual annuities**
- Personal uses
 - Individual retirement plans**
 - Tax-deferred growth**
 - Retirement income**
 - Education funds**
 - Compatibility and suitability (20-1243, 1243.01–1243.06)

7.0 Federal Tax Considerations for Life Insurance and Annuities 5%

- 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**
 - Corporate-owned
- 7.4 Taxation of individual retirement plans
- 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 2%

- 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)

**Arizona Examination for
Accident and Health or
Sickness Insurance Producer**
Series 13-32

100 questions – 2 hour time limit
Effective July 1, 2016

1.0 Insurance Regulation 5%

- 1.1 Licensing
 - License application requirements (20-285)
 - Licensing eligibility/lawful presence (41-1080)
 - Types of licensees
 - Producers (20-281(5), 286)**
 - Nonresidents (20-281(11))**
 - Adjusters (20-321)**
 - Life Settlement Broker (ARS 20-3202)**
 - Business entities (20-281(1), 285(D, E), 290(B))**
 - Surplus lines brokers (20-407, 411)**
 - Temporary (20-294)**
 - Vending machines (20-293)**
 - Lines of producer license authority (20-286, (A), 321, 331, 332, 411, 411.01, 1580, 1693.01, 2662)
 - Fingerprinting requirements (20-142(E), 285(E), 286(C), 289(D))
 - Assumed business name (20-297)
 - Maintenance and duration
 - Expiration, surrender and renewal (20-289)**

Inactive license status during military service (20-289.01)**Change of personal/business information (20-286(C))****Report of actions (20-301)****Continuing education (20-2902, 2903)**

Disciplinary actions

Denial, suspension, revocation or refusal to renew; civil penalties (20-295, 296)**Cease and desist order (20-292)**

- 1.2 State regulation
 - Acts constituting insurance transaction (20-106, 282, 401.01)
 - Negotiate (20-281(10))**
 - Sell (20-281(14))**
 - Solicit (20-281(15))**
 - Payment of premiums (20-191)
 - Certificate of authority (20-217(A))
 - Signature on insurance policy (20-229)
 - Producer regulation
 - Sharing commissions (20-298)**
 - Place of business and records (20-157, 290; AZ Const Art 14 s 16)**
 - Unfair practices and frauds
 - Unfair trade practices (20-442)**
 - Misrepresentation (20-443, 443.01, 447; Rule R20-6-801(D))**
 - False or deceptive advertising (20-444)**
 - Defamation of insurer (20-445)**
 - Boycott, coercion or intimidation (20-446)**
 - False financial statements (20-447)**
 - Unfair discrimination (20-448)**
 - Gender discrimination (Rule R20-6-207)**
 - Rebating (20-449–451)**
 - Prohibited inducements (20-452)**
 - Fees (20-465)**
 - Unfair claims settlement practices (20-461; Rule R20-6-801)**

Claims payment (20-462)**Insurance fraud (20-463, 466–466.04)**

Insurance information and privacy protection (20-2101–2122)

- 1.3 Federal regulation
 - Affordable Care Act (45 CFR 144, 146, 147, 148, 150, 154, 155, 156, 157, 164 and 170; and 42 USC 300gg-300gg-91)
 - Mental Health Parity and Addiction Equity Act (45 CFR Parts 146 and 147)
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 - Fraud and false statements including 1033 waiver (18 USC 1033, 1034)
 - Telemarketing Sales Rule (16 CFR 310; 15 USC 6101–6108; A.R.S. 44-1282)
 - CAN-SPAM Act of 2003 (15 USC 7701; 18 USC 1037)
 - Gramm-Leach-Bliley Act (20-2121; Public Law 106-102)

2.0 General Insurance 7%

- 2.1 Concepts
 - Insurance, definition of (20-103)
 - Risk management key terms
 - Risk**
 - Exposure**
 - Hazard**
 - Peril**
 - Loss**
 - Methods of handling risk
 - Avoidance**
 - Retention**
 - Sharing**
 - Reduction**
 - Transfer**
 - Managed care**
 - Utilization review**
 - Elements of insurable risks
 - Adverse selection
 - Law of large numbers
 - Reinsurance
- 2.2 Insurers
 - Types of insurers
 - Mutual, stock, fraternal (20-702, -703)**
 - Captive insurance companies (20-1098)**
 - Stock companies**
 - Mutual companies**
 - Fraternal benefit societies**

Reciprocals (20-761,-762)
Risk retention groups (20-2401(10), 15 USC SS 3901, 3902)
Lloyd's associations (20-1021)
Hospital, medical, dental, optometric service corporations (ARS 20-821 et seq)
Health care service organizations (ARS 20-1051 et seq; AAC R20-6-1901 et seq; AAC R20-6-405)
 Private versus government insurers
 Authorized versus unauthorized insurers
 Domestic, foreign and alien insurers (20-201, 203, 204)
 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

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
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

3.0 Disability (Accident and Health) Insurance Basics 18%

- 3.1 Definitions of perils
 Accidental injury
 Sickness
- 3.2 Principal types of losses and benefits
 Loss of income from disability
 Medical expense
 Dental expense

- Long-term care expense
 Prescriptions
- 3.3 Classes of health insurance policies
 Individual versus group
 Small group versus large group
 Qualified health plan
 Marketplace plans
 Stand-alone dental plans
 Private versus government
 Limited versus comprehensive
- 3.4 Limited policies
 Limited perils and amounts
 Required notice to insured
 Types of limited policies
Excepted benefits (45 CFR 148.220)
Accident-only
Specified (dread) disease
Hospital indemnity (income)
Credit disability
Blanket insurance (teams, passengers, other)
Prescription drugs
Vision care
- 3.5 Common exclusions from coverage
- 3.6 Producer responsibilities in individual health insurance
 Privacy and security (ARS 20-2101 et seq; AND 45 CFR 155.260)
 Marketing requirements
Insurable interest (20-1104, 20-1106, 20-1107, 20-1370)
Advertising
Requirements (R20-6-201, 201.01, 201.02)
Sales presentations
Summary of benefits and coverage (45 CFR Part 147)
 Life and Disability Insurance Guaranty Fund (20-683)
 Field underwriting
 Insurer underwriting
Nature and purpose
Disclosure of information about individuals
Application procedures
Requirements at delivery of policy
 Common situations for errors/omissions
- 3.7 Individual underwriting by the insurer
 Underwriting criteria
 Guaranteed availability (45 CFR 147.104)
 Sources of underwriting information
Application
Producer report
Medical Information Bureau (MIB)

Medical examinations and lab tests (including HIV consent) (20-448.01; Rule R20-6-1203, 1204) (Bul 2003-5, 9)
Policy Delivery
Effective date of coverage
QHP rating factors (45 CFR 147.102)
 Unfair discrimination (20-448)
 Genetic testing (20-448(D), (E), 448.02)
 Classification of risks
Preferred
Standard
Substandard
Certificate of Authority (20-206(A))

3.8 Considerations in replacing health insurance
 Guaranteed renewable (ARS 20-1380; 45 CFR 148.122 AND 146.152)
 Termination of coverage (45 CFR 155.430)
 Special enrollment period/late enrollment (45 CFR 155.420; ARS 20-2301)
 Open enrollment (45 CFR 155.410)
 Grace period (ARS 20-1347; 45 CFR 156.270)
 Reinstatement (ARS 20-1348; 45 CFR 155.430)
 Discontinuation (45 CFR 147.106)
 Pre-existing conditions
 Benefits, limitations and exclusions
 Underwriting requirements
 Producer's liability for errors and omissions
 Life and disability insurance
 Guaranty Fund (20-283(A))

4.0 Individual Disability (Accident and Health) Insurance Policy General Provisions 12%

- 4.1 Uniform required provisions
 Essential health benefits (45 CFR 156)
 Entire contract; changes (20-1345)
 Time limit on certain defenses (20-1346)
 Grace period (20-1347)
 Reinstatement (20-1348)
 Claim procedures (20.1349-53)
 Physical examinations and autopsy (20-1354)
 Legal actions (20-1355)
 Change of beneficiary (20-1356)
 Time of payment claims (20-1352)
 Payment of claims (20-1353)

- Notice of claim
- Proof of Loss (20-1351)
- Physical examinations and autopsy (20-1354)
- 4.2 Uniform optional provisions
 - Change of occupation (20-1358)
 - Misstatement of age (20-1359, 1373)
 - Other insurance in this insurer (20-1360)
 - Insurance with other insurers
 - Expense-incurred basis (20-1361)**
 - Other benefits (20-1362)**
 - Unpaid premium (20-1364)
 - Cancellation (20-1365)
 - Conformity with state statutes (20-1366)
 - Illegal occupation (20-1367)
 - Intoxicants and narcotics (20-1368)
- 4.3 Other general provisions
 - Right to examine (free look) (Rule R20-6-501)
 - Insuring clause
 - Consideration clause
 - Renewability clause (20-1380)
 - Noncancelable**
 - Guaranteed renewable**
 - Conditionally renewable**
 - Renewable at option of insurer**
 - Nonrenewable (cancelable, term)**
 - Guaranteed issue (20-1379)

5.0 Disability Income and Related Insurance 10%

- 5.1 Qualifying for disability benefits
 - Inability to perform duties
 - Own occupation**
 - Any occupation**
 - Indemnity**
 - Pure loss of income (income replacement contracts)
 - Presumptive disability
 - Requirement to be under physician care
- 5.2 Individual disability income insurance
 - Basic total disability plan
 - Income benefits (monthly indemnity)**
 - Elimination and benefit periods**
 - Waiver of premium feature**
 - Probationary period**
 - 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**
 - Permanent 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 (20-1363)**
- 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 employee (partner) disability income
 - Business overhead expense policy
 - Disability buy-sell policy
- 5.6 Social Security disability
 - Qualification for disability benefits
 - Definition of disability
 - Waiting period
 - Disability income benefits
- 5.7 Workers compensation
 - Eligibility (RL 23-901, 23-901.01)
 - Benefits (RL 23-1021)

6.0 Medical Plans 12%

- 6.1 Medical plan concepts
 - Expense reimbursement/indemnity versus prepaid basis
 - Specified coverage versus comprehensive coverage
 - Minimum essential coverage (45 CFR 156.600, 602, 604; 45 CFR §155.605)
 - Schedule of benefits

- In- and out-of-network benefits
- On- and off-marketplace plans
- Grandfathered (45 CFR 147.140) versus transition plan
- Unusual/reasonable/customary charges
- Broad versus narrow provider network
- Insureds versus subscribers/participants
- Prepaid
- Essential health benefits coverage versus excepted benefits
- Dependents
- Healthcare appeal rights
- Role of the federal health insurance marketplace (healthcare.gov)
- 6.2 Types of providers and plans
 - Health care services organizations (HCSOs)-prepaid health care
 - General characteristics**
 - Essential health benefits**
 - Basic health care services (AAC R20-6-1904)**
 - Preventive care services**
 - Primary care physician versus referral (specialty) physician**
 - Emergency care**
 - Hospital services**
 - Other basic services**
 - In-network providers**
 - Network exception (AAC R20-6-1910)**
 - Cost-share**
 - Maximum out of pocket (MOOP)**
 - Preferred provider organizations (PPOs)
 - General characteristics**
 - Essential health benefits**
 - Reimbursement methodology**
 - Cost-share differences in- versus out-of-network services**
 - Maximum out of pocket (MOOP)**
 - Provider network**
 - Types of parties to the provider contract**
 - Point-of-service (POS) plans-Combination HCSO & PPO policies
 - Nature and purpose**
 - In- and Out-of-network provider access**
 - Cost-share differences in- versus out-of-network services**
 - PCP referral (gatekeeper PPO)**

