

**INDIANA PUBLIC ADJUSTER
EXAMINATION CONTENT OUTLINE
*60 QUESTIONS TOTAL
**ONE HOUR TIME LIMIT
REVISED 7/17/2018**

I. INSURANCE REGULATIONS

7 QUESTIONS

- A. Licensing Regulations
 - 1. Qualifications
 - 2. Resident and Non-Resident
 - 3. Process
 - 4. Examination
 - 5. Fees
 - 6. Surety Bond
 - 7. Certificate of Authority and Expiration
- B. License Renewal
 - 1. Change of Contact Information
 - 2. Renewal Application and Fee
- C. Disciplinary Actions
 - 1. Cease and Desist Order
 - 2. Violations
 - 3. Suspension and Revocation
 - 4. Penalties
 - 5. Administrative Hearings
- D. Unfair Claim Settlement Practices
- E. Unfair Trade Practices
- F. Federal Regulation
 - 1. Fraud and False Statements (including 1033 Waiver)

II. INSURANCE BASICS

10 QUESTIONS

- A. Contract Law
 - 1. Elements of Contract
 - 2. Legal Interpretations
 - a. Ambiguities in a Contract of Adhesion
 - b. Reasonable Expectations
 - c. Utmost Good Faith
- B. Insurance Contract Basics
 - 1. Indemnity
 - 2. Representations, Misrepresentations and Concealment
 - 3. Warrantees
 - 4. Fraud
 - 5. Waiver
 - 6. Estoppel

***Additional non-scored trial questions may be added to exam**

****Extra time will be allotted for additional non-scored trial questions**

C. Insurance Concepts

1. Insurable Interest
2. Risk
3. Loss
4. Property
5. Casualty
6. Two and Three Party Contracts
7. Limit of Liability
8. Named Insured
9. Causes of Loss (Perils)
 - a. Basic
 - b. Broad
 - c. Special
10. Named Peril versus Special (Open) Perils
11. Indirect (Consequential) Loss
12. Blanket versus Special Coverage
13. Loss Valuation
 - a. Actual Cash Value
 - b. Replacement Cost
 - c. Functional Replacement Cost
 - d. Fair Market Value
 - e. Agreed Value
 - f. State Value
 - g. Valued Contracts
 - h. Worker's Compensation Coverage

D. Policy Structure

1. Declarations
2. Definitions
3. Insuring Agreement
4. Additional Coverage
5. Conditions
6. Exclusions
7. Endorsements

E. Common Policy Provisions

1. Insured (Named, First Named, Additional Insured(s))
2. Policy Period
3. Policy Territory
4. Cancellation and Renewal
5. Deductibles
6. Other Insurance
 - a. Nonconcurrency
 - b. Primary and Excess
 - c. Pro Rata
7. Policy Limits
8. Restoration/Nonreduction of Limits
9. Coinsurance

10. Vacancy or Unoccupancy
 11. Liberalization
 12. Third Party Provisions
 - a. Mortgage Clause
 - b. Loss Payable Clause
 - c. No Benefit to Bailee
- F. Indiana Laws, Regulations and Provisions
1. Cancellation and Nonrenewal
 2. Concealment, Misrepresentation and Fraud
 3. Mine Subsidence Coverage
 4. Terrorism Risk Insurance Act of 2002

III. ADJUSTING LOSSES

15 QUESTIONS

- A. Role of the Adjuster
1. Duties and Responsibilities
 2. Public Adjuster versus Independent Adjuster
 3. Relationship to the Legal Profession
- B. Property Losses
1. Insured's Duties Following a Loss
 - a. Notice
 - b. Minimizing Loss
 - c. Proof of Loss
 - d. Books and Records
 - e. Abandonment
 2. Claims Investigation Process and Procedures
 - a. Critical Evidence
 - b. Other Evidence
 - c. Official Reports
 - d. Written and Audio Statements
 3. Determining Value and Loss
 - a. Burden of Proof of Loss and of Value
 - b. Estimates
 - c. Depreciation
 - d. Salvage
 4. Claim Settlement Options/Releases
 5. Payment and Discharge
 6. Claims Adjustment Procedures
 - a. Dispute Resolution
 - i. Appraisal
 - ii. Arbitration
 - iii. Litigation
- C. Types of Adjuster Reports
1. Initial/Field Report
 2. Interim Report

3. Full Report

IV. DWELLING POLICIES

2 QUESTIONS

- A. Characteristics and Purpose
- B. Coverage Forms
 - 1. DP-1 Basic
 - 2. DP-2 Broad
 - 3. DP-3 Special
- C. Property Coverages
 - 1. Coverage A – Dwelling
 - 2. Coverage B – Other Structures
 - 3. Coverage C – Personal Property
 - 4. Coverage D – Fair Rental Value
 - 5. Coverage E – Additional Living Expenses
- D. Conditions
- E. Exclusions

