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| <p style="text-align: center;"><b>Wisconsin Public Adjuster: General and State</b><br/> <b>Series 22-15</b><br/> <b>35 questions – 1-hour time limit</b><br/> <b>July 15, 2022</b></p> |  |
| <b>1.0 Insurance Regulation 5%</b>                                                                                                                                                     |  |
| <b>1.1 Licensing</b>                                                                                                                                                                   |  |
| Purpose                                                                                                                                                                                |  |
| <i>Ref: ch 628</i>                                                                                                                                                                     |  |
| Persons required to be licensed                                                                                                                                                        |  |
| <i>Ref: s. 618.41, ch. 628, s. 628.02(1),</i>                                                                                                                                          |  |
| <i>s. 628.02(3), s. 628.02(4), s. 628.02(5),</i>                                                                                                                                       |  |
| <i>s. 628.03, s. 628.04, s. 628.49,</i>                                                                                                                                                |  |
| <i>s. Ins 6.58, s. Ins 42.01, s. Ins 42.03, s. Ins 47</i>                                                                                                                              |  |
| License Requirements                                                                                                                                                                   |  |
| <i>Ref: ch. 26, s. 628.03, s. 628.04, s. 628.04(2), s. 628.34, s. 628.51, s. 629.04, ch 629,</i>                                                                                       |  |
| <i>s. Ins 6.59, s. Ins 6.59(4)(a), s. 6.59(4)(c)</i>                                                                                                                                   |  |
| Record keeping, maintenance, and duration                                                                                                                                              |  |
| Renewal                                                                                                                                                                                |  |
| Continuing education requirements                                                                                                                                                      |  |
| <i>Ref: 629.11</i>                                                                                                                                                                     |  |
| Reinstatement                                                                                                                                                                          |  |
| Assumed name                                                                                                                                                                           |  |
| Change of address or telephone number                                                                                                                                                  |  |
| Reporting of actions                                                                                                                                                                   |  |
| <i>Ref: s. 601.42, s. 628.04, s. 628.08, s. 628.09, s. 628.09(6), s. 628.11, s. Ins 6.57, s. Ins</i>                                                                                   |  |
| <i>6.61, s. Ins 6.63(3), s. Ins 28.04(1)(a),</i>                                                                                                                                       |  |
| <i>s. Ins 28.04(1)(f), s. Ins 28.04(2)(a),</i>                                                                                                                                         |  |
| <i>s. Ins 28.04(2)(b), s. Ins 28.06(6), s. 629.12</i>                                                                                                                                  |  |
| Disciplinary actions                                                                                                                                                                   |  |
| License termination, suspension, or revocation                                                                                                                                         |  |
| <i>Ref: s. 629.13</i>                                                                                                                                                                  |  |
| Monetary forfeiture (fines)                                                                                                                                                            |  |
| <i>Ref: s. 601.31, s. 601.64, s. 628.10(1),</i>                                                                                                                                        |  |
| <i>s. 628.10(2), s. 628.10(3), s. 628.345(1)(b), s. 628.345(2), s. 628.345(3)(a),</i>                                                                                                  |  |
| <i>s. 628.345(3)(d), s. 628.345(3)(e),</i>                                                                                                                                             |  |
| <i>s. 628.345(3)(f), s. Ins 6.63, s. 629.13</i>                                                                                                                                        |  |
| <b>1.2 State Regulation</b>                                                                                                                                                            |  |
| Commissioner's general duties and powers                                                                                                                                               |  |
| Duties                                                                                                                                                                                 |  |
| Hearings                                                                                                                                                                               |  |
| Penalties                                                                                                                                                                              |  |
| Wisconsin Insurance Security Fund                                                                                                                                                      |  |
| <i>Ref: ch. 227, s. 629.13, s. 227.12, s. 601.41, s. 601.41(4), s. 601.42, s. 601.42(4), s.</i>                                                                                        |  |
| <i>601.62, s. 601.62(5), s. 601.64, s. 601.64(2), s. 601.64(3),</i>                                                                                                                    |  |
| <i>s. 601.64(3)(d), s. 601.64(4), s. 601.65,</i>                                                                                                                                       |  |
| <i>s. 628.10, s. 628.10(2)(b), s. Ins 6.59, ch. 646</i>                                                                                                                                |  |
| Company regulation                                                                                                                                                                     |  |