- Indemnity plan features**
- 6.3 Cost containment in health care delivery
Cost-saving services
Open enrollment period
Preventive care
Hospital outpatient benefits
Alternatives to hospital services
Utilization management
Prospective review
Concurrent review
- 6.4 Arizona eligibility requirements (individual and group)
Dependent child age limit (20-1342(A)(3))
Newborn child coverage (20-1342(A)(3))
Coverage of adopted children (20-1342(A)(3),(11),(12), 1692, 2321)
Child coverage: non-custodial parents (20-1692.03)
Physically or mentally handicapped dependent coverage (20-1342.01, 1407)
Rating criteria health insurance policies (45 CFR 147.102)
- 6.5 Marketing Considerations
Advertising (Rule R20-6-201)
Regulatory jurisdiction/place of delivery
Disclosure form (20-2323)
Summary of benefits & coverages

7.0 Group Accident and Health Insurance 10%

- 7.1 Characteristics of group insurance
Small group versus large group (ARS 20-2301 et seq; 45 CFR)
Group contract
Certificate of coverage (20-1402(A)(2))
Experience rating versus community rating
- 7.2 Types of eligible groups (20-1401)
Employment-related groups
Individual employer groups
Multiple-Employer Trusts (METs) or Welfare Arrangements (MEWAs)
Associations (alumni, professional, other)
Customer groups (depositors, creditor-debtor, other)
- 7.3 Marketing considerations
Advertising (Rule R20-6-201)
Regulatory jurisdiction/place of delivery

- Summary of benefits & coverages
- 7.4 Large group disability (accident and health) insurance
Insurer underwriting criteria
Characteristics of group
Plan design factors
Eligibility for coverage
Annual open enrollment
Employee eligibility
Dependent eligibility
Coordination of benefits provision (Rule R20-6-214)
Change of insurance companies or loss of coverage
Coinurance and deductible carryover
No-loss no-gain
Events that terminate coverage
Extension of benefits
Continuation of coverage under COBRA
Conversion (20-1377, 1408)
Reinstatement of coverage for military personnel (20-1408(L))
Special enrollment period (45 CFR 155.420)
Open enrollment
Loss of minimum essential coverage
- 7.5 Small group disability (accident and health) insurance
Definition of small employer (20-2301(A)(21))
Accountable Health Plan (20-2301(A)(1))
Health benefits plan (20-2301(A)(11))
Small employer (20-2301(A)(11))
Late Enrollee (20-2301(A)(15))
Availability and eligibility (20-2304, 2307, 2308)
Prohibited marketing practices (20-2313)
Renewability (20-2309)
Guaranteed issue (20-2304)
Limitations on exclusion from coverage
Pre-existing conditions (20-2301(A)(20), 2310(B))
Credit for prior coverage (20-2310)
Small business health insurance (20-2341)
Notification of small employer of reduction in premium tax (20-2304(J))

- Geographic rating areas and other rating factors (ARS 20-238; 20-2311; 45 CFR 147.102)
- 7.6 Privacy (20-1379)
Insurance information & privacy protection (ARS 20-2101 et seq)
Customer information security (AAC R20-6-2101 - 2104)
HIPAA privacy protections
Electronic notices (ARS 20-239; ARS 44-7001 - 7052)
Affordable Care Act privacy protections (45 CFR 155.260)

8.0 Dental Insurance 5%

- 8.1 Types of dental treatment
Diagnostic and preventive
Restorative
Oral surgery
Endodontics
Periodontics
Prosthodontics
Orthodontics
- 8.2 Indemnity plans/PPO Dental Plans
Stand-Alone Dental Plans (SADP) (45 CFR 155.1065)
Essential pediatric dental benefit
Role of the federal health insurance marketplace on dental insurance
Group versus individual dental insurance
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 Prepaid dental plans
Characteristics
Basic services (R20-6-1806)
Exclusions
Limitations

9.0 Insurance for Senior Citizens and Special Needs Individuals 16%

- 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
Late enrollment penalty
Medicare savings programs (QMB, SLMB)
Medicare marketing restrictions
 9.2 Medicare supplements (Rule R20-6-1101)
 Purpose
 Open enrollment
 Rating of supplemental plans
 Standardized Medicare supplement plans
Core benefits
Additional benefits
 Arizona regulations and required provisions
Standards for marketing
Advertising
Appropriateness of recommended purchase and excessive insurance
Guide to health insurance
Outline of coverage
Right to return
Replacement
Minimum benefit standards
Required disclosure provisions
Permitted compensation arrangements
Renewability and cancellation
Continuation and conversion requirements
Notice of change
 Medicare select
 9.3 Other options for individuals with Medicare
 Employer group health plans
Disabled employees
Employees with kidney failure
Individuals age 65 and older
 Arizona Health Care Cost Containment System (AHCCCS)
Eligibility (RL 36-2901(6), 2901.03, .05)
Benefits (RL 36-2907)
 9.4 Long-term care (LTC) insurance
Required communications to LTC applicants

Outline of Coverage (ARS 20-1691.06; Rule R20-6-1022)
Shopper's Guide (Rule R20-6-1023)
Personal Worksheet (Rule R20-6-1018 and Appendix A)
Rating Practices (Rule R20-6-1008(B1-6), (E) and (F))
 Eligibility for benefits
 Levels of care
Skilled care
Intermediate care
Custodial care
Home health care (Rule R20-6-1004(I))
Adult day care
Respite care
 Benefit periods (20-1691.03(C))
 Benefit amounts
 Optional benefits
Guarantee of insurability
Return of premium
 Qualified LTC plans
 Exclusions (Rule R20-6-1004(B)(1)–(4))
 Underwriting considerations
 Arizona regulations and required provisions
Long term care partnership program (ADOI Bulletin 2009-05)
Standards for marketing (Rule R20-6-1017)
Right to return (free look) (20-1691.07)
Replacement (Rule R20-6-1004(F), 1010)
Prohibited policy provisions (20-1691.05; Rule R20-6-1004(B), 1011)
Renewal considerations (Rule R20-6-1004(A))
Cancellation (20-1691.03(A))
Unintentional lapse (Rule R20-6-1005)
Suitability (Rule R20-6-1018)
Premium increase (Rule R20-6-1004(G), 1008)
Continuation of benefits (Rule R20-6-1004(E))
Inflation protection (Rule R20-6-1006)
Required disclosure provisions (Rule R20-6-1007)

Pre-existing conditions (20-1691(12), 1691.03(G))
Contestable periods (20-1691.10)
Nonforfeiture (Rule R20-6-1019)
Nonforfeiture benefit triggers (Rule R20-6-1020)
Producer long term care partnership training (20-1691.12)

10.0 Federal Tax Considerations for Disability (Accident and Health) Insurance 5%

- 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
 - Section 125 plans
- 10.3 Medical expense coverage for sole proprietors and partners
- 10.4 Business disability insurance
 - Key person disability income
 - Buy-sell policy
 - Deductibility of premiums
- 10.5 Health Reimbursement Arrangements (HRAs)
 - Flexible Spending Accounts (FSAs)
 - Definition**
 - Eligibility**
 - Contribution limits**
 - Health Savings Accounts (HSAs)
 - Definition**
 - Eligibility**
 - Contribution limits**
 - Medical Savings Accounts (MSAs)
 - Definition**
 - Eligibility**
 - Contribution limits**

Arizona Examination for Life, Accident and Health or Sickness Insurance Producer Series 13-33

150 questions – 2.5 hour time limit
Effective July 1, 2016

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 CAN-SPAM Act of 2003 (15 USC 7701; 18 USC 1037)
 Gramm-Leach-Bliley Act (20-2121; Public Law 106-102)

2.0 General Insurance 6%

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 Insurance, definition of (20-103)
 Risk management key terms
 Risk
 Exposure
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 Peril
 Loss
 Methods of handling risk
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 Retention
 Sharing
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 Transfer
 Managed care
 Utilization review
 Elements of insurable risks
 Adverse selection
 Law of large numbers
 Reinsurance
 2.2 Insurers
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 Mutual, stock, fraternal (20-702, -703)
 Captive insurance companies (20-1098)
 Stock companies
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 Authority and powers of producers
 Express
 Implied
 Apparent
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 Elements of a legal contract
 Offer and acceptance
 Consideration

Competent parties Legal purpose Distinct characteristics of an insurance contract Contract of adhesion 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	Expense Premium concepts Net single premium Gross annual premium Premium payment mode 3.7 Producer responsibilities Solicitation, sales presentations, advertising requirements, and disclosures General provisions (20-1241.03; Rule R20-6-202) Policy summary (Rule R20-6-209(B)(8), (D)) Buyer's guide (20-1242.02, Rule R20-6-209(C), R20-6-211 Appendix) Life and Disability Insurance Guaranty Fund (20-443(6), 683) Life insurance policy cost comparison methods (Rule R20-6-209(B)(6)) Replacement (20-1241-1241.09; Rule R20-6-212) Field underwriting Application procedures Delivery Policy review Effective date of coverage Premium collection Statement of good health 3.8 Individual underwriting by the insurer Information sources and regulation Application Producer report Attending physician statement Investigative consumer (inspection) report (20-2107) Medical Information Bureau (MIB) Medical examinations and lab tests including HIV (20-448.01; Rule R20-6-1203, 1204; Bul 2003-5, 9) Selection criteria General selection criteria Discrimination on basis of blindness prohibited (Rule R20-6-211) Genetic testing (20-448(D), (E), 448.02) Classification of risks Preferred Standard Substandard Certificate of Authority (20-206(A))	Single premium 4.3 Flexible premium policies Adjustable life Universal life Variable universal Index whole life 4.4 Specialized policies Joint life (first-to-die) Juvenile life Survivorship life 4.5 Group life insurance Individual certificates (20-1265) Characteristics of group plans Group eligibility (20-1251) Types of plan sponsors Group underwriting requirements Conversion to individual policy (20-1266-1269) 4.6 Credit life insurance (individual versus group)
3.0 Life Insurance Basics 11%	4.0 Life Insurance Policies 8%	5.0 Life Insurance Policy Provisions, Options and Riders 10%
3.1 Insurable interest (20-443.02, 20-1104, 1106, 1107) 3.2 Personal uses of life insurance Survivor protection Estate creation Cash accumulation Liquidity Estate conservation Viatical and life settlements 3.3 Determining amount of personal life insurance Human life value approach Needs approach Types of information gathered Determining lump-sum needs Planning for income needs 3.4 Business uses of life insurance Buy-sell funding Key person Executive bonuses 3.5 Classes of life insurance policies Group versus individual Ordinary versus industrial (home service) Permanent versus term Participating versus nonparticipating Fixed versus variable life insurance and annuities Regulation of variable products (SEC, FINRA and Arizona) (20-2604, 2606, 2633) Qualifications of producers for the sale of variable products (20-2662) 3.6 Premiums Factors in premium determination Mortality Interest	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	5.1 Standard provisions Ownership Assignment (20-1122, 1277) Limitation of liability (20-1226) Entire contract (20-1205) Modifications Right to examine (free look) (Rule R20-6-209(C)(1)) Payment of premiums (20-1214) Grace period (20-1203, 1259) Reinstatement (20-1213) Incontestability (20-1204, 1217, 1260) Misstatement of age (20-1206, 1263) Policy title (20-1216) Policy settlements and proceeds (20-1228-1230) Exclusions (20-1226) Payment of claims (20-1215) 5.2 Beneficiaries Designation options Individuals Classes Estates Minors Trusts Succession Revocable versus irrevocable Primary and contingent 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 (20-1231) Cash surrender value

