

WASHINGTON INSURANCE ADJUSTER

100 Items - 135 minutes

Federal Laws and Regulations (5 items)

18 United States Code (USC) Sections 1033 and 1034 - Purpose

National Flood Insurance Program (NFIP)

Terrorism Risk Insurance Act

Motor Carrier Act (MCS-90 and Others)

Privacy (Gramm-Leach-Bliley)

Licensing and Regulation (20 items)

Ref: References are from the revised Code of Washington Title 48 (RCW-48) and the Washington Administrative Code (WAC) Title 284.

Washington Laws, Rules and Regulations Common to Adjuster Insurance

Commissioner

Broad powers (RCW: 48.01.010, .020, .030, 040, .053, .060, .070, .080, .150, .190, .250; 48.02.010, .020, .060, .080, .100, .160)

Examination of records (Ref: 48.03.010-.030; WAC 284-03-015)

Notice of hearing (RCW: 48.04.010-.140)

Licensing

Persons required to be licensed (RCW: 48.17.060, 48.17.460, 48.17.110)

Adjuster (RCW 48.17.010; 48.17.380, 48.17.390; 48.17.410, .430, 48.17.470, WAC 284-17-06, 284-17-123, 284-17-125, 284-17-130, .423)

Exemptions (RCW: 48.17..110)

Penalties for noncompliance (RCW 48.17.125)

Refusal/nonrenewal (RCW: 48.17.530, .540)

Suspension/revocation/probation (Ref: 48.17.530, .540, .550)

Fines (RCW 48.17.560)

Maintenance and duration of license

Renewal (WAC 284-17-423; 48.14.010(1)(i))

Continuing education -exemption (WAC 284-17-222)

Late renewal/reinstatement (WAC 284-17-490; RCW 48.17.170)

Reporting of actions (Ref: 48.17.597)

Trade Practices

Purpose

Definitions

First Party Claimant

Third Party Claimant (WAC 284-30-320)

Insurer

Unfair Claims Settlement Practices

Misrepresentation

Failure to Acknowledge Pertinent Communications

Standards for Prompt Investigations of Claims

Standards for Prompt, Fair and Equitable Settlements

Revised Code of Washington (Title 48.17.010, 410, 460, 470, 560; 48.30.015; 48.30A.015; 48.30.230)

Washington Administrative Code (Title 284-17-122, 123, 423; 284-21-010, 990; 284-30-300 to 400, 574, 900, 905, 910, 920, 930, 940)

General Insurance Concepts (10 items)

Risk

Methods of Handling Risk (e.g., Avoidance, Retention, Sharing, Reduction, Transfer)

Elements of Insurable Risks

WASHINGTON INSURANCE ADJUSTER

100 Items - 135 minutes

Definitions (e.g., Risk, Hazard, Peril, Loss)

Classifications of Insurers

Mutual, Stock

Admitted, Non-Admitted

Foreign, Domestic, Alien

Elements of a Contract

Consideration

Competent Parties

Legal Purpose

Offer

Acceptance

Authority and Powers of Producers

Express

Implied

Apparent

The Law of Agency

Legal Interpretations Affecting Contracts

Reasonable Expectations

Indemnity

Good Faith

Fraud

Warranties, Representations, Misrepresentations, and Concealment

Property and Casualty Insurance Basics (20 items)

Insurable Interest

Liability

Absolute

Strict

Vicarious

Underwriting

Purpose

Process

Results

Rate Development

Types

Components

Basis

Types of Hazards

Types of Perils

Types of Loss

Direct

Indirect

Loss Valuation

Actual Cash Value

Replacement Cost

Market Value

Agreed Value

Valued Policy

WASHINGTON INSURANCE ADJUSTER

100 Items - 135 minutes

Functional Replacement Cost

Basic Types of Construction

Negligence

Torts

Elements of a Negligent Act

Defense Against Negligence

Accident versus Occurrence

Policy Structure

Declarations

Definitions

Insuring Agreement

Supplementary Coverage

Conditions

Exclusions

Endorsements

Policy Clauses

Insureds

Policy Period

Policy Territory

Cancellation and Non-Renewal

Deductibles

Other Insurance

Nonconcurrency

Primary and Excess

Pro Rata

Contribution by Equal Shares

Limits of Liability

Per Accident

Per Occurrence

Per Person

Aggregate

Split Limits

Combined Single Limit

Coinsurance

Purpose

Definition

Calculation

Penalties

Total versus Partial Loss

Specific, Scheduled, and Blanket Insurance

Vacant versus Unoccupied

Named Insured Provisions

First Named Insured versus Other Insureds

Duties After Loss

Assignment

Waiver of Rights

Insurer Provisions

WASHINGTON INSURANCE ADJUSTER

100 Items - 135 minutes

Liberalization

Subrogation

Claim Settlement Options

Duty to Defend

Third-Party Provisions

Standard Mortgage Clause

Loss Payable Clause

No Benefit to the Bailee

Dwelling Policy Concepts (4 Items)