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| Solvency                                                                                          |
| Responsibilities of the insurer                                                                   |
| Rates                                                                                             |
| Use of Policy forms                                                                               |
| Readability                                                                                       |
| Unfair claims, methods, and practices                                                             |
| Notice of right to file complaint                                                                 |
| <i>Ref: s. 628.11, s. 628.40, s. 631.20,</i>                                                      |
| <i>s. 631.20(3), s. 631.22, s. 631.28, s. Ins 6.07, s. Ins 6.11, s. Ins 6.11(3), s. Ins 6.55,</i> |
| <i>s. Ins 6.55(4)(b), s. Ins 6.57, s. Ins 6.85</i>                                                |
| Adjuster regulation                                                                               |
| Fiduciary and trust account responsibilities                                                      |
| Place of business/records maintenance                                                             |
| Controlled business                                                                               |
| <i>Ref: s. 629.05 - 629.08</i>                                                                    |
| Shared commissions                                                                                |
| Proper exchange of business                                                                       |
| <i>Ref: ch 629, s. 628.32, s. 628.51, s. 628.61, s. Ins 6.66</i>                                  |
| Marketing practices                                                                               |
| <i>Ref: s. 629.10</i>                                                                             |
| Misrepresentation                                                                                 |
| False advertising                                                                                 |
| Rebating                                                                                          |
| Unfair discrimination                                                                             |
| Boycott, coercion, or intimidation                                                                |
| Illegal inducement                                                                                |
| <i>Ref: ch. 20, s. 628.34(1) – (14), s. 629.10</i>                                                |
| <i>s. Ins 6.54, s. Ins 6.55,</i>                                                                  |
| <i>s. Ins 6.67, s. Ins 6.68</i>                                                                   |
| Examination of records                                                                            |
| <i>Ref: s. 601.43, s. 601.43(1)(b), s. 601.43(1)(c), s. 601.43(2)(a), s. 601.45, s. 601.49,</i>   |
| <i>s. Ins 16.01, s. Ins 26.10, s. Ins 26.10(3),</i>                                               |
| <i>s. Ins 28.10, s. Ins 28.10(3)</i>                                                              |
| General statutes, rules, and regulations affecting insurance contracts                            |
| Definitions                                                                                       |
| <i>Ref: s. 600.03, s. 629.01</i>                                                                  |
| Specific knowledge                                                                                |
| Misrepresentation/Warranties                                                                      |
| Certificates of Insurance                                                                         |
| <i>Ref: s. 628.34, ch. 631, s. 631.08, s. 631.09,</i>                                             |
| <i>s. 631.11, s. 631.28, ch. 632</i>                                                              |
| Electronic delivery of notice of documents                                                        |
| <i>Ref: s.610.60</i>                                                                              |
| Regulation of specific clauses in insurance contracts                                             |
| Cancellation                                                                                      |
| Renewal/Nonrenewal                                                                                |

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| Notice of proof of loss                                                                        |
| Payment of claims                                                                              |
| <i>Ref: s. 102.315(10)(b)3, s. 628.46, s. 631.36,</i>                                          |
| <i>s. 631.43, s. 631.48, s. 631.36 (1) and (2),</i>                                            |
| <i>s. Ins 6.11, s. Ins 6.77</i>                                                                |
| Privacy of Consumer Information                                                                |
| <i>Ref: s. 134.97, s. 610.70, ch.. Ins 25, s.134.98</i>                                        |
| <b>1.3 Federal Regulation</b>                                                                  |
| Fair Credit Reporting Act (15 USC 1681–1681d)                                                  |
| Fraud and false statements (18 USC 1033, 1034)                                                 |
| <b>1.4 Wisconsin statutes, rules, and regulations common to property insurance</b>             |
| General rate standards                                                                         |
| <i>Ref: s. 625.11, s. 625.13, s. 625.22, s. 626.13,</i>                                        |
| <i>s. 631.20, s. Ins 3.49(3), s. Ins 4.08,</i>                                                 |
| <i>s. Ins 4.10(7)(g), s. Ins 6.78</i>                                                          |
| Prohibited classification of risks                                                             |
| <i>Ref: s. 628.34, s. Ins 6.54</i>                                                             |
| Surplus lines                                                                                  |
| Definition                                                                                     |
| <i>Ref: s. 618.39, s. 618.41, s. 618.41(7m),</i>                                               |
| <i>s. 618.41(8), s. 618.415, s. 618.42, s. 618.43,</i>                                         |
| <i>s. 628.02, s. 628.02(5), s. 628.04(2), s. Ins</i>                                           |
| <i>6.17s. Ins 6.18, s. Ins 6.19, s. Ins 6.66</i>                                               |
| Oral contracts                                                                                 |
| <i>Ref: s. 631.05</i>                                                                          |
| <b>1.5 Wisconsin statutes, rules, and regulations pertinent to property insurance</b>          |
| Application of the standard fire policy in Wisconsin                                           |
| Modifications or additions                                                                     |
| Required provisions                                                                            |
| Limitations on using or disclosing information regarding domestic abuse                        |
| <i>Ref: s. 628.34, s. 631.95(2)(f),</i>                                                        |
| <i>s. 632.05, s. 632.07, s. 632.08, s. Ins 4.01, s. Ins 6.76</i>                               |
| Wisconsin Insurance Plan (WIP)                                                                 |
| <i>Ref: s. 610.01, ch. 619, s. Ins 4.10</i>                                                    |
| <b>1.6 Wisconsin statutes, rules, and regulations pertinent to casualty insurance</b>          |
| Automobile liability                                                                           |
| Financial responsibility defined                                                               |
| Persons required to show proof                                                                 |
| Required coverages and prohibited exclusions                                                   |
| Cancellation or nonrenewal                                                                     |
| Responsibility for minors operating motor vehicles                                             |
| The Wisconsin Auto Insurance Plan (WAIP)                                                       |
| <i>Ref: s. 343.15, s. 344.01, s. 344.01(2)(d),</i>                                             |
| <i>s. 344.29, s. 344.30, s. 344.31, s. 344.34,</i>                                             |
| <i>s. 344.62, s. 619.01, s. 631.35, s. 632.26(1),</i>                                          |
| <i>s. 632.32, s. 632.34, s. 632.36, s. 632.365,</i>                                            |
| <i>s. 632.37, s. 632.38, s. 895.04(4), s. Ins 3.49, s. Ins 6.77(6), s. Ins 21.01(7) – (10)</i> |