- Extended term
- Reduced paid-up insurance
- 5.5 Policy loan and withdrawal options (20-1209, 1209.01)
 - Cash loans
 - 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
 - Paid-up insurance
- 5.7 Disability riders
 - Waiver of premium
 - Waiver of cost of insurance
 - Disability income benefit
 - Payor benefit life/disability (juvenile insurance)
- 5.8 Accelerated (living) benefit provision/rider (20-1136)
 - Conditions for payment
 - Effect on death benefit
 - Long-term care
 - Conditions for payment
 - Effect on death benefit
- 5.9 Riders covering additional insureds (20-1257)
 - Spouse/other-insured term rider
 - Children's term rider
 - Family term rider
- 5.10 Riders affecting the death benefit amount
 - Accidental death
 - Guaranteed insurability
 - Cost of living
 - Return of premium

6.0 Annuities 9%

- 6.1 Standard provisions
 - Grace period (20-1219, 1271)
 - Incontestability (20-1220)
 - Entire contract (20-1221, 1272)
 - Misstatement of age (20-1222, 1227, 1273)
 - Reinstatement (20-1224, 1227)
 - Free look (20-1233)
 - Disclosure (20-1242, 1242.01–1242.05)
- 6.2 Annuity principles and concepts
 - Accumulation period versus annuity period
 - Owner, annuitant and beneficiary
 - Insurance aspects of annuities
- 6.3 Immediate versus deferred annuities
 - Single premium immediate annuities (SPIAs)
 - Deferred annuities
 - Premium payment options
 - Nonforfeiture (20-1232, 1274)
 - Surrender charges

- Death benefits
- 6.4 Annuity (benefit) payment options
 - Life contingency options
 - Pure life versus life with guaranteed minimum
 - Single life versus multiple life
 - Annuities certain (types)
- 6.5 Annuity products
 - Fixed annuities
 - General account assets
 - Interest rate guarantees (minimum versus current)
 - Level benefit payment amount
 - Equity indexed annuities
 - Market value adjusted annuities
- 6.6 Uses of annuities
 - Lump-sum settlements
 - Qualified retirement plans
 - Group versus individual annuities
 - Personal uses
 - Individual retirement plans
 - Tax-deferred growth
 - Retirement income
 - Education funds
 - Compatibility and suitability (20-1243, 1243.01–1243.06)

7.0 Federal Tax Considerations for Life Insurance and Annuities 4%

- 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
 - Corporate-owned
- 7.4 Taxation of individual retirement plans
 - 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 3%

- 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)

9.0 Disability (Accident and Health) Insurance Basics 9%

- 9.1 Definitions of perils
 - Accidental injury
 - Sickness
- 9.2 Principal types of losses and benefits
 - Loss of income from disability
 - Medical expense
 - Dental expense
 - Long-term care expense
 - Prescriptions
- 9.3 Classes of health insurance policies
 - Individual versus group
 - Small group versus large group
 - Qualified health plan
 - Marketplace plans
 - Stand-alone dental plans
 - Private versus government
 - Limited versus comprehensive
- 9.4 Limited policies
 - Limited perils and amounts
 - Required notice to insured
 - Types of limited policies
 - Excepted benefits (45 CFR 148.220)
 - Accident-only
 - Specified (dread) disease
 - Hospital indemnity (income)
 - Credit disability
 - Blanket insurance (teams, passengers, other)
 - Prescription drugs
 - Vision care
- 9.5 Common exclusions from coverage

- 9.6 Producer responsibilities in individual health insurance
Privacy and security (ARS 20-2101 et seq; AND 45 CFR 155.260)
Marketing requirements
Insurable interest (20-1104, 20-1106, 20-1107, 20-1370)
Advertising Requirements (R20-6-201, 201.01, 201.02)
Sales presentations
Summary of benefits and coverage (45 CFR Part 147)
Life and Disability Insurance Guaranty Fund (20-683)
Field underwriting
Insurer underwriting
Nature and purpose
Disclosure of information about individuals
Application procedures
Requirements at delivery of policy
Common situations for errors/omissions
- 9.7 Individual underwriting by the insurer
Underwriting criteria
Guaranteed availability (45 CFR 147.104)
Sources of underwriting information
Application
Producer report
Medical Information Bureau (MIB)
Medical examinations and lab tests (including HIV consent) (20-448.01; Rule R20-6-1203, 1204)(Bul 2003-5, 9)
Policy Delivery
Effective date of coverage
QHP rating factors (45 CFR 147.102)
Unfair discrimination (20-448)
Genetic testing (20-448(D), (E), 448.02)
Classification of risks
Preferred
Standard
Substandard
Certificate of Authority (20-206(A))
- 9.8 Considerations in replacing health insurance
Guaranteed renewable (ARS 20-1380; 45 CFR 148.122 AND 146.152)
Termination of coverage (45 CFR 155.430)
Special enrollment period/late enrollment (45 CFR 155.420; ARS 20-2301)
Open enrollment (45 CFR 155.410)
Grace period (ARS 20-1347; 45 CFR 156.270)

Reinstatement (ARS 20-1348; 45 CFR 155.430)
Discontinuation (45 CFR 147.106)
Pre-existing conditions
Benefits, limitations and exclusions
Underwriting requirements
Producer's liability for errors and omissions
Life and disability insurance
Guaranty Fund (20-283(A))

10.0 Individual Disability (Accident and Health) Insurance Policy General Provisions 6%

- 10.1 Uniform required provisions
Essential health benefits (45 CFR 156)
Entire contract; changes (20-1345)
Time limit on certain defenses (20-1346)
Grace period (20-1347)
Reinstatement (20-1348)
Claim procedures (20.1349–53)
Physical examinations and autopsy (20-1354)
Legal actions (20-1355)
Change of beneficiary (20-1356)
Time of payment claims (20-1352)
Payment of claims (20-1353)
Notice of claim
Proof of Loss (20-1351)
Physical examinations and autopsy (20-1354)
- 10.2 Uniform optional provisions
Change of occupation (20-1358)
Misstatement of age (20-1359, 1373)
Other insurance in this insurer (20-1360)
Insurance with other insurers
Expense-incurred basis (20-1361)
Other benefits (20-1362)
Unpaid premium (20-1364)
Cancellation (20-1365)
Conformity with state statutes (20-1366)
Illegal occupation (20-1367)
Intoxicants and narcotics (20-1368)
- 10.3 Other general provisions
Right to examine (free look) (Rule R20-6-501)
Insuring clause
Consideration clause
Renewability clause (20-1380)
Noncancelable
Guaranteed renewable
Conditionally renewable
Renewable at option of insurer
Nonrenewable (cancelable, term)
Guaranteed issue (20-1379)

11.0 Disability Income and Related Insurance 5%

- 11.1 Qualifying for disability benefits
Inability to perform duties
Own occupation
Any occupation
Pure loss of income (income replacement contracts)
Indemnity
Presumptive disability
Requirement to be under physician care
- 11.2 Individual disability income insurance
Basic total disability plan
Income benefits (monthly indemnity)
Elimination and benefit periods
Waiver of premium feature
Probationary period
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
Permanent disability benefit
Other provisions affecting income benefits
Cost of living adjustment (COLA) rider
Future increase option (FIO) rider
Relation of earnings to insurance (20-1363)
Other cash benefits
Accidental death and dismemberment
Rehabilitation benefit
Medical reimbursement benefit (nondisabling injury)
Refund provisions
Return of premium
Cash surrender value
Exclusions
- 11.3 Unique aspects of individual disability underwriting
Occupational considerations
Benefit limits
Policy issuance alternatives
- 11.4 Group disability income insurance
Group versus individual plans
Short-term disability (STD)
Long-term disability (LTD)
- 11.5 Business disability insurance
Key employee (partner) disability income
Business overhead expense policy
Disability buy-sell policy
- 11.6 Social Security disability

Qualification for disability benefits
 Definition of disability
 Waiting period
 Disability income benefits
 11.7 Workers compensation
 Eligibility (RL 23-901, 23-901.01)
 Benefits (RL 23-1021)

12.0 Medical Plans 6%

12.1 Medical plan concepts
 Expense
 reimbursement/indemnity versus prepaid basis
 Specified coverage versus comprehensive coverage
 Minimum essential coverage (45 CFR 156.600, 602, 604; 45 CFR §155.605)
 Schedule of benefits
 In- and out-of-network benefits
 On- and off-marketplace plans
 Grandfathered (45 CFR 147.140) versus transition plan
 Unusual/reasonable/customary charges
 Broad versus narrow provider network
 Insureds versus subscribers/participants
 Prepaid
 Essential health benefits coverage versus excepted benefits
 Dependents
 Healthcare appeal rights
 Role of the federal health insurance marketplace (healthcare.gov)

12.2 Types of providers and plans
 Health care services organizations (HCSOs)-prepaid health care
 General characteristics
 Essential health benefits
 Basic health care services (AAC R20-6-1904)
 Preventive care services
 Primary care physician versus referral (specialty) physician
 Emergency care
 Hospital services
 Other basic services
 In-network providers
 Network exception (AAC R20-6-1910)
 Cost-share
 Maximum out of pocket (MOOP)
 Preferred provider organizations (PPOs)
 General characteristics
 Essential health benefits
 Reimbursement methodology
 Cost-share differences in- versus out-of-network services
 Maximum out of pocket (MOOP)

Provider network
 Types of parties to the provider contract
 Point-of-service (POS) plans-Combination HCSO & PPO policies
 Nature and purpose
 In- and Out-of-network provider access
 Cost-share differences in- versus out-of-network services
 PCP referral (gatekeeper PPO)
 Indemnity plan features

12.3 Cost containment in health care delivery
 Cost-saving services
 Open enrollment period
 Preventive care
 Hospital outpatient benefits
 Alternatives to hospital services
 Utilization management
 Prospective review
 Concurrent review

12.4 Arizona eligibility requirements (individual and group)
 Dependent child age limit (20-1342(A)(3))
 Newborn child coverage (20-1342(A)(3))
 Coverage of adopted children (20-1342(A)(3),(11),(12), 1692, 2321)
 Child coverage; non-custodial parents (20-1692.03)
 Physically or mentally handicapped dependent coverage (20-1342.01, 1407)
 Rating criteria health insurance policies (45 CFR 147.102)

12.5 Marketing Considerations
 Advertising (Rule R20-6-201)
 Regulatory jurisdiction/place of delivery
 Disclosure form (20-2323)
 Summary of benefits & coverages

13.0 Group Accident and Health Insurance 5%

13.1 Characteristics of group insurance
 Small group versus large group (ARS 20-2301 et seq; 45 CFR)
 Group contract
 Certificate of coverage (20-1402(A)(2))
 Experience rating versus community rating

13.2 Types of eligible groups (20-1401)
 Employment-related groups
 Individual employer groups
 Multiple-Employer Trusts (METs) or Welfare Arrangements (MEWAs)

Associations (alumni, professional, other)
 Customer groups (depositors, creditor-debtor, other)

13.3 Marketing considerations
 Advertising (Rule R20-6-201)
 Regulatory jurisdiction/place of delivery
 Disclosure form (20-2323)
 Summary of benefits & coverages

13.4 Large group disability (accident and health) insurance
 Insurer underwriting criteria
 Characteristics of group
 Plan design factors
 Eligibility for coverage
 Annual open enrollment
 Employee eligibility
 Dependent eligibility
 Coordination of benefits provision (Rule R20-6-214)
 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
 Conversion (20-1377, 1408)
 Reinstatement of coverage for military personnel (20-1408(L))
 Special enrollment period (45 CFR 155.420)
 Open enrollment
 Loss of minimum essential coverage

13.5 Small group disability (accident and health) insurance
 Definition of small employer (20-2301(A)(21))
 Accountable Health Plan (20-2301(A)(1))
 Health benefits plan (20-2301(A)(11))
 Small employer (20-2301(A)(11))
 Late Enrollee (20-2301(A)(15))
 Availability and eligibility (20-2304, 2307, 2308)
 Prohibited marketing practices (20-2313)
 Renewability (20-2309)
 Guaranteed issue (20-2304)
 Limitations on exclusion from coverage
 Pre-existing conditions (20-2301(A)(20), 2310(B))
 Credit for prior coverage (20-2310)
 Small business health insurance (20-2341)

