

**Oregon Adjuster's Examination
General Lines Insurance
Series 12-07**

150 questions – 2.5-hour time limit

Insurance Regulation 10% (15 items)

Licensing requirements (ORS 744.505)

Licensing exceptions (ORS 744.515)

Qualifications (ORS 744.002, .525)

Types of licensees

General lines adjuster (ORS 744.531)

Nonresident adjuster (ORS 744.528, .538)

Temporary adjuster permit (ORS 744.555)

Maintenance and duration

Renewal (ORS 744.008, .009(1))

Expiration (ORS 744.007)

Nonrenewal (ORS 744.009(2))

Notification of change, deletion, or addition of an assumed business name (ORS 744.028(2))

Change of address or telephone number (ORS 744.028(1))

Disciplinary actions

Cease and desist orders (ORS 731.252)

License probation, suspension, revocation or refusal to issue or renew (ORS 744.013, .014, .074)

Civil penalty (ORS 731.988)

Criminal penalty (ORS 731.992)

Claim settlement laws and regulations

Director's enforcement authority (ORS 731.256)

Director's inquiries (ORS 731.296)

Unfair claim settlement practices (ORS 746.230; OAR 836-080-0205 to 0250)

Misrepresentation and other prohibited claim practices (OAR 836-080-0220)

Required claim communications practices (OAR 836-080-0225)

Standard for prompt claim investigation (OAR 836-080-0230)

Standard for prompt and fair settlements General (OAR 836-080-0235)

Standard for auto total loss (OAR 836-080-0240)

Adjustment of claims under policy issued by unauthorized insurer (ORS 744.541)

Regulation for automobile insurance claims

Designation of repair shop prohibited (ORS 746.280, .290)

Proof and amount of loss determination (ORS 746.295)

Liability for damages; attorney fees (ORS 746.300)

Federal Laws and Regulations 5% (8 items)

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

Privacy (Gramm-Leach-Bliley)

National Flood Insurance Program (NFIP)

Terrorism Risk Insurance Act

Motor Carrier Act (MCS-90 and Others)

General Insurance Concepts 10% (15 items)

Risk

Methods of handling risk (e.g., avoidance, retention, sharing, reduction, transfer)

Elements of insurable risks

Definitions (e.g., risk, hazard, peril, loss)

Classifications of insurers
Mutual, stock
Admitted, non-admitted
Foreign, domestic, alien
Elements of a contract
Offer
Acceptance
Consideration
Competent parties
Legal purpose
Authority and powers of producers
Express
Implied
Apparent
The Law of Agency
Legal interpretations affecting contracts
Reasonable expectations
Indemnity
Good faith
Warranties, representations, misrepresentations, and concealment
Fraud
Property and Casualty Insurance Basics 20% (30 items)
Insurable interest
Types of hazards
Negligence
Torts
Elements of a negligent act
Defenses against negligence
Liability
Absolute
Strict
Vicarious
Underwriting
Purpose
Process
Results
Rate development
Types
Components
Basis
Types of perils
Types of loss
Direct
Indirect
Specific, scheduled, and blanket insurance
Basic types of construction
Loss valuation
Actual cash value
Replacement cost

Functional replacement cost
Market value
Agreed value
Valued policy
Accident versus occurrence
Policy structure
Declarations
Definitions
Insuring agreement
Additional/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
Vacant versus unoccupied
Named insured provisions
First named insured versus other insureds
Duties after loss
Assignment
Waiver of rights
Insurer provisions
Liberalization
Subrogation
Claim settlement options
Duty to defend
Third-party provisions

