

# Your Exam Content Outline

The following outline describes the content of one of the New Hampshire insurance examinations. The outlines are the basis of the examinations. The examination will contain questions on the subjects contained in the outline. The percentages indicate the relative weights assigned to each part of the examination. For example, 10 percent means that 6 questions will be drawn from the section on a 60-question exam, 10 will be drawn on a 100-question exam and 15 will be drawn on a 150-question exam.

## New Hampshire Public Adjuster's Examination Series 12-73

100 questions – Two-hour time limit

### 1.0 Insurance Regulation 9%

#### 1.1 Licensing requirements

Persons to be licensed (402-D:1-3)  
Process (402-D:4, 6)  
Qualifications (402-D:5)  
Surety bond (402-D:11)

#### 1.2 Maintenance and duration

Renewal (402-D:9)  
Contract requirements (402-D:13)  
Records (402-D:16)  
Continuing education requirements (402-D:4-a,  
12; Reg 1302.04)

#### 1.3 Disciplinary actions

Cease and desist order (417:12)  
Revocation (402-D:10)  
Penalties and fines (402-D:19; 417.13)

#### 1.4 Claim settlement laws and regulations (407:12-15; 417:4(XV); Reg 1002.01-.20)

#### 1.5 Federal regulation

Fraud and false statements (18 USC 1033, 1034)

### 2.0 Insurance Basics 20%

#### 2.1 Contracts

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  
Reasonable expectations  
Indemnity  
Utmost good faith  
Representations/misrepresentations  
Warranties  
Concealment

Fraud  
Waiver and estoppel

#### 2.2 Insurance principles and concepts

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

#### 2.3 Policy structure

Declarations  
Definitions  
Insuring agreement or clause  
Additional/supplementary coverage  
Conditions  
Exclusions  
Endorsements

#### 2.4 Common policy provisions

Insureds — named, first named, additional  
Policy period  
Policy territory  
Cancellation and nonrenewal  
Deductibles  
Other insurance  
Nonconcurrency  
Primary and excess  
Pro rata  
Policy limits  
Restoration/nonreduction of limits  
Coinsurance  
Vacancy or unoccupancy  
Assignment  
Liberalization  
Third-party provisions  
Standard mortgage clause  
Loss payable clause

No benefit to the bailee

## **2.5 New Hampshire laws, regulations and required provisions**

New Hampshire Valued Policy Law (407:11)  
New Hampshire Insurance Guaranty Association (404-B)  
Standard fire policy (407:1-2a, 22)  
Cancellation and nonrenewal (417-B; 417-C)  
Concealment, misrepresentation or fraud (407:22; RL 638:20)  
Terrorism Risk Insurance Act of 2002 and Extension Act of 2005 (15 USC 6701; Public Law 109-144)

## **3.0 Adjusting Losses 26%**

### **3.1 Role of the adjuster**

Duties and responsibilities  
Independent adjuster versus public adjuster  
Public adjuster versus public adjuster solicitor  
Relationship to the legal profession

### **3.2 Claim reporting**

Claim investigation  
Claim file documentation of events  
Types of reports  
Initial or first field  
Interim or status  
Full formal

### **3.3 Property losses**

Duties of insured after a loss  
Notice to insurer  
Minimizing the loss  
Proof of loss  
Special requirements  
Production of books and records  
Abandonment  
Determining value and loss  
Burden of proof of value and loss  
Estimates  
Depreciation  
Salvage

Claim settlement options  
Payment and discharge

### **3.4 Claims adjustment procedures**

Subrogation procedures  
Alternative dispute resolution  
Appraisal  
Arbitration  
Competitive estimates  
Mediation  
Negotiation

## **4.0 Dwelling ('02) Policy 5%**

### **4.1 Characteristics and purpose**

### **4.2 Coverage forms — Perils insured against**

Basic  
Broad  
Special

### **4.3 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

### **4.4 General exclusions**

### **4.5 Conditions**

### **4.6 Selected endorsements**

Special provisions — New Hampshire (DP 01 28)  
Automatic increase in insurance (DP 04 11)  
Broad theft coverage (DP 04 72)  
Dwelling under construction (DP 11 43)

## **5.0 Homeowners ('00) Policy 15%**

### **5.1 Coverage forms**

HO-2 through HO-6

### **5.2 Definitions**

### **5.3 Section I — Property coverages**

Coverage A — Dwelling  
Coverage B — Other structures  
Coverage C — Personal property  
Coverage D — Loss of use  
Additional coverages

### **5.4 Perils insured against**

### **5.5 Exclusions**

### **5.6 Conditions**

### **5.7 Selected endorsements**

Special provisions — New Hampshire (HO 01 28)  
Limited fungi, wet or dry rot, or bacteria coverage (HO 04 26, HO 04 27)  
Permitted incidental occupancies (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)

## **6.0 Commercial Package Policy (CPP) 10%**

### **6.1 Components of a commercial policy**

Common policy declarations  
Common policy conditions  
Interline endorsements  
One or more coverage parts

### **6.2 Commercial property ('02)**

Commercial property conditions form  
Coverage forms  
Building and personal property  
Condominium association  
Condominium commercial unit-owners  
Builders risk  
Business income  
Legal liability  
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)

### **6.3 Commercial inland marine**

- 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
  - Equipment dealers
  - Installation floater
  - Jewelers block
  - Signs
  - Valuable papers and records
- Transportation coverages
  - Motor truck cargo forms
  - Transit coverage forms

### **6.4 Equipment breakdown ('07)**

- Equipment breakdown protection coverage form (EB 00 20)
- Selected endorsement
  - Actual cash value (EB 99 59)

### **6.5 Farm coverage ('98)**

- Farm property coverage forms
  - Coverage A — Dwellings
  - Coverage B — Other private structures
  - Coverage C — Household personal property
  - Coverage D — Loss of use
  - Coverage E — Scheduled farm 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

## **7.0 Businessowners ('02) Policy 15%**

### **7.1 Characteristics and purpose**

### **7.2 Businessowners Section I — Property**

- Coverage
- Exclusions
- Limits
- Deductibles
- Loss conditions
- General conditions
- Optional coverages
- Definitions

### **7.3 Businessowners Section III — Common Policy Conditions**

### **7.4 Selected endorsements**

- Protective safeguards (BP 04 30)
- Utility services — direct damage (BP 04 56)
- Utility services — time element (BP 04 57)