Notification of small employer of reduction in premium tax (20-2304(J))

Geographic rating areas and other rating factors (ARS 20-238; 20-2311; 45 CFR 147.102)

13.6 Privacy (20-1379)

Insurance information & privacy protection (ARS 20-2101 et seq)

Customer information security (AAC R20-6-2101 - 2104)

HIPAA privacy protections

Electronic notices (ARS 20-239; ARS 44-7001 - 7052)

Affordable Care Act privacy protections (45 CFR 155.260)

14.0 Dental Insurance 3%

14.1 Types of dental treatment

Diagnostic and preventive

Restorative

Oral surgery

Endodontics

Periodontics

Prosthodontics

Orthodontics

14.2 Indemnity plans/PPO Dental Plans

Stand-Alone Dental Plans

(SADP) (45 CFR 155.1065)

Essential pediatric dental benefit

Role of the federal health insurance marketplace on dental insurance

Group versus individual dental insurance

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

14.3 Prepaid dental plans

Characteristics

Basic services (R20-6-1806)

Exclusions

Limitations

15.0 Insurance for Senior Citizens and Special Needs Individuals 8%

15.1 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

Late enrollment penalty

Medicare savings programs (QMB, SLMB)

Medicare marketing restrictions

15.2 Medicare supplements (Rule R20-6-1101)

Purpose

Open enrollment

Rating of supplemental plans

Standardized Medicare supplement plans

Core benefits

Additional benefits

Arizona regulations and required provisions

Standards for marketing

Advertising

Appropriateness of recommended purchase and excessive insurance

Guide to health insurance

Outline of coverage

Right to return

Replacement

Minimum benefit standards

Required disclosure provisions

Permitted compensation arrangements

Renewability and cancellation

Continuation and conversion requirements

Notice of change

Medicare select

15.3 Other options for individuals with Medicare

Employer group health plans

Disabled employees

Employees with kidney failure

Individuals age 65 and older

Arizona Health Care Cost

Containment System (AHCCCS)

Eligibility (RL 36-2901(6), 2901.03, .05)

Benefits (RL 36-2907)

15.4 Long-term care (LTC) insurance

Required communications to LTC applicants

Outline of Coverage (ARS 20-1691.06; Rule R20-6-1022)

Shopper's Guide (Rule R20-6-1023)

Personal Worksheet (Rule R20-6-1018 and Appendix A)

Rating Practices (Rule R20-6-1008(B1-6), (E)

and (F))

Eligibility for benefits

Levels of care

Skilled care

Intermediate care

Custodial care

Home health care (Rule R20-6-1004(I))

Adult day care

Respite care

Benefit periods (20-1691.03(C))

Benefit amounts

Optional benefits

Guarantee of insurability

Return of premium

Qualified LTC plans

Exclusions (Rule R20-6-1004(B)(1)-(4))

Underwriting considerations

Arizona regulations and required provisions

Long term care partnership program (ADOI Bulletin 2009-05)

Standards for marketing (Rule R20-6-1017)

Right to return (free look) (20-1691.07)

Replacement (Rule R20-6-1004(F), 1010)

Prohibited policy provisions (20-1691.05; Rule R20-6-1004(B), 1011)

Renewal considerations (Rule R20-6-1004(A))

Cancellation (20-1691.03(A))

Unintentional lapse (Rule R20-6-1005)

Suitability (Rule R20-6-1018)

Premium increase (Rule R20-6-1004(G), 1008)

Continuation of benefits (Rule R20-6-1004(E))

Inflation protection (Rule R20-6-1006)

Required disclosure provisions (Rule R20-6-1007)

Pre-existing conditions (20-1691(12), 1691.03(G))

Contestable periods (20-1691.10)

Nonforfeiture (Rule R20-6-1019)

Nonforfeiture benefit triggers (Rule R20-6-1020)

Producer long term care partnership training (20-1691.12)

16.0 Federal Tax Considerations for Disability (Accident and Health) Insurance 3%

16.1 Personally-owned health insurance

Disability income insurance

Medical expense insurance

Long-term care insurance

16.2 Employer group health insurance

Disability income (STD, LTD)

- Benefits subject to FICA
- Medical and dental expense
- Long-term care insurance
- Accidental death and dismemberment
- Section 125 plans
- 16.3 Medical expense coverage for sole proprietors and partners
- 16.4 Business disability insurance
 - Key person disability income
 - Buy-sell policy
- 16.5 Health Reimbursement Arrangements (HRAs)
 - Flexible Spending Accounts (FSAs)
 - Definition
 - Eligibility
 - Contribution limits
 - Health Savings Accounts (HSAs)
 - Definition
 - Eligibility
 - Contribution limits
 - Medical Savings Accounts (MSAs)
 - Definition
 - Eligibility
 - Contribution limits

**Arizona Examination for
Property and Casualty
Insurance Producer**

Series 13-34

**150 questions – 2.5 hour time
limit
Effective July 1, 2016**

1.0 Insurance Regulation 5%

- 1.1 Licensing
 - License application requirements (20-285)
 - Licensing eligibility/lawful presence (41-1080)
 - Types of licensees
 - Producers (20-281(5), 286)
 - Nonresidents (20-281(11))
 - Adjusters (20-321)
 - Life Settlement Broker (ARS 20-3202)
 - Business entities (20-281(1), 285(D, E), 290(B))
 - Surplus lines brokers (20-407, 411)
 - Temporary (20-294)
 - Vending machines (20-293)
 - Lines of producer license authority (20-286, (A), 321 331, 332, 411, 411.01, 1580, 1693.01, 2662)
 - Fingerprinting requirements (20-142(E), 285(E), 286(C), 289(D))
 - Assumed business name (20-297)
 - Maintenance and duration
 - Expiration, surrender and renewal (20-289)

- Inactive license status during military service (20-289.01)
- Change of personal/business information (20-286(C))
- Report of actions (20-301)
- Continuing education (20-2902, 2903)
- Disciplinary actions
- Denial, suspension, revocation or refusal to renew; civil penalties (20-295, 296)
- Cease and desist order (20-292)
- 1.2 State regulation
 - Acts constituting insurance transaction (20-106, 282, 401.01)
 - Negotiate (20-281(10))
 - Sell (20-281(14))
 - Solicit (20-281(15))
 - Payment of premiums (20-191)
 - Certificate of authority (20-217(A))
 - Signature on insurance policy (20-229)
 - Producer regulation
 - Sharing commissions (20-298)
 - Place of business and records (20-157, 290; AZ Const Art 14 s 16)
 - Unfair practices and frauds
 - Unfair trade practices (20-442)
 - Misrepresentation (20-443, 443.01, 447; Rule R20-6-801(D))
 - False or deceptive advertising (20-444)
 - Defamation of insurer (20-445)
 - Boycott, coercion or intimidation (20-446)
 - False financial statements (20-447)
 - Unfair discrimination (20-448)
 - Gender discrimination (Rule R20-6-207)
 - Rebating (20-449-451)
 - Prohibited inducements (20-452)
 - Fees (20-465)
 - Unfair claims settlement practices (20-461; Rule R20-6-801)
 - Claims payment (20-462)
 - Insurance fraud (20-463, 466-466.04)
 - Insurance information and privacy protection (20-2101-2122)
- 1.3 Federal regulation
 - Violent Crime Control and Law Enforcement Act (20-489; 18 USC 1033, 1034; 15 USC 6101-6108; ARS 44-1282)
 - Fair Credit Reporting Act (15 USC 1681-1681d)

- Fraud and false statements including 1033 waiver (18 USC 1033, 1034)
- Telemarketing Sales Rule (16 CFR 310; 15 USC 6101-6108; A.R.S. 44-1282)
- CAN-SPAM Act of 2003 (15 USC 7701; 18 USC 1037)
- Gramm-Leach-Bliley Act (20-2121; Public Law 106-102)
- Terrorism Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)

2.0 General Insurance 5%

- 2.1 Concepts
 - Insurance, definition of (20-103)
 - 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
 - Mutual, stock, fraternal (20-702, -703)
 - Captive insurance companies (20-1098)
 - Stock companies
 - Mutual companies
 - Fraternal benefit societies
 - Reciprocity (20-761, -762)
 - Risk retention groups (20-2401(10), 15 USC SS 3901, 3902)
 - Lloyd's associations (20-1021)
 - Private versus government insurers
 - Authorized versus unauthorized insurers
 - Domestic, foreign and alien insurers (20-201, 203, 204)
 - 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
- 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
 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

3.0 Property and Casualty Insurance Basics 14%

- 3.1 Principles and concepts
 Insurable interest (20-1105)
 Underwriting
 Function
 Loss ratio
 Rates
 Types
 Loss costs
 Components
 Hazards
 Physical
 Moral
 Morale
 Negligence
 Elements of a negligent act
 Damages
 Compensatory — special versus general
 Punitive
 Strict liability
 Vicarious liability
 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
 Market value
 Agreed value
 Stated amount
- 3.2 Policy structure
 Standard Provisions (20-1112)
 Content of Policy (20-1113)
 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
 Contribution by equal shares
 Limits of liability
 Per occurrence (accident)
 Per person
 Aggregate — general versus products — completed operations
 Split
 Combined single
 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
 Duty to defend
 Third-party provisions
 Standard mortgage clause
 Loss payable clause
 No benefit to the bailee
 Electronic Communications (20-239; SB 1222)
 Electronic Posting of Policies (20-240)

3.4 Required provisions
 Arizona Property and Casualty Insurance Guaranty Fund (20-662)
 Certificate of authority (20-217(A))
 Cancellation and nonrenewal
 Personal (20-1651–1656)
 Commercial (20-1671–1679)
 Binders (20-1120)
 Federal Terrorism Insurance Program (15 USC 6701; Public Law 107–297, 109–144, 110–160)

4.0 Dwelling ('02) Policy 9%

- 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 — Arizona (DP 01 02)
 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 15%

- 5.1 Coverage forms
 HO-2 through HO-6
 HO-8
- 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 — Arizona (HO 01 02)
 Limited fungi, wet or dry rot, or bacteria coverage (HO 04 26, HO 04 27)
 Permitted incidental occupancies (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)
 Business pursuits (HO 24 71)
 Watercraft (HO 24 75)
 Personal injury (HO 24 82)

6.0 Auto Insurance 13%

- 6.1 Laws
 Arizona Motor Vehicle Financial Responsibility Law (RL Title 28, Chapter 9)
 Required limits of liability (20-266, RL 28-4009)
 Required proof of insurance (RL 28-4133)
 Arizona Automobile Insurance Plan (RL 28-4008)

Premium payments and administrative fees (20-267)
 Uninsured/underinsured motorist (20-259.01)
 Definitions
 Bodily injury
 UM/UIM rejection
 Required limits
 Personal auto
 cancellation/nonrenewal
 Grounds (20-1631)
 Notice (20-1632)
 Grace period (20-1632.01)
 Notice of eligibility in assigned risk plan (20-1632)
 Subrogated claim (20-268)
 6.2 Personal ('05) auto policy
 Definitions
 Liability coverage
 Bodily injury and property damage
 Supplementary payments
 Exclusions
 Medical payments coverage
 Uninsured/Underinsured motorist coverage
 Coverage for damage to your auto
 Collision
 Other than collision
 Deductibles
 Transportation expense
 Exclusions
 Duties after an accident or loss
 General provisions (PP 00 01)
 Selected endorsements
 Amendment of policy provisions — Arizona (PP 01 67)
 Full Safety Glass Coverage- Arizona (PP 03 48)
 Towing and labor costs (PP 03 03)
 Extended non-owned coverage — vehicles furnished or available for regular use (PP 03 06)
 Limited Mexico coverage (PP 03 21)
 Joint ownership coverage (PP 03 34)
 Uninsured motorists coverage — Arizona (PP 04 77; Regulatory Bulletin 2003-10, 2003-03)
 Underinsured motorists coverage — Arizona (PP 04 89; Regulatory Bulletin 2003-10, 2003-03)
 Miscellaneous type vehicle — Arizona (PP 13 69, PP 13 70, PP 13 71, PP 13 72)
 6.3 Commercial auto ('10)
 Commercial auto coverage forms
 Business auto
 Garage
 Business auto physical damage
 Truckers

