

Preparing for CIC

As the original member organization of The National Alliance for Insurance Education & Research, the Society of Certified Insurance Counselors (CIC) has been providing high-quality continuing education to insurance professionals since 1969. Because of its unparalleled standards, CIC has become the nation's premier designation program for insurance professionals.

In each of the five CIC institutes, our instructors cover a great deal of material, followed by a rigorous two-hour essay examination. Although the exams are optional (if you are not working toward the designation), we recommend that all attendees take the exams whether your goal is meeting your state's continuing education requirements or your primary interest is earning the designation. This is because CIC focuses on practical training you can use in your office, and preparing for and sitting for the examination helps reinforce the material you learned during the institute. Also, in case you start out simply trying to meet your CE requirement and then you subsequently decide to go for the designation, you will not have missed the opportunity to get one part under your belt!

The CIC Program consists of five, 20-hour institutes: **Agency Management (AM), Commercial Casualty (CC), Commercial Property (CP), Life & Health (LH), and Personal Lines (PL)**, which you may take in any order. In addition, the CIC designation program can be customized by substituting one Certified Risk Manager (CRM) course for one CIC institute. CRM courses are available both in the classroom and online. Both designations can be earned by completing nine programs – any four CIC institutes and all five CRM courses. For more information on the CRM Program go to www.TheNationalAlliance.com or call The National Alliance at 800-633-2165.

If you are planning to take the exams and work toward the designation, you may find it beneficial to prepare in advance. Of course, this would depend on your level of expertise. The purpose of this guide is to provide you with some insight into what the instructors will cover in each institute and how you might prepare prior to attending.

This preparation guide includes:

- 1. A list of suggested CIC preparation resources**
- 2. A brief discussion of CIC exams**
- 3. A breakdown of topics covered in each CIC institute along with sample exam questions (AM, CC, CP, LH, and PL)**

All CIC institutes, with the exception of the Life & Health Institute, assume that you have prior knowledge of the material (an agent's license, two years in the insurance industry, and/or college-level teaching experience in insurance). At a minimum, you should be well acquainted with the most-often-used terms.

Study Material

Possible Study Materials to Help You Prepare in Advance for a CIC Institute

Pre-licensing Study Materials:

A good starting place to prepare for any of the coverage topics, especially if you know very little about the topic in question, would be to review your state's pre-licensing manual(s). Most of these texts give general descriptions of coverages and major exclusions, as well as addressing some of the unique features of certain forms.

ISO and Other Coverage Forms:

Because you will need to achieve a much more detailed understanding of the forms by the time you take the CIC exam, an advanced method for preparation for the CC, CP, and PL Institutes would be to closely read the latest state-approved editions of the actual coverage forms. Please do not try to memorize the forms, but read through the form completely, highlighting or underlining the areas that seem to be important. If you come to a part you do not understand, mark it, or write your question in the margin. When the instructor begins to discuss the coverage topic at the CIC institute, be prepared to listen closely. When the instructor reaches a part of the form you do not understand, ask a question. Or catch the instructor or educational consultant during a break.

Property & Casualty Insurance Essentials:

This publication, which may be purchased online from The National Alliance website (www.TheNationalAlliance.com), gives an excellent overview of commercial and personal lines exposures, coverages, and forms. It includes a study guide CD with short answer essay questions that are ideal for preparing for CIC-CP, CC, and PL.

Life & Benefits Essentials:

This publication, which may also be purchased online from The National Alliance website (www.TheNationalAlliance.com), gives an excellent overview of basic insurance terms and concepts for life insurance, health insurance, and employee benefits. It includes a study guide CD with short answer essay questions that are ideal for preparing for CIC-LH.

Preparing for CIC Homeowners and Personal Auto Seminars

These highly interactive William T. Hold Seminars prepare you for the CIC Personal Lines Institute. Benefits include teaching you the process for successful coverage analysis and providing you with the skills needed to determine whether or not a policy provides coverage for some of the most common personal auto and personal residential situations. Both courses include scenario-based application exercises which allow you to read and interpret policy language in the context of a real world claim.