Standard mortgage clause
Loss payable clause
No benefit to the bailee
Oregon laws, regulations and required provisions
Oregon Insurance Guaranty Association (ORS 734.510 to .710)
Cancellation and nonrenewal
Commercial liability (ORS 742.700 to .710)
Property (ORS 742.224, 746.686-687)
Automobile (742.560-.572)
Suit against insurer (ORS 742.240)
Concealment, misrepresentation or fraud (ORS 742.013, .208, .562(1)(b), .702(1)(b); 746.075, .100, .110)
Adjustment Process 17% (26 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
Arbitration (binding and unbinding)
Mediation (binding and unbinding)
Litigation
Finalization of claim
Denial
Settlement
Closing claim
Dwelling Policy Concepts 4% (6 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 expense
Other coverages
Dwelling property exclusions
Dwelling property conditions
Dwelling property endorsements
Personal liability supplement
Coverage L - Personal Liability

Coverage M - Medical Payments to Others
Homeowners Policy Concepts 9% (14 items)
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)
Definitions
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
Homeowners policy exclusions
Section I-Property covered exclusions
Section II - Liability covered exclusions
Homeowners policy conditions
Homeowners policy endorsements
Special provisions
Earthquake
Personal property replacement cost
Home day care — Oregon
Business pursuits
Watercraft
Personal injury
Ordinance or law
Scheduled personal property/personal articles floater
Personal Automobile Policy 10% (15 items)
Laws
Oregon Motor Vehicle Financial Responsibility Law
Required motor vehicle limits of liability (ORS 806.070, .075)
Other ways to prove responsibility (ORS 806.011, .060, .080)
Personal injury protection definitions (ORS 742.518–.544)
Medical
Loss of income
Funeral
Essential services
Exclusions from coverage
Arbitration
Day Care
Uninsured and underinsured motorist coverage (ORS 742.500–.510)

Definitions
Bodily injury
UM and UIM rejection
Aftermarket Crash Parts Act (ORS 746.287, .289, .292)
Total Loss (ORS 742.554, 801.527, 819.014), (OAR 836.080.0240)
Definitions
Liability coverage
Bodily injury and property damage
Supplementary payments
Exclusions
Medical payments coverage
Coverage for damage to your auto
Collision
Other than collision (comprehensive)
Deductibles
Exclusions
Duties after an accident or loss
General provisions
Endorsements
Amendment of policy provisions
Towing and labor costs
Extended non-owned coverage — vehicles furnished or available for regular use
Joint ownership coverage
Rental vehicle coverage
Commercial Automobile Policy 3% (4 items)
Commercial auto coverage forms
Covered automobiles
Hired automobiles
Non-owned automobiles
Liability
Physical damage
Exclusions
Conditions
Definitions
Selected endorsements
Lessor — additional insured and loss payee
Mobile equipment
Broad form products
Employees as insureds
Property protection coverage
Commercial General Liability 3% (4 items)
Commercial policy components
Declarations
Conditions
Interline endorsements
Commercial general liability coverage
Bodily injury and property damage
Personal and advertising injury
Medical payments

Conditions
Definitions
Exclusions
Occurrence versus claims-made
Commercial general liability exposures
Premises and operations
Products and completed operations
Contractual liability
Commercial Property Policies 3% (4 items)
Commercial package policy
Purpose
Definition
Coverages
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
Legal liability
Extra expense
Causes of loss forms
Commercial crime
Commercial property endorsements
Ordinance or law
Spoilage
Peak season limit of insurance
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
Workers' Compensation Insurance 2% (3 items)
Oregon Workers' Compensation Law (ORS Chapter 656)
Exclusive remedy (ORS 656.018)
Other sources of coverage
Oregon Workers' Compensation Fund Insurance Plan (ORS 656.730; OAR 836-043-0001-0091)
Self-insured employers and employer groups (ORS 656.403, .407)
Other Types of Insurance Policies 4% (6 items)
Personal umbrella, commercial umbrella, and excess policies
Underlying limits

Self-insured retention
Surplus lines (ORS Sec. 735.410, .415)
Definitions and markets
Licensing requirements
Residual markets
Joint Underwriting Association (ORS 735.200-.260; 737.390)
Oregon FAIR Plan Association (ORS 735.005, .015, .045)
Mobile home policy (insuring agreement)
Earthquake insurance (insuring agreement)
Deductible