Motor carrier
 Coverage form sections
 Covered autos
 Liability coverage
 Garagekeepers coverage
 Trailer interchange coverage
 Physical damage coverage
 Exclusions
 Conditions
 Definitions
 Selected endorsements
 Lessor — additional insured and loss payee (CA 20 01)
 Mobile equipment (CA 20 15)
 Auto medical payments coverage (CA 99 03)
 Drive other car coverage (CA 99 10)
 Individual named insured (CA 99 17)

7.0 Commercial Package Policy (CPP) 17%

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 ('07)
 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
 Insured contract
 7.3 Commercial property ('07)
 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 (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 coverage
 Extortion — commercial entities (CR 04 03)
 7.5 Commercial inland marine
 Nationwide marine definition (Rule R20-6-602)
 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
 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
 Livestock coverage form
 Cause of loss (basic, broad and special)
 Exclusions
 Additional coverages
 Limits of insurance
 Conditions
 Definitions

8.0 Businessowners ('10) Policy 6%

- 8.1 Characteristics and purpose
- 8.2 Businessowners Section I — Property
 - Coverage
 - Exclusions
 - Limits of insurance
 - Deductibles
 - Loss conditions
 - General conditions
 - Optional coverages
 - Definitions
- 8.3 Businessowners Section 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
 - Arizona changes (BP 01 38)
 - 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 8%

- 9.1 Workers compensation laws
 - Types of laws
 - Monopolistic versus competitive
 - Compulsory versus elective
 - Arizona Workers Compensation Law
 - Exclusive remedy (RL 23-1022)
 - Employment covered (required, voluntary, elective) (RL 23-901(6), 902)
 - Covered injuries (RL 23-901(13), 901.04)

Occupational disease (RL 23-901.01)
 Benefits provided (RL 23-1021, 1044(A,B), 1045(A,B,C), 1046, 1062)
 Subsequent injury fund (RL 23-1065)
 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 688)

- 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
 - Voluntary compensation endorsement
- 9.3 Premium computation
 - Job classification — payroll and rates
 - Experience modification factor
 - Premium discounts
- 9.4 Other sources of coverage
 - Assigned risk plan (RL 23-1091)
 - Self-insured employers and employer groups (RR R20-5-201–208)

10.0 Other Coverages and Options 8%

- 10.1 Umbrella/excess liability policies
 - Personal (DL 98 01)
 - Commercial (CU 00 01)
- 10.2 Specialty liability insurance
 - Professional liability
 - Errors and omissions
 - Directors and officers liability
 - Fiduciary liability
 - Liquor liability
 - Employment practices liability
- 10.3 Surplus lines
 - 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
- 10.6 National Flood Insurance Program
 - "Write your own" versus government

- Eligibility
- Coverage
- Limits
- Deductibles
- 10.7 Other policies
 - Boatowners
 - Difference in conditions

Arizona Examination for Bail Bond Agent Series 13-35

60 questions – 1 hour time limit
Effective July 1, 2016

1.0 Insurance Regulation 25%

- 1.1 Licensing (Rule R20-6-601(C))
 - License application requirements (20-285)
 - Persons to be licensed (20-340, 340.01)
 - Surety bond required (20-340.02)
 - Maintenance and duration of license
 - Expiration, surrender and renewal (20-289)
 - Change of personal/business information (20-286(C))
 - Report of actions (20-301)
 - Disciplinary actions
 - Denial, suspension, revocation or refusal to renew; civil penalties (20-295, 296)
 - Cease and desist order (20-292)
- 1.2 Agent regulation
 - Director's general duties and powers (20-142, 340.05)
 - Bail recovery agent (20-340, 340.04, RL 13-3885(C–G))
 - Place of business (20-340.01(E))
 - Business hours (20-340.01(H), R20-6-601(D)(8))
 - Employees (Rule R20-6-601(D)(2, 3); RL 13-3885(D); 20-340.03(A)(9), (B))
 - Records maintenance (20-340.01(D–H); Rule R20-6-601(D)(8))
 - Prohibited conduct (20-340.03; Rule R20-6-601(D))
 - Solicitation where prisoners are confined
 - Failure to act as fiduciary
 - Nondisclosure of fees or charges
 - Practice of law
 - Referral of attorney
 - Signing bond in blank
 - Entry into an occupied residential structure (RL 13-3885(B)(1))
 - Apprehension or arrest of bailee (RL 13-3885(B)(2))

Uniform/badge identification (RL 13-3885(B)(3))
 Permitting others to apprehend or arrest (RL 13-3885(B)(4))
 Charges, refunds and rebates (20-340.03(D); Rule R20-6-601(E))

2.0 The Legal Framework 30%

- 2.1 Authority
 - Express
 - Implied
 - Apparent
- 2.2 Contracts
 - Elements of a legal contract
 - Offer and acceptance
 - Consideration
 - Competent parties
 - Legal purpose
 - Classifications of contracts
 - Formal and informal
 - Unilateral and bilateral
 - Executory and executed contracts
 - Express and implied
 - Concealment
 - Fraud
- 2.3 Court jurisdictions
 - Original jurisdiction
 - Territorial
 - Subject-matter
 - Personal
 - Appellate jurisdiction
- 2.4 Terminology
 - Acquit
 - Adjudicate
 - Capital offense
 - Collateral
 - Conviction
 - Custody
 - Defendant
 - Disposition
 - Exoneration
 - Extradition
 - Felony
 - Forfeiture
 - Fugitive
 - Hearing
 - Incarceration
 - Indictment
 - Misdemeanor
 - Recognizance
 - Revoke
 - Supervening indictment
 - Suspend
 - Warrant
 - Writ

3.0 Bail Bond Principles and Practices 45%

- 3.1 Parties to a surety bond
 - Principal
 - Indemnitor for principal
 - Indemnity agreement
 - Obligee
 - Surety
- 3.2 Duties of bail bond agent
 - Approval
 - Premium receipt (20-340.01(G))

- Power of attorney
- Collateral and trust obligations (Rule R20-6-601(E)(4))
- 3.3 Types of bonds
 - Personal surety bond
 - Corporate surety bond
 - Criminal defendant bonds
 - Bail
 - Appeal
 - Supersedeas
 - Habeas corpus
 - Extradition
 - Property bond
 - Nonsurety/cash
 - Ten percent surety
- 3.4 Bonding procedure
 - Application for bond (Surety/defendant contract)
 - Collateral security
 - Surety contract
 - Posting the bond
 - Informational notice
- 3.5 Court procedures
 - Court appearances
 - Initial appearance
 - Trial
 - Appeal
 - Conditions of release
 - Prior to trial
 - Pending appeal
 - Failure to appear
 - Revocation of bail
- 3.6 Release of surety
 - Exoneration of bond
 - Return of collateral (20-340.03(A)(6); Rule R20-6-601(E)(4))
- 3.7 Surrender of principal (defendant)
 - Return of premium (Rule R20-6-601(E)(5))
- 3.8 Bond forfeiture
 - Motion
 - Notice to defendant and sureties
 - Judgment
 - Dispersal of funds
 - Time limit for appeals
 - Arrest after forfeiture

Arizona Examination for Property and Casualty Insurance Adjuster

Series 13-36

150 questions – 2.5 hour time limit
Effective July 1, 2016

1.0 Insurance Regulation 6%

- 1.1 Licensing requirements (20-321, 321.01)
 - Assumed name (20-297)
 - Qualifications
 - License application requirements
 - Licensing exceptions
- 1.2 Maintenance and duration

- Expiration, surrender and renewal (20-289, 321.02)
- Inactive status during military service (20-289.01)
- Report of actions (20-301, 321.02)
- 1.3 Disciplinary actions
 - Denial, suspension, revocation or refusal to renew; civil penalties (20-295, 296, 321.02)
 - Cease and desist orders (20-292, 321.02)
- 1.4 Claim settlement laws and regulations (20-461, 462; Rule R20-6-801; RR R20-5-163)

2.0 Insurance Basics 21%

- 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
 - 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
- 2.2 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
 - Strict liability
 - Vicarious liability
 - 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
 - Market value

- Agreed value
- Stated amount
- 2.3 Policy structure
 - Declarations
 - Definitions
 - Insuring agreement or clause
 - Additional/supplementary coverage
 - Conditions
 - Exclusions
 - Endorsements
- 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
 - Policy limits
 - Restoration/nonreduction of limits
 - Coinsurance
 - Vacancy or unoccupancy
 - Assignment
 - Insurer provisions
 - Liberalization
 - Duty to defend
 - Third-party provisions
 - Standard mortgage clause
 - Loss payable clause
 - No benefit to the bailee
- 2.5 Required provisions
 - Cancellation and nonrenewal
 - Personal (20-1651–1656)
 - Commercial (20-1671–1679)
 - Fraud; liability for reporting (20-463)
 - Federal Terrorism Insurance Program (15 USC 6701; Public Law 107–297, 109–144, 110–160)

3.0 Adjusting Losses 30%

- 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 reports
 - Initial or first field
 - Interim or status
 - Full formal

- 3.3 Property losses
 - Duties of insured after a loss
 - Notice to insurer
 - 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
- 3.4 Liability losses
 - Investigation procedures
 - Verify coverage
 - Determine liability
 - Gathering evidence
 - Physical evidence
 - Witness statements
 - Determining value of intangible damages
- 3.5 Coverage problems
 - Dealing with coverage disputes
 - Reservation of rights letter
 - Nonwaiver agreement
 - Declaratory judgment action
- 3.6 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 Dwelling ('02) Policy 5%

- 4.1 Characteristics and purpose
- 4.2 Coverage forms — Insured perils
 - 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 — Arizona (DP 01 02)
 - 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 10%

- 5.1 Coverage forms
 - HO-2 through HO-6
 - HO-8
- 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 Insured perils
- 5.6 Exclusions
- 5.7 Conditions
- 5.8 Selected endorsements
 - Special provisions — Arizona (HO 01 02)
 - Limited fungi, wet or dry rot, or bacteria coverage (HO 04 26, HO 04 27)
 - Permitted incidental occupancies (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)
 - Business pursuits (HO 24 71)
 - Watercraft (HO 24 75)
 - Personal injury (HO 24 82)

6.0 Auto Insurance 12%

- 6.1 Laws
 - Arizona Motor Vehicle Financial Responsibility Law (RL Title 28, Chapter 9)
 - Required limits of liability (20-266, RL 28-4009)
 - Required proof of insurance (RL 28-4133)
 - Arizona Automobile Insurance Plan (RL 28-4008)
 - Uninsured/underinsured motorist (20-259.01)
 - Definitions
 - Bodily injury
 - UM/UIM rejection
 - Required limits
 - Personal auto cancellation/nonrenewal
 - Grounds (20-1631)
 - Notice (20-1632)
 - Grace period (20-1632.01)