CISR Program:

A good steppingstone for someone who is not as familiar with the insurance coverage forms or is newer to the insurance business could take the coverage courses in the Certified Insurance Service Representatives (CISR) Program, also offered by The National Alliance: **Commercial**

Casualty I - CGL, Additional Insureds; Commercial Casualty II - BAP, WC, Excess Liability; Insuring Commercial Property; Insuring Personal Residential Property; Insuring Personal Auto Exposures; Personal Lines – Miscellaneous; Agency Operations; Life & Health Essentials; and Elements of Risk Management. You may attend each of these in the classroom as one-day courses, or you may take any or all of them online. For more information on the CISR Program go to www.TheNationalAlliance.com and click on Certified Insurance Service Representatives (CISR) or call The National Alliance at 800-633-2165.

Prior CE Courses:

Most Continuing Education (CE) courses are much more basic than CIC institutes, but those that cover the same material as a given institute can be an excellent introduction. If you have saved materials from prior CE courses – especially if you took good notes during class – use these materials as a review source prior to attending the CIC institute.

Keep in mind that any coverage forms discussed at CIC institutes will be the latest edition approved by your state. If the manual from your prior CE course is outdated, you should use it for general review purposes and then review the newer editions of the forms or obtain an article that details the changes between the two editions in question.

Other Technical Resources:

If you have FC&S, PF&M resources, or other technical references in your office, they can be very helpful in preparing for CIC. They often provide detailed analyses of the forms and related issues, so you can reach a comprehension level beyond your own reading of the forms.

If someone in your office has attended the CIC institute you plan to attend, his or her notebook would be very helpful, if it is not outdated. Again, you are looking for current versions of the forms. Other insurance industry texts would be helpful for the PL, CP, and CC institutes. Some technically oriented industry magazines (e.g., Rough Notes, National Underwriter, Best's Review, etc.) often include technical articles and Q & A columns that can be helpful, if they happen to cover topics included in the upcoming institute. Rough Notes, National Underwriter, and other publishers also offer topic-specific books that can help.

Preparation is the key!



Reading Guide – Prepping for Class

The Essentials Series books contain a wealth of knowledge about risk management and insurance terms, concepts, coverages and exclusions, and include abundant examples to help explain these fundamentals in language that is easy to understand. We recommend using them as tools to prepare for CIC institutes, CRM courses, and CISR courses, and enhance your understanding of the material to be presented in class.



CIC Commercial Casualty Institute

Read *P&C Insurance Essentials*:

- Ch. 1 General Insurance
- Ch. 2 P&C Insurance Basics
- Ch. 3 Liability Essentials
- Ch. 10 Commercial General Liability
- Ch. 11 Commercial Auto Insurance
- Ch. 12 Workers Compensation
- Ch. 13 Commercial Umbrella/Excess Liability Policies

Optional topic:

- Ch. 14 Miscellaneous Liability

CIC Commercial Property Institute

Read *P&C Insurance Essentials*:

- Ch. 1 General Insurance
- Ch. 2 P&C Insurance Basics
- Ch. 4-6 Commercial Property
- Ch. 7 Ocean and Commercial Inland Marine
- Ch. 15 Businessowners Policy (BOP)

Optional topics:

- Ch. 8 Equipment Breakdown Protection Insurance
- Ch. 9 Commercial Crime Coverage

CIC Personal Lines Institute

Read *P&C Insurance Essentials*:

- Ch. 1 General Insurance
- Ch. 2 P&C Insurance Basics
- Ch. 3 Liability Essentials
- Ch. 16 Homeowners Policy
- Ch. 18 Personal Automobile
- Ch. 20 Personal Umbrella/Excess Liability

Optional topics:

- Ch. 17 Dwelling Policy
- Ch. 19 Watercraft
- Ch. 21 Miscellaneous Personal Lines

CIC Life & Health Institute

Read *Life & Benefits Essentials*:

- Ch. 1 Life Insurance
- Ch. 2 Health Insurance
- Ch. 3 Disability Income Insurance
- Ch. 4 Annuities
- Ch. 5 Long Term Care Insurance
- Ch. 6 Medicare, Medicare Supplement, and Medicaid
- Ch. 7 Retirement Planning

CIC Agency Management Institute

Read *P&C Insurance Essentials*:

- Ch. 1 General Insurance
- Ch. 2 P&C Insurance Basics

Read *Risk Management Essentials*:

- Ch. 1 Introduction to Risk Management

CRM Principles of Risk Management Course

Read *Risk Management Essentials*:

- Ch. 1 Introduction to Risk Management
- Ch. 2 Risk Identification

- Ch. 3 Financial Statements
- Ch. 4 Ethics and Risk Management Policy

CRM Analysis of Risk Course

Read *Risk Management Essentials*:

- Ch. 5 Gathering Loss Data
- Ch. 6 Qualitative Analysis
- Ch. 7 Cash Discounting
- Ch. 8 Forecasting

CRM Financing of Risk Course

Read *Risk Management Essentials*:

- Ch. 9 Simple Risk Financing
- Ch. 10 Loss Sensitive Financing
- Ch. 11 Alternative Financing
- Ch. 12 Actuarial, Auditing, and Accounting

CRM Control of Risk Course

Read *Risk Management Essentials*:

- Ch. 13 Risk Control Fundamentals
- Ch. 14 Risk Control and Mitigation
- Ch. 15 Workers Compensation Experience Modifiers
- Ch. 16 Claims Management
- Ch. 17 Crisis Management

CRM Practice of Risk Management Course

Read *Risk Management Essentials*:

- Ch. 18 The Risk Manager
- Ch. 19 Your Risk Management Team
- Ch. 20 Information Technology
- Ch. 21 Allocating Cost of Risk
- Ch. 22 Executive Risk
- Ch. 23 Due Diligence
- Ch. 24 Enterprise Risk Management

CISR Insuring Personal Residential Property Course

Read *P&C Insurance Essentials*:

- Ch. 1 General Insurance
- Ch. 2 P&C Insurance Basics
- Ch. 16 Homeowners Policy
- Ch. 17 Dwelling Fire and Mobile Homes (Dwelling Fire)

CISR Insuring Personal Automobile Exposure Course

Read *P&C Insurance Essentials*:

- Ch. 1 General Insurance
- Ch. 2 P&C Insurance Basics
- Ch. 3 Liability Essentials
- Ch. 18 Personal Automobile

CISR Personal Lines Miscellaneous Course

Read *P&C Insurance Essentials*:

- Ch. 1 General Insurance
- Ch. 2 P&C Insurance Basics
- Ch. 16 Homeowners Policy
- Ch. 18 Personal Automobile

- Ch. 19 Watercraft
- Ch. 20 Personal Umbrella/Excess Liability
- Ch. 21 Miscellaneous Personal Lines

CISR Commercial Casualty I Course – CGL, Additional Insureds

Read *P&C Insurance Essentials*:

- Ch. 1 General Insurance
- Ch. 2 P&C Insurance Basics
- Ch. 3 Liability Essentials
- Ch. 10 Commercial General Liability

CISR Commercial Casualty II Course – BAP, WC, Excess Liability

Read *P&C Insurance Essentials*:

- Ch. 1 General Insurance
- Ch. 2 P&C Insurance Basics
- Ch. 3 Liability Essentials
- Ch. 11 Commercial Auto Insurance
- Ch. 12 Workers Compensation Insurance
- Ch. 13 Commercial Umbrella/Excess Liability Policies

CISR Insuring Commercial Property Course

Read *P&C Insurance Essentials*:

- Ch. 1 General Insurance
- Ch. 2 P&C Insurance Basics
- Ch. 4-6 Commercial Property
- Ch. 7 Commercial Inland Marine

CISR Life & Health Essentials Course

Read *Life & Benefits Essentials*:

- Ch. 1 Life Insurance
- Ch. 2 Health Insurance

CISR Elements of Risk Management Course

Read *Risk Management Essentials*:

- Ch. 1 Introduction to Risk Management
- Ch. 2 Risk Identification
- Ch. 5 Gathering Loss Data
- Ch. 6 Qualitative Analysis
- Ch. 8 Forecasting
- Ch. 9 Simple Risk Financing
- Ch. 11 Alternative Financing
- Ch. 13 Risk Control Fundamentals
- Ch. 16 Claims Management
- Ch. 17 Crisis Management
- Ch. 18 The Risk Manager
- Ch. 19 Your Risk Management Team

CISR Agency Operations Course

Read *P&C Insurance Essentials*:

- Ch. 1 General Insurance
- Ch. 2 P&C Insurance Basics
- Ch. 3 Liability Essentials

Read *Risk Management Essentials*:

- Ch. 1 Introduction to Risk Management

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Examinations

Each CIC institute ends with an optional two-hour essay examination (passing the exam is required to earn the CIC designation). The exams have between 18-21 questions, and most of the questions have sub-parts with the potential points clearly indicated by each part. There are a total of 200 points on each exam, and you need 70% or 140 points to pass. Because the exam is short-answer essay, there are plenty of opportunities to receive full or partial credit – if you know the material.