Purpose and Eligibility

Perils Insured Against

Basic

Broad

Special

Property Coverages

Coverage A - Dwelling

Coverage B - Other Structures

Coverage C - Personal Property

Coverage D - Fair Rental Value

Coverage E - Additional Living Expenses

Other Coverages

Dwelling Property Conditions

Dwelling Property Exclusions

Dwelling Property Endorsements

Personal Liability Supplement

Coverage L - Personal Liability

Coverage M - Medical Payments to Others

Homeowners Policy Concepts (9 Items)

Definitions

Eligibility and Purpose

Homeowners Policy Coverage Forms

Broad (HO-2)

Special (HO-3)

Contents Broad (HO-4)

Comprehensive (HO-5)

Unit-Owners (HO-6)

Modified Coverages (HO-8)

Section I - Property Coverages

Coverage A - Dwelling

Coverage B - Other Structures

Coverage C - Personal Property

Coverage D - Loss of Use

Additional Coverages

Section II - Liability Coverages

Coverage E - Personal Liability

Coverage F - Medical Payments to Others

Additional Coverages

WASHINGTON INSURANCE ADJUSTER

100 Items - 135 minutes

Homeowners Policy Exclusions

Section I-Property Covered Exclusions

Section II - Liability Covered Exclusions

Homeowners Policy Conditions

Homeowners Policy Endorsements

Ordinance or Law

Business Pursuits

Earthquake

Home Day Care

Personal Injury

Personal Property Replacement Cost

Watercraft

Scheduled Personal Property/Personal Articles Floater

Commercial Property Policies (3 Items)

Commercial Package Policy

Purpose

Definition

Coverage Parts

Coverage Extensions

Commercial Policy Components

Declarations

Conditions

Insuring Agreements

Exclusions

Commercial Property Forms

Coverage Forms for Building and Business Personal Property

Builders Risk

Business Income

Extra Expense

Legal Liability

Cause of Loss Forms

Commercial Crime

Commercial Property Endorsements

Ordinance or Law

Peak Season Limit of Insurance

Spoilage

Value Reporting Form

Earthquake

Equipment Breakdown Coverages

Commercial Inland Marine - Purpose

Ocean Marine (Distinction Between Inland and Ocean)

Farm Property

Definitions

Conditions and Exclusions

Coverages

Personal Automobile Policy (9 items)

Definitions

WASHINGTON INSURANCE ADJUSTER

100 Items - 135 minutes

Personal Injury Protection Definitions

General Provisions

Duties After an Accident or Loss

Endorsements

Towing and Labor Costs

Extended Non-Owned Coverage - Vehicles Furnished or Available for Regular Use

Joint Ownership Coverage

Rental Vehicle Coverage

Liability Coverage

Bodily Injury and Property Damage

Supplementary Payments

Exclusions

Medical Payments Coverage

Uninsured and Underinsured Motorist Coverage

Definitions

Bodily Injury

UM and UIM Rejection

Coverage for Damage to your Automobile

Collision

Other than Collision (Comprehensive)

Deductibles

Exclusions

Commercial Automobile Policy (3 Items)

Commercial Automobile Coverage Forms

Covered Automobiles

Hired Automobiles

Non-owned Automobiles

Definitions

Conditions

Selected Endorsements

Lessor - Additional Insured and Loss Payee

Mobile Equipment

Property Protection Coverage

Broad Form Products

Employees as Insureds

Exclusions

Physical Damage

Commercial General Liability (3 Items)

Commercial Policy Components

Declarations

Conditions

Interline Endorsements

Commercial General Liability Coverages

Bodily Injury and Property Damage

Personal and Advertising Injury

Medical Payments

Conditions

WASHINGTON INSURANCE ADJUSTER

100 Items - 135 minutes

Definitions

Exclusions

Occurrence Policy versus Claims-Made Policy

Commercial General Liability Exposures

Premises and Operations

Products and Completed Operations

Contractual Liability

Other Types of Insurance Policies (1 Item)

Personal Umbrella, Commercial Umbrella, and Excess Policies

Underlying Limits

Self-Insured Retention

Mobile Home Policy (Insuring Agreement)

Earthquake Insurance (Insuring Agreement)

Deductible

Adjustment Process (13 Items)

Claim Notification Process

Date of Loss

Location

Parties Involved

Type of Loss (e.g. Liability, Property)

Investigation and Evaluation of Loss/Claim Information

Determination of Applicable Coverage

Inquiry into Relevant Information

Purpose of Loss Reserves

Remedies for Disputes

Appraisal

Mediation (Binding and Unbinding)

Arbitration (Binding and Unbinding)

Litigation

Finalization of Claim

Denial

Settlement

Closing Claim