Notice of eligibility in assigned risk plan (20-1632)
 Subrogated claim (20-268)
 6.2 Personal ('05) auto policy
 Definitions
 Liability coverage
 Bodily injury and property damage
 Supplementary payments
 Exclusions
 Medical payments coverage
 Uninsured motorist coverage
 Coverage for damage to your auto
 Collision
 Other than collision
 Deductibles
 Transportation expense
 Exclusions
 Duties after an accident or loss
 General provisions
 Selected endorsements
 Amendment of policy provisions — Arizona (PP 01 67)
 Towing and labor costs (PP 03 03)
 Extended non-owned coverage — vehicles furnished or available for regular use (PP 03 06)
 Limited Mexico coverage (PP 03 21)
 Joint ownership coverage (PP 03 34)
 Uninsured motorists coverage — Arizona (PP 04 77)
 Underinsured motorists coverage — Arizona (PP 04 89)
 Miscellaneous type vehicle — Arizona (PP 13 69, PP 13 70, PP 13 71, PP 13 72)
 6.3 Commercial auto ('10)
 Commercial auto coverage forms
 Business auto
 Garage
 Business auto physical damage
 Truckers
 Motor carrier
 Coverage form sections
 Covered autos
 Liability coverage
 Garagekeepers coverage
 Trailer interchange coverage
 Physical damage coverage
 Exclusions
 Conditions
 Definitions
 Selected endorsements
 Lessor — additional insured and loss payee (CA 20 01)
 Mobile equipment (CA 20 15)
 Auto medical payments coverage (CA 99 03)
 Drive other car coverage (CA 99 10)
 Individual named insured (CA 99 17)

Commercial carrier regulations
 The Motor Carrier Act of 1980
 Endorsement for motor carrier policies of insurance for public liability (MCS-90)
 Commercial automobile policy liability
 Bodily injury and property damage
 Supplemental payments
 Persons insured
 Exclusions

7.0 Commercial Package Policy (CPP) 7%

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 ('07)
 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
 Insured contract
 7.3 Commercial property ('07)
 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 (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 coverage
 Extortion — commercial entities (CR 04 03)
 7.5 Commercial inland marine
 Nationwide marine definition (Rule R20-6-602)
 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
 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
 Livestock coverage form
 Cause of loss (basic, broad and special)
 Exclusions
 Additional coverages
 Limits of insurance
 Conditions
 Definitions

8.0 Businessowners ('10) Policy 7%

- 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 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
 - Arizona changes (BP 01 38)
 - 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 Other Coverages and Options 2%

- 9.1 Umbrella/excess liability policies
 - Personal (DL 98 01)
 - Commercial (CU 00 01)
- 9.2 Specialty liability insurance
 - Professional liability
 - Errors and omissions
 - Directors and officers liability
 - Fiduciary liability
 - Liquor liability
 - Employment practices liability
- 9.3 Surplus lines
 - Definitions and markets
- 9.4 Aviation insurance
 - Aircraft hull
 - Aircraft liability
- 9.5 National Flood Insurance Program
 - "Write your own" versus government
 - Eligibility
 - Coverage

- Limits
- Deductibles
- 9.6 Other policies
 - Boatowners
 - Difference in conditions

Arizona Examination for Surplus Lines Insurance Broker Series 13-41

60 questions — 1 hour time limit
Effective July 1, 2016

1.0 Insurance Regulation 15%

- 1.1 Licensing
 - Assumed name (20-297)
 - Who needs a license (20-411.02)
 - Who may be licensed (20-411)
 - Individuals
 - Business entities
 - Licensing requirements (20-411)
 - Maintenance and duration
 - Expiration, surrender and renewal (20-289, 411(F))
 - Change of personal/business information (20-286(C))
 - Report of actions (20-301)
 - Disciplinary actions
 - Denial, suspension, revocation or refusal to renew (20-295, 296, 418)
- 1.2 Authority of surplus lines broker
 - Binding
 - Underwriting
 - Claims
 - Commissions (20-298, 412)
 - Service fees (20-410(C))
 - Mexican insurance surplus lines broker limited authority (20-411.01, 422)
- 1.3 General prohibitions
 - Unfair practices and frauds
 - Misrepresentation (20-443, 443.01, 447)
 - False or deceptive advertising (20-444)
 - Unfair discrimination (20-448)
 - Rebating (20-451)
 - Prohibited inducements (20-452)
 - Unfair claim settlement practices (20-461)
- 1.4 General requirements
 - Recognized surplus lines (20-409)
 - Diligent effort (20-401(4), 407)
 - Validity of contracts (20-402, 410(A))
 - Exemptions from surplus lines provisions (20-420)

Home state (20-401 (6))
 Multistate risk (20-401 (7))
 Singlestate risk (20-401 (10))
 Notice to insured (20-410(B))
 Unauthorized insurer
 Arizona insurance guaranty fund

2.0 Markets 50%

- 2.1 United States nonadmitted market
 - Nonadmitted insurers
 - Insurance exchanges
- 2.2 Alien nonadmitted market
 - London market
 - Lloyd's of London
 - Other London companies
 - Other alien markets
 - United States trust funds
- 2.3 Alternative markets
 - Foreign risk retention groups
 - Industrial insureds
- 2.4 Qualified unauthorized insurers (20-413)
 - Requirements
 - List of unauthorized insurers
 - Withdrawal of certificate
 - Service of process (20-419)

3.0 Records and Tax 35%

- 3.1 Record of coverage (20-414)
- 3.2 Report of broker (20-408)
 - Timeliness (20-408(A), (E))
 - Contents (20-408(A))
 - Surplus Lines Association (20-408(C))
 - Stamping fee (20-167(I), 20-408(D))
- 3.3 Statement of transactions (20-415)
- 3.4 Surplus lines tax (20-416.01)
 - Amount
 - Collection
 - Remittance
 - Tax report
 - Civil penalty

Arizona Examination for Property Insurance Producer Series 13-42

100 questions — 2 hour time limit
Effective July 1, 2016

1.0 Insurance Regulation 9%

- 1.1 Licensing
 - License application requirements (20-285)
 - Licensing eligibility/lawful presence (41-1080)
 - Types of licensees
 - Producers (20-281(5), 286)
 - Nonresidents (20-281(11))
 - Adjusters (20-321)
 - Life Settlement Broker (ARS 20-3202)

Business entities (20-281(1), 285(D, E), 290(B))
 Surplus lines brokers (20-407, 411)
 Temporary (20-294)
 Vending machines (20-293)
 Lines of producer license authority (20-286, (A), 321 331, 332, 411, 411.01, 1580, 1693.01, 2662)
 Fingerprinting requirements (20-142(E), 285(E), 286(C), 289(D))
 Assumed business name (20-297)
 Maintenance and duration
 Expiration, surrender and renewal (20-289)
 Inactive license status during military service (20-289.01)
 Change of personal/business information (20-286(C))
 Report of actions (20-301)
 Continuing education (20-2902, 2903)
 Disciplinary actions
 Denial, suspension, revocation or refusal to renew; civil penalties (20-295, 296)
 Cease and desist order (20-292)

1.2 State regulation
 Acts constituting insurance transaction (20-106, 282, 401.01)
 Negotiate (20-281(10))
 Sell (20-281(14))
 Solicit (20-281(15))
 Payment of premiums (20-191)
 Certificate of authority (20-217(A))
 Signature on insurance policy (20-229)
 Producer regulation
 Sharing commissions (20-298)
 Place of business and records (20-157, 290; AZ Const Art 14 s 16)
 Unfair practices and frauds
 Unfair trade practices (20-442)
 Misrepresentation (20-443, 443.01, 447; Rule R20-6-801(D))
 False or deceptive advertising (20-444)
 Defamation of insurer (20-445)
 Boycott, coercion or intimidation (20-446)
 False financial statements (20-447)
 Unfair discrimination (20-448)
 Gender discrimination (Rule R20-6-207)
 Rebating (20-449-451)
 Prohibited inducements (20-452)

Fees (20-465)
 Unfair claims settlement practices (20-461; Rule R20-6-801)
 Claims payment (20-462)
 Insurance fraud (20-463, 466-466.04)
 Insurance information and privacy protection (20-2101-2122)

1.3 Federal regulation
 Violent Crime Control and Law Enforcement Act (20-489; 18 USC 1033, 1034; 15 USC 6101-6108; ARS 44-1282)
 Fair Credit Reporting Act (15 USC 1681-1681d)
 Fraud and false statements including 1033 waiver (18 USC 1033, 1034)
 Telemarketing Sales Rule (16 CFR 310; 15 USC 6101-6108; A.R.S. 44-1282)
 CAN-SPAM Act of 2003 (15 USC 7701; 18 USC 1037)
 Gramm-Leach-Bliley Act (20-2121; Public Law 106-102)
 Terrorism Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)

2.0 General Insurance 7%

2.1 Concepts
 Insurance, definition of (20-103)
 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
 Mutual, stock, fraternal (20-702, -703)
 Captive insurance companies (20-1098)
 Stock companies
 Mutual companies
 Fraternal benefit societies
 Reciprocals (20-761,-762)
 Risk retention groups (20-2401(10), 15 USC SS 3901, 3902)
 Lloyd's associations (20-1021)
 Private versus government insurers
 Authorized versus unauthorized insurers

Domestic, foreign and alien insurers (20-201, 203, 204)
 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

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
 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

3.0 Property Insurance Basics 17%

3.1 Principles and concepts
 Insurable interest (20-1105)
 Underwriting
 Function
 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
 Market value
 Agreed value
 Stated amount

3.2 Policy structure
 Standard Provisions (20-1112)

- Content of Policy (20-1113)
- 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
 - Policy limits
 - Restoration/nonreduction of limits
 - Coinurance
 - 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
 - Electronic Communications (20-239)
 - Electronic Posting of Policies (20-240)
- 3.4 Required provisions
 - Arizona Property and Casualty Insurance Guaranty Fund (20-662)
 - Certificate of authority (20-217(A))
 - Cancellation and nonrenewal Personal (20-1651–1656)
 - Commercial (20-1671–1679)
 - Binders (20-1120)
 - Federal Terrorism Insurance Program (15 USC 6701; Public Law 107–297, 109–144, 110–160)

4.0 Dwelling ('02) Policy 10%

- 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 — Arizona (DP 01 02)
 - 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 16%

- 5.1 Coverage forms
 - HO-2 through HO-6
 - HO-8
- 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 — Arizona (HO 01 02)
 - Limited fungi, wet or dry rot, or bacteria coverage (HO 04 26, HO 04 27)
 - Permitted incidental occupancies (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 Auto Insurance 13%

- 6.1 Laws
 - Personal auto
 - cancellation/nonrenewal
 - Grounds (20-1631)
 - Notice (20-1632)
 - Grace period (20-1632.01)
- 6.2 Personal ('05) auto policy
 - Definitions
 - Coverage for damage to your auto
 - Collision
 - Other than collision
 - Deductibles
 - Transportation expense
 - Exclusions
 - Duties after an accident or loss
 - General provisions
 - Selected endorsements

- Amendment of policy provisions — Arizona (PP 01 67)
- Towing and labor costs (PP 03 03)
- Joint ownership coverage (PP 03 34)
- Miscellaneous type vehicle — Arizona (PP 13 69, PP 13 70, PP 13 71, PP 13 72)
- 6.3 Commercial auto ('10)
 - Commercial auto coverage forms
 - Business auto
 - Garage
 - Business auto physical damage
 - Truckers
 - Motor carrier
 - Coverage form sections
 - Covered autos
 - Physical damage coverage
 - Exclusions
 - Conditions
 - Definitions
 - Selected endorsements
 - Lessor — additional insured and loss payee (CA 20 01)
 - Mobile equipment (CA 20 15)
 - Individual named insured (CA 99 17)