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| Lender Requirements                               |
| <i>Ref: s. 632.07</i>                             |
| <b>2.0 General Insurance 5%</b>                   |
| <b>2.1 Concepts</b>                               |
| 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                                       |
| <b>2.2 Insurers</b>                               |
| Types of insurers                                 |
| Stock companies                                   |
| Mutual companies                                  |
| Fraternal benefit societies                       |
| Reciprocals                                       |
| Lloyd's associations                              |
| Risk retention groups                             |
| Private versus government insurers                |
| Admitted versus nonadmitted insurers              |
| Domestic, foreign and alien insurers              |
| Financial status (independent rating services)    |
| Marketing (distribution) systems                  |
| <b>2.3 Contracts</b>                              |
| Elements of a legal contract                      |
| Offer and acceptance                              |
| Consideration                                     |
| Competent parties                                 |
| Legal purpose                                     |
| Distinct characteristics of an insurance contract |
| Contract of adhesion                              |
| Aleatory contract                                 |
| Personal contract                                 |
| Unilateral contract                               |
| Conditional contract                              |
| Legal interpretations affecting contracts         |
| Ambiguities in a contract of adhesion             |

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| Reasonable expectations                      |
| Indemnity                                    |
| Utmost good faith                            |
| Representations/misrepresentations           |
| Warranties                                   |
| Concealment                                  |
| Fraud                                        |
| Waiver and estoppel                          |
| <b>3.0 Property Insurance Basics 5%</b>      |
| <b>3.1 Principles and concepts</b>           |
| Insurable interest                           |
| Hazards                                      |
| Physical                                     |
| Moral                                        |
| Morale                                       |
| Causes of loss (perils)                      |
| Named perils versus special (open) perils    |
| Direct loss                                  |
| Consequential or indirect loss               |
| Blanket versus specific insurance            |
| Basic types of construction                  |
| Loss valuation                               |
| Actual cash value                            |
| Replacement cost                             |
| Functional replacement cost                  |
| Market value                                 |
| Agreed value                                 |
| Stated amount                                |
| Valued policy                                |
| <b>3.2 Policy structure</b>                  |
| Declarations                                 |
| Definitions                                  |
| Insuring agreement or clause                 |
| Additional/supplementary coverage            |
| Conditions                                   |
| Exclusions                                   |
| Endorsements                                 |
| <b>3.3 Common policy provisions</b>          |
| Insureds — named, first named and additional |
| Policy period                                |
| Policy territory                             |
| Cancellation and nonrenewal                  |
| Deductibles                                  |
| Other insurance                              |
| Nonconcurrency                               |
| Primary and excess                           |
| Limits of liability                          |