The three property-casualty coverage institutes – **CC, CP, and PL** – are very similar in organization, preparation style, and exam format. Each instructor focuses on a detailed analysis of policy coverages, and most of the exam questions involve coverage scenarios in which you are given certain coverages in force and then you are asked to indicate whether a particular claim situation would be covered. If so, how much will be paid, and why or why not. The question may go on to ask what limits, endorsements, or declarations page inclusions could be purchased to obtain the necessary coverage.

The LH and AM Institutes are more conceptual in nature than the three coverage-oriented classes. These examinations tend to involve more recall and less application.

Exam questions are asked in the same order in which subjects are discussed during the institute. The point values of questions are weighted, based on the amount of time devoted to each topic. For example, four hours of the Commercial Casualty Institute are devoted to Business Auto Policy (BAP), so there will be approximately 40 points worth of questions on the BAP (i.e., 4 hours of BAP / 20 hours of class x 200 points on exam = 40 points on BAP).

Keep in mind which topics are the major topics as you prepare for a CIC institute, because you will benefit much more on the exam from a thorough understanding of a four-hour topic, six-hour topic, or eight-hour topic than you will from a two-hour topic.

The educational consultant actually writes the examination and answer key during the institute; therefore, the examination will reflect topics that were included in the instructors' notebook material and discussed in class. The questions are intended to test your knowledge, not to trick you.

At the institute, you will be better prepared for the exam if you review your outlines and notes each night, rather than waiting until the night before the examination. As you review, try to ask yourself questions about the material based on the learning objectives that are listed. Questions such as "If my client asked me about this concept, how would I explain it?" or "If a claim occurred, how would this policy respond, and why?" Writing out short answers to some of these questions may help you prepare for the short-answer essay exam you will be taking at the end of the institute. Also, take advantage of the opportunity to discuss the class and your thoughts about the exam with other students – both fellow exam-takers and CICs.

If you do not pass the exam, an exam review can be requested and has proven to be valuable in identifying the topic area(s) in which additional studying is needed. The Educational Consultant receives your request and reviews your exam personally. You can request a review of exams

within six months following the institute by submitting your request to examreview@scic.com. Please include your name, daytime phone, institute title and date, and preferred physical mailing address with your request. The National Alliance Team wants you to have the best possible outcome in your continuing education. We encourage you to try again, having reviewed the Learning Objectives in the notebook and by asking for help from a mentor at your office or the Educational Consultant on-site. As discussed on page 2, Study Material, these are excellent tools for reinforcement: [Insurance Essentials](#); the four-hour online William T. Hold Seminars (Preparing for CIC [Homeowners](#) or [Personal Auto](#)); [CISR courses](#); or contacting our Academic Development Department at 800-633-2165.

Institute Agenda

Each CIC institute consists of 20 hours of class. The majority of those 20 hours will be "mandatory" topics with remaining classroom time devoted to optional topics. Mandatory topics are included in that particular institute whenever it is held anywhere in the country, varying only as to the inclusion of state-specific endorsements or the particular version of the ISO forms that particular state is using, such as the 1998 Personal Auto policy instead of the 2005 Personal Auto policy in the Personal Lines Institute. The topics will also vary somewhat by instructor because CIC instructors develop their own course material. In order to ensure consistent quality, the academic development department approves each instructor's course material separately reviewing it individually to make sure it covers major elements of each topic adequately. Instructors also will provide examples from their own experiences; however, overall, you can count on the "mandatory" topics being essentially the same any time you attend a particular institute.

Each institute (except Agency Management, Commercial Casualty and Life & Health) also includes between 2-4 hours of "optional" topics. These optional topics are not optional for the students attending the class, but are the topics each state's CIC Committee decides to include when planning the agendas for the coming year. To maintain quality, each optional topic outline must be approved, but the instructors have more flexibility with the elements they focus on within those topics. You can find out what the optional topic will be for a particular institute by clicking on the "agenda" in the schedule/registration area of The National Alliance website, www.TheNationalAlliance.com.

The following guide shows the "mandatory" topics for each institute in bold type with a description of the major elements that are likely to be covered in each topic. It then lists possible optional topics for each institute, followed by sample exam questions and answers.

Agency Management Institute

This is probably the hardest institute to prepare for because it is predominantly conceptual and procedural in nature. The material is based on the speaker's area of expertise and individual approach to each topic.