7.0 Commercial Package Policy (CPP) 16%

- 7.1 Components of a commercial policy
 - Common policy declarations
 - Common policy conditions
 - Interline endorsements
 - One or more coverage parts
- 7.2 Commercial property ('07)
 - 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 (CP 12 30)
 - Value reporting form (CP 13 10)
- 7.3 Commercial inland marine
 - Nationwide marine definition (Rule R20-6-602)
 - 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
- 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
- Livestock coverage form
- Cause of loss (basic, broad and special)
- Exclusions
- Additional coverages
- Limits of insurance
- Conditions
- Definitions

8.0 Businessowners ('10) Policy — Property 6%

- 8.1 Characteristics and purpose
- 8.2 Businessowners Section I — Property
- Coverage
- Exclusions
- Limits of insurance
- Deductibles
- Loss conditions
- General conditions
- Optional coverages
- Definitions
- 8.3 Businessowners Section III — Common Policy Conditions
- 8.4 Selected endorsements
- Arizona changes (BP 01 38)
- 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 6%

- 9.1 Aviation insurance
- Aircraft hull
- 9.2 National Flood Insurance Program
- "Write your own" versus government

- Eligibility
- Coverage
- Limits
- Deductibles
- 9.3 Other policies
- Boatowners
- Difference in conditions

Arizona Examination for Casualty Insurance Producer Series 13-43

**100 questions — 2 hour time limit
Effective July 1, 2016**

1.0 Insurance Regulation 9%

- 1.1 Licensing
- License application requirements (20-285)
- Licensing eligibility/lawful presence (41-1080)
- Types of licensees
- Producers (20-281(5), 286)
- Nonresidents (20-281(11))
- Adjusters (20-321)
- Life Settlement Broker (ARS 20-3202)
- Business entities (20-281(1), 285(D, E), 290(B))
- Surplus lines brokers (20-407, 411)
- Temporary (20-294)
- Vending machines (20-293)
- Lines of producer license authority (20-286, (A), 321 331, 332, 411, 411.01, 1580, 1693.01, 2662)
- Fingerprinting requirements (20-142(E), 285(E), 286(C), 289(D))
- Assumed business name (20-297)
- Maintenance and duration
- Expiration, surrender and renewal (20-289)
- Inactive license status during military service (20-289.01)
- Change of personal/business information (20-286(C))
- Report of actions (20-301)
- Continuing education (20-2902, 2903)
- Disciplinary actions
- Denial, suspension, revocation or refusal to renew; civil penalties (20-295, 296)
- Cease and desist order (20-292)
- 1.2 State regulation
- Acts constituting insurance transaction (20-106, 282, 401.01)
- Negotiate (20-281(10))
- Sell (20-281(14))
- Solicit (20-281(15))
- Payment of premiums (20-191)
- Certificate of authority (20-217(A))
- Signature on insurance policy (20-229)
- Producer regulation
- Sharing commissions (20-298)
- Place of business and records (20-157, 290; AZ Const Art 14 s 16)
- Unfair practices and frauds
- Unfair trade practices (20-442)
- Misrepresentation (20-443, 443.01, 447; Rule R20-6-801(D))
- False or deceptive advertising (20-444)
- Defamation of insurer (20-445)
- Boycott, coercion or intimidation (20-446)
- False financial statements (20-447)
- Unfair discrimination (20-448)
- Gender discrimination (Rule R20-6-207)
- Rebating (20-449-451)
- Prohibited inducements (20-452)
- Fees (20-465)
- Unfair claims settlement practices (20-461; Rule R20-6-801)
- Claims payment (20-462)
- Insurance fraud (20-463, 466-466.04)
- Insurance information and privacy protection (20-2101-2122)
- 1.3 Federal regulation
- Violent Crime Control and Law Enforcement Act (20-489; 18 USC 1033, 1034; 15 USC 6101-6108; ARS 44-1282)
- Fair Credit Reporting Act (15 USC 1681-1681d)
- Fraud and false statements including 1033 waiver (18 USC 1033, 1034)
- Telemarketing Sales Rule (16 CFR 310; 15 USC 6101-6108; A.R.S. 44-1282)
- CAN-SPAM Act of 2003 (15 USC 7701; 18 USC 1037)
- Gramm-Leach-Bliley Act (20-2121; Public Law 106-102)
- Terrorism Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)
- 2.0 General Insurance 9%
- 2.1 Concepts
- Insurance, definition of (20-103)
- 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
 - Mutual, stock, fraternal (20-702, -703)
 - Captive insurance companies (20-1098)
 - Stock companies
 - Mutual companies
 - Fraternal benefit societies
 - Reciprocal (20-761, -762)
 - Risk retention groups (20-2401(10), 15 USC SS 3901, 3902)
 - Lloyd's associations (20-1021)
 - Private versus government insurers
 - Authorized versus unauthorized insurers
 - Domestic, foreign and alien insurers (20-201, 203, 204)
 - 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
- 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
 - 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

3.0 Casualty Insurance Basics 15%

- 3.1 Principles and concepts
 - Insurable interest
 - Underwriting
 - Function
 - Loss ratio
 - Rates
 - Types
 - Loss costs
 - Components
 - Hazards
 - Physical
 - Moral
 - Morale
 - Negligence
 - Elements of a negligent act
 - Damages
 - Compensatory — special versus general
 - Punitive
 - Strict liability
 - Vicarious liability
- 3.2 Policy structure
 - Standard Provisions (20-1112)
 - Content of Policy (20-1113)
 - 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
 - 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 Required provisions
 - Arizona Property and Casualty Insurance Guaranty Fund (20-662)
 - Certificate of authority (20-217(A))
 - Cancellation and nonrenewal
 - Personal (20-1651–1656)
 - Commercial (20-1671–1679)

- Binders (20-1120)
- Federal Terrorism Insurance Program (15 USC 6701; Public Law 107–297, 109–144, 110–160)

4.0 Homeowners ('11) Policy 15%

- 4.1 Coverage forms
 - HO-2 through HO-6
 - HO-8
- 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 — Arizona (HO 01 02)
 - Limited fungi, wet or dry rot, or bacteria coverage (HO 04 26, HO 04 27)
 - Permitted incidental occupancies (HO 04 42)
 - Home day care (HO 04 97)
 - Business pursuits (HO 24 71)
 - Watercraft (HO 24 75)
 - Personal injury (HO 24 82)

5.0 Auto Insurance 19%

- 5.1 Laws
 - Arizona Motor Vehicle Financial Responsibility Law (RL Title 28, Chapter 9)
 - Required limits of liability (20-266, RL 28-4009)
 - Required proof of insurance (RL 28-4133)
 - Arizona Automobile Insurance Plan (RL 28-4008)
 - Premium payments and administrative fees (20-267)
 - Uninsured/underinsured motorist (20-259.01)
 - Definitions
 - Bodily injury
 - UM/UIM rejection
 - Required limits
 - Personal auto cancellation/nonrenewal
 - Grounds (20-1631)
 - Notice (20-1632)
 - Grace period (20-1632.01)
 - Notice of eligibility in assigned risk plan (20-1632)
 - Subrogated claim (20-268)
- 5.2 Personal ('05) auto policy
 - Definitions
 - Liability coverage
 - Bodily injury and property damage
 - Supplementary payments
 - Exclusions
 - Medical payments coverage

Uninsured/Underinsured motorist coverage
 Coverage for damage to your auto
 Collision
 Other than collision
 Deductibles
 Transportation expense
 Exclusions
 Duties after an accident or loss
 General provisions (PP 00 01)
 Selected endorsements
 Amendment of policy provisions — Arizona (PP 01 67)
 Full Safety Glass Coverage-Arizona (PP 03 48)
 Towing and labor costs (PP 03 03)
 Extended non-owned coverage — vehicles furnished or available for regular use (PP 03 06)
 Limited Mexico coverage (PP 03 21)
 Joint ownership coverage (PP 03 34)
 Uninsured motorists coverage — Arizona (PP 04 77; Regulatory Bulletin 2003-10, 2003-03)
 Underinsured motorists coverage — Arizona (PP 04 89; Regulatory Bulletin 2003-10, 2003-03)
 Miscellaneous type vehicle — Arizona (PP 13 69, PP 13 70, PP 13 71, PP 13 72)

5.3 Commercial auto ('10)
 Commercial auto coverage forms
 Business auto
 Garage
 Business auto physical damage
 Truckers
 Motor carrier
 Coverage form sections
 Covered autos
 Liability coverage
 Garagekeepers coverage
 Trailer interchange coverage
 Physical damage coverage
 Exclusions
 Conditions
 Definitions
 Selected endorsements
 Lessor — additional insured and loss payee (CA 20 01)
 Mobile equipment (CA 20 15)
 Auto medical payments coverage (CA 99 03)
 Drive other car coverage (CA 99 10)
 Individual named insured (CA 99 17)

6.0 Commercial Package Policy (CPP) 13%

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 ('07)
 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
 Insured contract

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 coverage
 Extortion — commercial entities (CR 04 03)

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
 Exclusions
 Additional coverages
 Limits of insurance

Conditions
 Definitions

7.0 Businessowners ('10) 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
 Arizona changes (BP 01 38)
 Hired auto and non-owned auto liability (BP 04 04)

8.0 Workers Compensation Insurance 8%

8.1 Workers compensation laws
 Types of laws
 Monopolistic versus competitive
 Compulsory versus elective
 Arizona Workers Compensation Law
 Exclusive remedy (RL 23-1022)
 Employment covered (required, voluntary, elective) (RL 23-901(6), 902)
 Covered injuries (RL 23-901(13), 901.04)
 Occupational disease (RL 23-901.01)
 Benefits provided (RL 23-1021, 1044(A,B), 1045(A,B,C), 1046, 1062)
 Subsequent injury fund (RL 23-1065)
 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 688)

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
 Voluntary compensation endorsement

8.3 Premium computation

- Job classification — payroll and rates
- Experience modification factor
- Premium discounts
- 8.4 Other sources of coverage
- Assigned risk plan (RL 23-1091)
- Self-insured employers and employer groups (RR R20-5-201–208)

9.0 Other Coverages and Options 6%

- 9.1 Umbrella/excess liability policies
 - Personal (DL 98 01)
 - Commercial (CU 00 01)
- 9.2 Specialty liability insurance
 - Professional liability
 - Errors and omissions
 - Directors and officers liability
 - Fiduciary liability
 - Liquor liability
 - Employment practices liability
- 9.3 Surplus lines
 - 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 Other policies
 - Boatowners

Arizona Examination for Personal Lines Insurance Producer

Series 13-44

100 questions – 2 hour time limit
Effective July 1, 2016

1.0 Insurance Regulation 10%

- 1.1 Licensing
 - License application requirements (20-285)
 - Licensing eligibility/lawful presence (41-1080)
 - Types of licensees
 - Producers (20-281(5), 286)
 - Nonresidents (20-281(11))
 - Adjusters (20-321)
 - Life Settlement Broker (ARS 20-3202)
 - Business entities (20-281(1), 285(D, E), 290(B))
 - Surplus lines brokers (20-407, 411)
 - Temporary (20-294)
 - Vending machines (20-293)
 - Lines of producer license authority (20-286, (A), 321 331, 332, 411, 411.01, 1580, 1693.01, 2662)