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| 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                           |
| <b>4.0 Dwelling Policy 2%</b>                      |
| <b>4.1 Characteristics and purpose</b>             |
| <b>4.2 Coverage forms — Perils insured against</b> |
| Basic                                              |
| Broad                                              |
| Special                                            |
| <b>4.3 Property coverages</b>                      |
| Coverage A — Dwelling                              |
| Coverage B — Other structures                      |
| Coverage C — Personal property                     |
| Coverage D — Fair rental value                     |
| Coverage E — Additional living expense             |
| Other coverages                                    |
| <b>4.4 General exclusions</b>                      |
| <b>4.5 Conditions</b>                              |
| <b>4.6 Selected endorsements</b>                   |
| Special provisions (DP 01 43)                      |
| Automatic increase in insurance (DP 04 11)         |
| Broad theft coverage (DP 04 72)                    |
| Dwelling under construction (DP 11 43)             |
| <b>4.7 Personal liability supplement</b>           |
| <b>5.0 Homeowners Policy 13%</b>                   |
| <b>5.1 Coverage forms</b>                          |
| HO-2 through HO-6                                  |
| HO-8                                               |
| <b>5.2 Definitions</b>                             |
| <b>5.3 Section I — Property coverages</b>          |
| Coverage A — Dwelling                              |
| Coverage B — Other structures                      |
| Coverage C — Personal property                     |

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| Coverage D — Loss of use                                                 |
| Additional coverages                                                     |
| <b>5.4 Perils insured against</b>                                        |
| <b>5.5 Exclusions</b>                                                    |
| <b>5.6 Conditions</b>                                                    |
| <b>5.7 Selected endorsements</b>                                         |
| Special provision (HO 01 43)                                             |
| Limited fungi, wet or dry rot, or bacteria coverage (HO 04 26, HO 04 27) |
| Permitted incidental occupancies — residence premises (HO 04 42)         |
| Earthquake (HO 04 54)                                                    |
| Scheduled personal property (HO 04 61)                                   |
| Personal property replacement cost (HO 04 90)                            |
| Home day care (HO 04 97)                                                 |
| Sewer back-up/sump discharge or overflow (HO 04 95)                      |
| <b>6.0 Commercial Package Policy (CPP) 5%</b>                            |
| <b>6.1 Components of a commercial policy</b>                             |
| Common policy declarations                                               |
| Common policy conditions                                                 |
| Interline endorsements                                                   |
| One or more coverage parts                                               |
| <b>6.2 Commercial property</b>                                           |
| Commercial property conditions form                                      |
| Coverage forms                                                           |
| Building and personal property                                           |
| Condominium association                                                  |
| Condominium commercial unit-owners                                       |
| Builders risk                                                            |
| Business income                                                          |
| Extra expense                                                            |
| Causes of loss forms                                                     |
| Basic                                                                    |
| Broad                                                                    |
| Special                                                                  |
| Selected endorsements                                                    |
| Ordinance or law (CP 04 05)                                              |
| Spoilage (CP 04 40)                                                      |
| Peak season limit of insurance (CP 12 30)                                |
| Value reporting form (CP 13 10)                                          |
| <b>6.3 Commercial inland marine</b>                                      |
| Nationwide marine definition                                             |
| Commercial inland marine conditions form                                 |
| Inland marine coverage forms                                             |
| Accounts receivable                                                      |
| Bailee's customer                                                        |
| Commercial articles                                                      |
| Contractors equipment floater                                            |
| Electronic data processing                                               |

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| Installation floater                                             |
| Signs                                                            |
| Valuable papers and records                                      |
| Transportation coverages                                         |
| Motor truck cargo forms                                          |
| Transit coverage forms                                           |
| <b>6.4 Equipment breakdown</b>                                   |
| Equipment breakdown protection coverage form (EB 00 20)          |
| Selected endorsement                                             |
| Actual cash value (EB 99 59)                                     |
| <b>6.5 Farm coverage</b>                                         |
| Farm property coverage form                                      |
| Coverage A — Dwellings                                           |
| Coverage B — Other private structures                            |
| Coverage C — Household personal property                         |
| Coverage D — Loss of use                                         |
| Coverage E — Scheduled personal property                         |
| Coverage F — Unscheduled farm personal property                  |
| Coverage G — Other farm structures                               |
| Mobile agricultural machinery and equipment coverage form        |
| Livestock coverage form                                          |
| Definitions                                                      |
| Causes of loss (basic, broad and special)                        |
| Conditions                                                       |
| Exclusions                                                       |
| Limits                                                           |
| Additional coverages                                             |
| <b>7.0 Businessowners Policy 5%</b>                              |
| <b>7.1 Characteristics and purpose</b>                           |
| <b>7.2 Businessowners Section I — Property</b>                   |
| Coverages                                                        |
| Exclusions                                                       |
| Limits                                                           |
| Deductibles                                                      |
| Loss conditions                                                  |
| General conditions                                               |
| Optional coverages                                               |
| Definitions                                                      |
| <b>7.3 Businessowners Section III — Common Policy Conditions</b> |
| <b>7.4 Selected endorsements</b>                                 |
| Protective safeguards (BP 04 30)                                 |
| Utility services — direct damage (BP 04 56)                      |
| Utility services — time element (BP 04 57)                       |
| <b>8.0 Other Coverages and Options 5%</b>                        |
| <b>8.1 Other policies</b>                                        |
| Boatowners                                                       |
| Surplus lines                                                    |