A good understanding of various agency management-related topics is the best preparation available. If you have some basic knowledge, you will be better able to follow the presentation and assimilate the information. However, you need to be willing to realize that there are other ways to manage besides the way your organization manages. One thing to keep in mind is that you will need to answer the exam questions based on the material the instructor has presented on a particular agency function, rather than the way your organization performs that particular function. In other words, you would be well prepared if you have a combination of knowledge and flexibility.

Mandatory Topics

The Agency Management institute contains only mandatory topics.

The Agency as an Organization (4 Hours):

Learn the stages an organization goes through as it grows and the fundamentals of agency planning, including the steps in the planning process. Discover why it is important to understand both traditional and non-traditional company markets.

Managing and Sustaining Financial Strength (4 Hours)

Understand the basics of balance sheets, income statements, and effective collection procedures. Identify ways to establish new business production and how to design an agency target marketing plan for both the agency and producer.

Human Resources (4 Hours)

Take a look at the process of managing personnel including job descriptions, interviewing techniques, performance appraisals/evaluations, and termination procedures.

Agency Productivity and Effectiveness (4 Hours)

Study productivity and how to take advantage of automation to improve the effectiveness of your organization. Gain insight on how to manage processes, look at sources of receiving and distributing information, and how to use reports from an agency management system.

Legal and Ethical Responsibilities (4 Hours)

Determine what motivates ethical behavior and how to define the types of agency authority and the resulting liability. Examine the leading causes of E&O claims made against agents and the risk control methods to reduce or prevent them. Review the coverage found in an Agent's E&O Policy and how to compare policies.

Sample Agency Management Examination Questions:**Sample Question 1:**

Agency planning should be conducted through a formal process that includes several steps. Please identify five of the six formal steps in the planning process.

Sample Answer 1:

1. *Conduct a situation analysis*
2. *Write/review the agency's mission statement*
3. *Develop goals*
4. *Write specific action plans*
5. *Implement*
6. *Monitor and correct (evaluate)*

Sample Question 2:

Agent Best placed a Commercial Property policy with the Fire and Casualty Company. Subsequently, Agent Best's client suffered a large fire loss covered by the policy. However, because of financial difficulties, Fire and Casualty could not pay. Explain the possible liability of the agent in this case.

Sample Answer 2:

One of the agent's legal responsibilities to clients is the duty to investigate the solvency of an insurance company. Placing coverage with a financially troubled insurer could be considered a breach of duty for which the agent could be held legally liable. Agents should exercise due diligence when placing insurance coverage with a questionable insurer. If Agent Best knew or reasonably should have known of financial difficulties when coverage was placed, Agent Best could be liable. Financial difficulty that arises subsequent to the placement does not impose liability if the company was solvent (to the best of the agent's knowledge) at the time of placement.

Commercial Casualty Institute

Mandatory Topics

The Commercial Casualty Institute contains only mandatory topics.

Commercial General Liability (8 Hours):

This is the longest topic at a CC Institute. Because it is the longest single topic in this institute, it would be an excellent area to focus on in your preparation. Learn the concept of legal liability and gain an understanding of how legal liability arises out of direct actions, vicarious liability, and contractual liability. Determine who is an insured in a Commercial General Liability (CGL) Policy. Identify and examine the three major coverages of the CGL Coverage Form. Learn to identify the limits of the CGL Coverage Form and apply those limits to losses. Apply the various exclusions of the CGL Coverage Form to determine if coverage is available in given loss situations. In addition, a number of significant endorsements will be discussed.

Business Automobile (4 Hours):

Identify the exposures covered by the Business Auto Coverage Form. Determine who is and who is not insured in a Business Auto Policy. Identify covered autos, with special attention given to newly acquired vehicles. Additionally, identify the types of vehicles that are granted coverage through the liability extension, and learn to apply the liability and physical damage exclusions of the Business Auto Policy to specific situations.

Workers Compensation (4 Hours):

Briefly examine the workers compensation system. Explain the purpose of workers compensation laws. Examine the benefits provided in workers compensation laws. Examine in detail the three parts of the Workers Compensation and Employers Liability Insurance Policy: Workers Compensation Insurance, Employers Liability Insurance, and Other States Insurance. Describe the uses and coverages of major Workers Compensation and Employers Liability Insurance Policy endorsements.