- Fingerprinting requirements (20-142(E), 285(E), 286(C), 289(D))
- Assumed business name (20-297)
- Maintenance and duration
- Expiration, surrender and renewal (20-289)
- Inactive license status during military service (20-289.01)
- Change of personal/business information (20-286(C))
- Report of actions (20-301)
- Continuing education (20-2902, 2903)
- Disciplinary actions
 - Denial, suspension, revocation or refusal to renew; civil penalties (20-295, 296)
- Cease and desist order (20-292)
- 1.2 State regulation
 - Acts constituting insurance transaction (20-106, 282, 401.01)
 - Negotiate (20-281(10))
 - Sell (20-281(14))
 - Solicit (20-281(15))
 - Payment of premiums (20-191)
 - Certificate of authority (20-217(A))
 - Signature on insurance policy (20-229)
 - Producer regulation
 - Sharing commissions (20-298)
 - Place of business and records (20-157, 290; AZ Const Art 14 s 16)
 - Unfair practices and frauds
 - Unfair trade practices (20-442)
 - Misrepresentation (20-443, 443.01, 447; Rule R20-6-801(D))
 - False or deceptive advertising (20-444)
 - Defamation of insurer (20-445)
 - Boycott, coercion or intimidation (20-446)
 - False financial statements (20-447)
 - Unfair discrimination (20-448)
 - Gender discrimination (Rule R20-6-207)
 - Rebating (20-449–451)
 - Prohibited inducements (20-452)
 - Fees (20-465)
 - Unfair claims settlement practices (20-461; Rule R20-6-801)
 - Claims payment (20-462)
 - Insurance fraud (20-463, 466–466.04)
 - Insurance information and privacy protection (20-2101–2122)

- 1.3 Federal regulation
 - Fair Credit Reporting Act (15 USC 1681–1681d)
 - Violent Crime Control and Law Enforcement Act (20-489; 18 USC 1033, 1034; 15 USC 6101-6108; ARS 44-1282)
 - Fraud and false statements including 1033 waiver (18 USC 1033, 1034)
 - Telemarketing Sales Rule (16 CFR 310; 15 USC 6101–6108; A.R.S. 44-1282)
 - CAN-SPAM Act of 2003 (15 USC 7701; 18 USC 1037)
 - Gramm-Leach-Bliley Act (20-2121; Public Law 106-102)
 - Terrorism Insurance Program (15 USC 6701; Public Law 107-297, 109-144, 110-160)

2.0 General Insurance 10%

- 2.1 Concepts
 - Insurance, definition of (20-103)
 - 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
 - Mutual, stock, fraternal (20-702, -703)
 - Captive insurance companies
 - Stock companies
 - Mutual companies
 - Fraternal benefit societies
 - Reciprocal (20-761, -762)
 - Risk retention groups (20-2401(10), 15 USC SS 3901, 3902)
 - Lloyd's associations (20-1021)
 - Private versus government insurers
 - Authorized versus unauthorized insurers
 - Domestic, foreign and alien insurers (20-201, 203, 204)
 - 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
- 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
 - 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

3.0 Property and Casualty Insurance Basics 17%

- 3.1 Principles and concepts
 - Insurable interest (20-1105)
 - Underwriting
 - Function
 - Loss ratio
 - Rates
 - Types
 - Loss costs
 - Components
 - Hazards
 - Physical
 - Moral
 - Morale
 - Negligence
 - Elements of a negligent act
 - Damages
 - Compensatory — special versus general
 - Punitive
 - Strict liability
 - Vicarious liability
 - 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
 - Market value
 - Agreed value
 - Stated amount
- 3.2 Policy structure
 - Standard Provisions (20-1112)
 - Content of Policy (20-1113)
 - 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
 - Contribution by equal shares
 - Limits of liability
 - Per occurrence (accident)
 - Per person
 - Split
 - Combined single
 - 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
 - Duty to defend
 - Third-party provisions
 - Standard mortgage clause
 - Loss payable clause
 - No benefit to the bailee
 - Electronic Communications (20-239)
 - Electronic Posting of Policies (20-240)
- 3.4 Required provisions
 - Arizona Property and Casualty Insurance Guaranty Fund (20-662)
 - Certificate of authority (20-217(A))
 - Cancellation and nonrenewal (20-1651–1656)
 - Binders (20-1120)
 - Federal Terrorism Insurance Program (15 USC 6701; Public Law 107–297, 109–144, 110–160)

4.0 Dwelling ('02) Policy 11%

- 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 — Arizona (DP 01 02)
 - 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 23%

- 5.1 Coverage forms
 - HO-2 through HO-6
 - HO-8
- 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 — Arizona (HO 01 02)
 - Limited fungi, wet or dry rot, or bacteria coverage (HO 04 26, HO 04 27)
 - Permitted incidental occupancies (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)
 - Business pursuits (HO 24 71)
 - Watercraft (HO 24 75)
 - Personal injury (HO 24 82)

6.0 Auto Insurance 23%

- 6.1 Laws
 - Arizona Motor Vehicle Financial Responsibility Law (RL Title 28, Chapter 9)
 - Required limits of liability (20-266, RL 28-4009)

Required proof of insurance (RL 28-4133)	7.1 Umbrella/excess liability policies
Arizona Automobile Insurance Plan (RL 28-4008)	Personal (DL 98 01)
Premium payments and administrative fees (20-267)	7.2 National Flood Insurance Program
Uninsured/underinsured motorist (20-259.01)	"Write your own" versus government
Definitions	Eligibility
Bodily injury	Coverage
UM/UIM rejection	Limits
Required limits	Deductibles
Personal auto	7.3 Other policies
cancellation/nonrenewal	Boatowners
Grounds (20-1631)	
Notice (20-1632)	
Grace period (20-1632.01)	
Notice of eligibility in assigned risk plan (20-1632)	
Subrogated claim (20-268)	
6.2 Personal ('05) auto policy	
Definitions	
Liability coverage	
Bodily injury and property damage	
Supplementary payments	
Exclusions	
Medical payments coverage	
Uninsured/Underinsured motorist coverage	
Coverage for damage to your auto	
Collision	
Other than collision	
Deductibles	
Transportation expense	
Exclusions	
Duties after an accident or loss	
General provisions (PP 00 01)	
Selected endorsements	
Amendment of policy provisions — Arizona (PP 01 67)	
Full Safety Glass Coverage- Arizona (PP 03 48)	
Towing and labor costs (PP 03 03)	
Extended non-owned coverage — vehicles furnished or available for regular use (PP 03 06)	
Limited Mexico coverage (PP 03 21)	
Joint ownership coverage (PP 03 34)	
Uninsured motorists coverage — Arizona (PP 04 77; Regulatory Bulletin 2003-10, 2003-03)	
Underinsured motorists coverage — Arizona (PP 04 89; Regulatory Bulletin 2003-10, 2003-03)	
Miscellaneous type vehicle — Arizona (PP 13 69, PP 13 70, PP 13 71, PP 13 72)	

7.0 Other Coverages and Options 6%

Exam Registration Form

Arizona Insurance Examinations



Instead of using this form, you can register and pay online – visit www.prometric.com/arizona/insurance_for_details

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

Last Name	First Name	Middle Name	Social Security Number
Residence Address (Your address of legal residence is required)			
City	State	ZIP Code	Daytime Phone Number (including area code) ()
Employer (insurance company, if known)			Evening Phone Number (including area code) ()
E-mail address (applications without an email address may experience delays)			Fax Number (including area code) ()
Name of Your Pre-licensing Education Course Provider			Pre-licensing Course Completion Date

This form is Page 51 of the Arizona Licensing and Examination Information Booklet. We recommend you read the entire Booklet.

Series	Exam Title	Exam Fee	Total
13-31	Insurance Producer – Life	\$44	\$
13-32	Insurance Producer – Accident and Health	\$44	\$
13-33	Insurance Producer – Life, Accident and Health	\$56	\$
13-42	Insurance Producer – Property (commercial and noncommercial)	\$44	\$
13-43	Insurance Producer – Casualty (commercial and noncommercial)	\$44	\$
13-34	Insurance Producer Property and Casualty (commercial and noncommercial)	\$56	\$
13-44	Insurance Producer – Personal Lines (noncommercial property and casualty)	\$44	\$
13-35	Bail Bond Agent	\$44	\$
13-36	Adjuster	\$56	\$
13-41	Surplus Lines Insurance Broker	\$44	\$
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Card Type (Check One)

☐ MasterCard ☐ Visa ☐ American Express

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

Form L-152



ARIZONA DEPARTMENT OF INSURANCE
2910 NORTH 44TH STREET, SUITE 210
PHOENIX, ARIZONA 85018-7269

FORM L-152: LICENSING ELIGIBILITY REQUIREMENT

Last	First	Middle
Business Address (as shown on license or application):		
City, State and ZIP code		

Arizona law prevents a state agency from issuing a license to an individual unless the individual has provided proof of legal status in the US.

Complete this form and staple a photocopy showing both sides (if needed) of your identification to the back. Only provide one of the following forms of identification (mark an "X" next to the one you are submitting):

- ☐ 1. An Arizona driver license issued after 1996 or an Arizona non-operating identification license.
- ☐ 2. A driver license issued by a state that verifies lawful presence in the United States. (Licenses from IL, NM, UT, and WA are not acceptable)
- ☐ 3. A birth certificate or delayed birth certificate issued by any state, territory or possession of the United States.
- ☐ 4. A United States certificate of birth abroad.
- ☐ 5. A United States passport.
- ☐ 6. A foreign passport with a United States visa.
- ☐ 7. An I-94 form with a photograph.
- ☐ 8. A United States citizenship and immigration services employment authorization document or refugee travel document.
- ☐ 9. A United States certificate of naturalization.
- ☐ 10. A United States certificate of citizenship.
- ☐ 11. A tribal certificate of Indian blood.
- ☐ 12. A tribal or bureau of Indian affairs affidavit of birth.

By my signature below, I hereby certify, under penalty of perjury that the copy of the document I am providing is a true and accurate copy of the original document and that I am legally authorized to be present in the United States.

FULL SIGNATURE OF LICENSEE

DATE

Form L-FPV

Arizona Department of Insurance FINGERPRINT VERIFICATION FORM (FORM L-FPV)

READ ALL INSTRUCTIONS. If you do not carefully follow these procedures, the Arizona Department of Insurance ("ADOI") will reject the fingerprint card.

1. Complete, or ensure the applicant has completed, all required boxes on the fingerprint card (blue-outlined Form FD-258) prior to applying fingerprints to the card. **DO NOT USE HIGHLIGHTERS OR MAKE STRAY MARKS ON THE FINGERPRINT CARD.**
2. View the applicant's valid, unexpired government-issued photo ID. Make sure the photo resembles the applicant, and compare the physical descriptors on the ID (hair color, eye color, etc.) to the information the applicant provided for the fingerprint card. If the applicant's ID does not match information the applicant provided for the fingerprint card, you must refuse to apply fingerprints to the card.

3. Complete the following information

Applicant's Last Name	Applicant's First Name	Applicant's Middle Name	Jr/Sr/II/etc.
PRINTED Name of Fingerprint Technician	Fingerprint Technician's Business/Entity/Organization Name:		
Street Address of Location Where Fingerprints Were Applied	City	State	ZIP Code
			Area Code and Phone No.
Type of Photo Identification Checked (select only one)			
<input type="checkbox"/> Driver License or MVD-issued Identification		<input type="checkbox"/> US Passport or US Passport Card	
<input type="checkbox"/> Other (specify) _____			
Fingerprint Technician's Signature X_____			Date

4. Once the fingerprints have been applied to the card, you must: ► place the fingerprint card and this form into a fingerprint card envelope and seal the flap of the envelope; AND, ► print your name across the edge of the flap so that the upper parts of the letters in your name are on the flap and the lower parts of the letters in your name are off of the flap. **YOU MUST NOT GIVE THE APPLICANT THE FINGERPRINT CARD WITHOUT FIRST SEALING IT INSIDE THE ENVELOPE.**
5. Tell the applicant NOT to open or fold the fingerprint card envelope, which would cause the card to be rejected.




QUESTIONS?

Regarding a fingerprint card for an insurance professional license applicant, contact the Insurance Licensing Section: licensing@azinsurance.gov or (602) 364-4457

Regarding a fingerprint card for an insurance company representative, contact the Financial Affairs Division: jhunt@azinsurance.gov or (602) 364-3988

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