V. HOMEOWNERS POLICIES

11 QUESTIONS

- A. Coverage Forms
 - 1. HO-2 Broad Form
 - 2. HO-3 Special Form
 - 3. HO-4 Tenant (Contents) Form
 - 4. HO-5 Comprehensive Form
 - 5. HO-6 Condominium Unit Owners Form
 - 6. HO-8 Modified Coverage Form
- B. Definitions
 - 1. Resident Premises
 - 2. Named Insured
 - 3. Family Member/Relative
- C. Section I – Property Coverages
 - 1. Coverage A – Dwelling
 - 2. Coverage B – Other Structures
 - 3. Coverage C – Personal Property
 - 4. Coverage D – Loss of Use
- D. Perils Insured Against (Basic, Broad, Special)
- E. Conditions
- F. Exclusions
 - 1. Flood (National Flood Insurance Program (NFIP))
 - a. Eligibility
 - 2. Manufacturer Defects
 - 3. Wear/Tear
 - 4. Mechanical Breakdown

5. Animals, Birds and Pets
6. Motor Vehicles
- G. Selected Endorsements
 1. Limited Fungi, Wet or Dry Rot, or Bacteria Coverage
 2. Earthquake
 3. Water Back-Up and Sump Pump Failure
 4. Building Ordinance and Law

VI. COMMERCIAL PACKAGE POLICIES

6 QUESTIONS

- A. Components
 1. Common Policy Declarations
 2. Common Policy Conditions
 3. One or More Coverage Parts
- B. Commercial Property
 1. Property Conditions Form
 2. Coverage Forms
 - a. Building and Personal Property
 - b. Business Income
 - c. Extra Expense
 3. Cause of Loss Forms
 - a. Basic
 - b. Broad
 - c. Special
- C. Commercial Inland Marine
 1. Definition and Purpose
- D. Farm Coverage
 1. Farm Property Coverage Forms
 - a. Coverage A – Dwelling
 - b. Coverage B – Other Structures
 - c. Coverage C – Personal Property
 - d. Coverage D – Loss of Use
 - e. Coverage E – Scheduled Farm Personal Property
 - f. Coverage F – Unscheduled Farm Personal Property
 - g. Coverage G – Other Farm Structures
 2. Causes of Loss (Basic, Broad, Special)
 3. Crop-Hail Insurance versus Multi-Peril Crop Insurance
 4. Conditions
 5. Exclusions

VII. BUILDING CONSTRUCTION

9 QUESTIONS

- A. Construction Styles, Materials, Measurements and Components
 1. Roofing

2. Siding
 3. Framing
 4. Foundations
 5. Flooring
 6. Mechanical (*e.g.*, Plumbing, Heating, Electrical)
 7. Water, Smoke and Fire Remediation
 8. Debris Removal
- B. Construction Types
1. Stick-Built
 2. Pre-Fabrication
 3. Manufactured
- C. Endorsements
1. Actual Cash Value Endorsement
 - a. Recoverable versus Non-Recoverable Depreciation
 2. Matching Endorsement
 3. Common Construction Endorsement
 4. Amendatory Debris Removal
- D. Building Codes and Code Enforcement

REVISION HISTORY

Date	Revisions
7/17/2018	<ul style="list-style-type: none"> • Deleted all Legal References at beginning of document • Section I – Total questions increased from 5 to 7; added “Administrative Hearings” to subsection C; deleted “Fair Credit Reporting Act” from subsection F • Section II – Total questions decreased from 17 to 10; added “Worker’s Compensation Coverage” to subsection C; deleted “Assignment” from subsection E • Section III – Total questions increased from 10 to 15; added “Claims Investigation Process and Procedures” to subsection B; added new subsection C titled “Types of Adjuster Reports” • Section V – Total questions decreased from 13 to 11; added 1-3 to subsection B; added 1-6 to subsection F; deleted “Personal Property Replacement Cost” from subsection G and added “Building Ordinance and Law” • Section VI – Total questions increased from 4 to 6; deleted “Interline Endorsements” from subsection A; added “Definition and Purpose” under subsection C; deleted previous subsection D “Boiler and Machinery;” added “Crop-Hail Insurance versus Multi-Peril Crop Insurance” to subsection D • Section VII – Deleted previous section titled “Businessowners Policy” and replaced with new section titled “Building Construction;” increased total questions from 6 to 9 • Section VIII Other Coverages – deleted