Additional Insureds (2 Hours):

Identify the reasons for adding additional insureds to a policy and be able to describe the purpose, coverages and limitations of the most commonly used Additional Insureds endorsements. This session also includes being able to understand the waiver of subrogation concept and how it applies to the CGL, Business Auto and Workers Compensation coverage. Understand the other insurance clause and how it applies to requests for coverage on a primary and non-contributory basis.

Excess Liability/Commercial Umbrella (2 Hours):

Identify and describe the purposes and types of Excess Liability and Commercial Umbrella Policies, including the characteristics of each type. Give special attention to the concepts of self-insured retention and concurrency, as well as the underlying insurance requirements of Excess Liability and Commercial Umbrella Policies. In addition, examine major policy concepts, important policy provisions, and exclusions common to Excess Liability and Commercial Umbrella Policies.

Sample Commercial Casualty Exam Questions:

Sample Question 1:

Your insured states that he understands his Commercial General Liability (CGL) Policy provides coverage for an "insured contract." He then asks, "What is an insured contract?" Answer your insured's question by listing the six "insured contracts" found in the CGL policy.

Sample Answer 1:

1. *Lease of premises, except for fire damage to the rented premises.*
2. *Sidetrack agreement.*
3. *Easement or license agreement, except construction or demolition on or within 50 feet of a railroad.*
4. *An obligation to indemnify a municipality as required by ordinance, except in connection with work for municipality.*
5. *Elevator maintenance agreement.*
6. *That part of any other contract, pertaining to an insured's business, assuming tort liability of another to pay a third party.*

Sample Question 2:

The Workers Compensation and Employers Liability Insurance Policy is composed of three coverages. Name each coverage and briefly describe the purpose of one of the coverages.

Sample Answer 2:

Must name all three coverages.

Workers Compensation Insurance

Employers Liability Insurance

Other States Insurance

Provide any one description.

Workers Compensation Insurance provides coverage for workers compensation benefits to employees as required by state law.

or

Employers Liability Insurance provides coverage for liability other than state mandated benefits arising out of an employee's work-related injuries.

or

Other States Insurance provides temporary automatic workers compensation for new operations in other states, plus coverage for incidental exposures in other states. The states must be listed in Item 3C on the Workers Compensation Information Page for other states insurance to apply.

Commercial Property Institute

Mandatory Topics

Commercial Property Coverages (4 Hours):

Covers the fundamentals of commercial property insurance, including coverages, covered property, valuation, schedule vs. blanket insurance, and coinsurance. An in-depth study of the Building and Personal Property Coverage Form is presented.

Commercial Property Causes of Loss Forms (2 Hours):

Compares coverages, exclusions and limitations of the Basic, Broad, Special, and Legal Liability Causes of Loss Forms, with emphasis on the Special Causes of Loss Form. Includes a review of selected endorsements relating to this subject.

Commercial Property Endorsements (2 Hours):

Explains the function of property endorsements in general and reviews several specific endorsements that address changing or amending terms and conditions in coverage forms.

Commercial Inland Marine Coverages (4 Hours):

A review of the development of Inland Marine, the purpose of Nation-Wide Marine Definition, and the characteristics of and differences between filed and non-filed Inland Marine classes. This section includes an analysis of the major non-filed classes being Contractors Equipment Floaters, Builders Risk, Installation Floaters, and Transportation.

Time Element Coverages (4 Hours):

Comprehensive explanation of Time Element exposures and an analysis of the Business Income Coverage Forms and the Extra Expense Coverage Form. Also includes a discussion of endorsements used with Time Element Forms. Emphasizes application of and compliance with coinsurance provisions.

Businessowners Policies (2 Hours):

An overview of the eligibility guidelines, major features, comparison to CPP, and the advantages and disadvantages of a BOP. Policy provisions and coverages unique to a BOP are covered.

Optional Topics

One of the following optional topics will make up the remaining two hours of instruction:

- Difference in Conditions (DIC)
- Other Inland Marine Coverages
- Crime
- Equipment Breakdown
- Flood
- EDP Coverages
- Construction Occupancy, Protection, and Exposures (COPE)
- Commercial Property Case Study/Risk Management
- State-Specific Exposures/Innovations/Special Coverages

Sample Commercial Property Institute Questions

Sample Question 1:

MAP Company insures its corporate headquarters under an unendorsed Building and Personal Property Coverage Form with the Special Causes of Loss Form. The building is insured for \$600,000 and the business personal property for \$200,000. The 80% coinsurance requirement is satisfied. Ms. Peterson, the comptroller, asks the following questions. How would you respond to each question? Support your answer.

