

Chapter Ins 26

APPENDIX 1 — CASUALTY INSURANCE COURSE REQUIREMENTS

SECTION A

- I. Principles of Insurance -- 1 Hour
 - A. Definition of risk
 - B. Risk management
 - C. Insurable and noninsurable risk
 - D. Pooling concept--law of large numbers
 - E. Types of insurance companies
 - F. Reinsurance
- II. General Wisconsin Insurance Laws -- 4 Hours
 - A. Duties and powers of Insurance Commissioner--statutory and rule-making
 - B. Knowledge of administrative action process, including hearings and penalties
 - C. Purpose of licensing, including procedures and who must be licensed
 - D. Record keeping and changes in agent status, including change of name or address
 - E. Agent license expiration, revocation, suspension, and limitation
 - F. General regulations regarding misrepresentation, knowledge of acts of agent, rebating
 - G. Regulation of specific insurance contract changes regarding cancellation, nonrenewal, notice of proof of loss, and payment of claims
 - H. Unfair claims methods and practices--timely payment of claims
 - I. Fair rating practices
 - J. Home and telephone solicitation requirements
 - K. Section 628.32, Wis. Stat., written disclosure of fees other than commissions
 - L. Controlled business
 - M. Proper exchange of business
 - N. Unfair marketing practices
 - 1. Misrepresentation
 - 2. Unfair inducement
 - 3. Unfair discrimination
 - 4. Extra charges
 - 5. Influencing employers
 - 6. Unfair use of official position
 - 7. Returning indicia of agency
 - 8. Churning
 - 9. Twisting
 - 10. Restraint of competition
 - 11. Unfair restriction of contracting parties choice of insurer
 - O. Insurance contracts in Wisconsin
- III. Ethics -- 3 Hours
 - A. Fiduciary duties, and responsibilities
 - B. Conflict of interest
 - C. Ethical marketing practices, including fair and ethical treatment of policyholders
 - D. Appropriate claims practices
 - E. Suitability of product to client
 - F. Social responsibility of insurance agent
 - G. Agent/company relationships
 - H. Maintaining appropriate insurance expertise

SECTION B

- IV. Terms, Concepts and Policies -- 10 Hours
 - A. Insurance terms and related concepts
 - 1. Risks
 - 2. Hazards
 - 3. Indemnity
 - 4. Insurable interest
 - 5. Actual cash value
 - 6. Negligence
 - a. Contributory
 - b. Comparative
 - 7. Liability
 - 8. Accident
 - 9. Occurrence
 - 10. Burglary
 - 11. Robbery
 - 12. Theft
 - 13. Mysterious disappearance
 - 14. Fidelity (employee dishonesty)
 - 15. Warranties
 - 16. Representations
 - 17. Concealment
 - 18. Bodily injury liability
 - 19. Property damage liability
 - 20. Personal injury liability
 - 21. Limits of liability
 - 22. Deductibles
 - 23. Incidental contracts
 - 24. Binders
 - 25. Custodian
 - 26. Messenger
 - 27. Guard or watchperson
 - B. Policy provisions
 - 1. Declarations
 - 2. Insuring agreement
 - 3. Conditions
 - 4. Exclusions
 - 5. Definition of the insured
 - 6. Duties of the insured
 - 7. Cancellation and nonrenewal provisions
 - 8. Supplementary payment (additional coverages)
 - 9. Proof of loss
 - 10. Notice of claim
 - 11. Arbitration
 - 12. Pro rata liability (other insurance)
 - 13. Subrogation
 - 14. Compliance with provisions of Fair Credit Reporting Act
 - 15. Claims made policy form
 - 16. Salvage
 - 17. Consent to settle a loss
 - 18. Limitations
 - C. Types of policies, bonds, and related terms
 - 1. Automobile Insurance – personal & family auto and business & commercial auto
 - a. Bodily injury

- b. Property damage
- c. Limits
 - (1) Split
 - (2) Single
- d. Medical payments
- e. Supplementary payments
- f. Physical damage
 - 1. Collision
 - 2. Comprehensive
- g. Uninsured motorist
- h. Underinsured motorist
- i. Named insureds
- j. Insureds
- k. Owned automobile
- l. Nonowned automobile
- m. Temporary substitute auto
- n. Hired auto
- o. Cancellation and nonrenewal
- p. Towing and labor
- q. Personal auto policy
- r. Family auto policy
- s. Business auto policy
- t. Garage liability policy
- 2. General liability
 - a. Exposures (hazards)
 - (1) Premises and operations
 - (2) Products and completed operations
 - (3) Contractual liability
 - (4) Vicarious liability/independent contractors
 - b. Coverage forms
 - (1) Commercial General Liability (CGL)
 - (a) Occurrence form
 - (b) Claims made form
 - (2) Owners and contractors protective liability
- 3. Commercial general liability
- 4. Bonding and commercial crime insurance
 - a. Theft, disappearance and destruction form
 - b. Robbery and safe burglary form
 - c. Premises burglary coverage form
 - d. Fidelity bonds
 - e. Surety bonds
 - f. Other miscellaneous bonds
- 5. Worker's compensation
- 6. Professional liability
 - a. Errors and omissions
 - b. Directors and officers
- 7. Umbrella/excess liability
- V. Wisconsin Casualty Insurance Law – 2 Hours
 - A. General rate standards
 - B. Prohibited classification of risks
 - C. Surplus lines
 - 1. Definition
 - 2. Prohibitions and restrictions
 - 3. Responsibilities of agents and brokers
 - D. Oral contracts
 - E. Automobile liability
 - 1. Financial responsibility
 - a. Definition
 - b. Persons required to show proof
 - 2. Required coverages and prohibited exclusions
 - a. Uninsured motorist
 - 3. Cancellation or nonrenewal
 - 4. Responsibility for minors operating motor vehicles
 - 5. Wisconsin Automobile Insurance Plan
 - F. Worker's compensation
 - 1. Purpose
 - 2. Definitions
 - 3. Wisconsin worker's compensation insurance pool