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| Directors and Officers                                                        |
| National Flood Program                                                        |
| <b>9.0 Auto Insurance 5%</b>                                                  |
| <b>9.1 Personal auto policy</b>                                               |
| Definitions                                                                   |
| Liability coverage                                                            |
| Bodily injury and property damage                                             |
| Supplementary payments                                                        |
| Exclusions                                                                    |
| Medical payments coverage                                                     |
| Uninsured motorists coverage                                                  |
| Coverage for damage to your auto                                              |
| Collision                                                                     |
| Other than collision                                                          |
| Deductibles                                                                   |
| Transportation expenses                                                       |
| Exclusions                                                                    |
| Duties after an accident or loss                                              |
| General provisions                                                            |
| Selected endorsements                                                         |
| Amendment of policy provisions                                                |
| Towing and labor costs                                                        |
| Extended non-owned coverage — vehicles furnished or available for regular use |
| Miscellaneous type vehicle                                                    |
| Joint ownership coverage                                                      |
| <b>9.2 Commercial auto</b>                                                    |
| Commercial auto coverage forms (casualty only)                                |
| Business auto                                                                 |
| Garage                                                                        |
| Business auto physical damage                                                 |
| Truckers                                                                      |
| Motor carrier                                                                 |
| Coverage form sections                                                        |
| Covered autos                                                                 |
| Liability coverage                                                            |
| Garagekeepers coverage                                                        |
| Trailer interchange coverage                                                  |
| Exclusions                                                                    |
| Conditions                                                                    |
| Definitions                                                                   |
| Selected endorsements                                                         |
| Lessor — additional insured and loss payee                                    |
| Mobile equipment                                                              |
| Auto medical payments coverage                                                |
| Drive other car coverage                                                      |
| Individual named insured                                                      |
| Commercial carrier regulations                                                |

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| The Motor Carrier Act of 1980                                            |
| Endorsement for motor carrier policies of insurance for public liability |
| <b>10.0 Adjusting Losses 50%</b>                                         |
| <b>10.1 Role of the adjuster</b>                                         |
| Duties and responsibilities                                              |
| <i>Ref: ch 629</i>                                                       |
| Escrow Funds                                                             |
| <i>Ref: s. 629.082</i>                                                   |
| Bonding                                                                  |
| <i>Ref: s. 629.082</i>                                                   |
| Continuing Education                                                     |
| <i>Ref: s. 629.11</i>                                                    |
| Reporting Requirements                                                   |
| <i>Ref: s. 629.12</i>                                                    |
| Prohibited activities                                                    |
| <i>Ref: s. 629.06, s. 629.06, s. 629.07</i>                              |
| Relationship to the legal profession                                     |
| Records                                                                  |
| Compensation of adjusters                                                |
| <i>Ref: s. 629.05, s. 629.06, s. 629.07</i>                              |
| Adjuster appointments/terminations                                       |
| Contract Requirements                                                    |
| <i>Ref: s. 629.04, s. 629.07, s. 629.09</i>                              |
| <b>10.2 Duties of insured after loss</b>                                 |
| Notice to insurer                                                        |
| Minimizing loss                                                          |
| Proof of loss                                                            |
| Special requirements                                                     |
| Production of books and records                                          |
| Abandonment                                                              |
| <b>10.3 Determining value and loss</b>                                   |
| Burden of proof of value and loss                                        |
| Estimates                                                                |
| Depreciation                                                             |
| Salvage                                                                  |
| Appraisal                                                                |
| <b>10.4 Payment and discharge</b>                                        |
| Claim settlement options                                                 |
| Practical adjustment procedures (determine and evaluate)                 |
| Building construction                                                    |
| Inventory analysis                                                       |
| Time element                                                             |
| Improvement and betterments                                              |
| Builders risk                                                            |