- A. Part of our premises includes an unattached retaining wall for decorative effects. The value of this wall is \$15,000. What coverage applies if a drunk driver smashes into the wall?
- B. Will our policy pay for loss to our employees' belongings while they are at work?

Sample Answer 1A:

No coverage.

Retaining walls that are not part of the building are defined as Property Not Covered.

Sample Answer 1B:

Covered.

Under the Coverage Extension Personal Effects And Property of Others coverage applies up to \$2,500 at each described premises. However, loss or damage by theft is not covered.

Sample Question 2:

A prospect of yours decides to purchase Business Income Coverage from your agency. This prospect asks you the following question: "If my business is closed down for a long time, it will be ages after I reopen before all my customers return and my revenue returns to normal. How would this coverage respond?" Please respond to the client's question, giving the coverage and any limits or restrictions.

Sample Answer 2:

The policy would pay the loss of business income that continues after physical restoration for up to 30 days or until the limit is exhausted, whichever occurs first. The time period may be extended by endorsement beyond the 30 days in 30-day increments.

Life & Health Institutes

If you are not involved in life and health insurance, do not be intimidated by this Life & Health Institute. The CIC Program is designed primarily for property-casualty agents; therefore, we recognize that many participants will have little or no involvement in life and health insurance. For this reason, this course is a little less advanced than the three property/casualty parts. The first eight hours of the institute focus on Life Insurance Concepts and Health Insurance Concepts.

Mandatory Topics

The Life & Health Institute contains only mandatory topics.

Life Insurance Concepts (4 Hours):

Discusses reasons why people purchase life insurance. Identify the uses and features of various types of life insurance policies. Examine policy provisions, riders, non-forfeiture values, dividend options, settlement options, and beneficiary designations. Explain the tax considerations for life insurance as it relates to the premium, cash value and the death benefit.

Health Insurance Concepts (4 Hours):

Analyze policy designs, exclusions, limitations, and policy provisions of various health insurance products. Discuss special considerations applicable to group insurance. Learn the workings of Tax Advantaged Accounts: Flexible Spending Accounts, Health Reimbursement Arrangements, and Health Savings Accounts. Acquire an understanding of Federal Legislation that relates to health insurance. Examine the benefits of and coverage applicable from Medicare. Discuss the structural options available in Group Life Insurance coverage that might be included in an employee benefits program.

Disability Income Insurance (2 Hours):

Identify the possible sources of income replacement in the event of a disability. Analyze individual disability income contracts, comparing definitions, policy provisions, exclusions, optional riders and benefits. Discuss the use of a Business Overhead Expense Disability Policy and the benefits available to an insured. Identify tax issues as they relate to premium for and benefits of individual disability income insurance, as well as the BOE policy.

Long Term Care Insurance (2 Hours):

Discussion of care issues as it relates to the aging population, increasing longevity, and lifestyle expectations. Consider possible sources of funding for long term care and why one might consider a LTC insurance policy. Learn the benefits of LTC insurance and how those benefits are delivered to an insured. Examine triggers of coverage and major provisions of a LTC policy. Discuss current events specifically related to individual state “Long Term Care Partnership Programs.”

Business Continuation and Succession Planning (4 Hours):

Analyze the various issues created by the death or disability of an owner depending on the business entity. Discuss the issues to be addressed in a valid buy-sell agreement and methods to

consider in funding a buy-sell agreement. Learn the characteristics of a key person and explain the steps in implementing a key person insurance plan. Explain the concept and benefits of an Executive Bonus (162 Plan) for selected key executives of the business. Identify problem areas solved in estate planning by using life insurance.

Retirement Planning and Annuities (2 Hours):

Discuss qualified and non-qualified retirement plans, and the basics of various types of employer sponsored plans as well as individual retirement plans. Explain the difference between a traditional IRA and a Roth IRA. Examine the different component/classifications of annuities as well as contract provision and riders. Acquire a basic understanding of federal taxation issues as they apply to annuity contracts.

Planning for Personal Needs (2 Hours):

Examine the steps in the planning process, and consider the necessary members of a planning team. Describe the planning menu and each issue to address in the planning process. Analyze Life Insurance needs throughout one's lifetime and discuss various methods of determining how much coverage an individual might need. Discuss planning for income replacement as it relates to a potential disability. Learn the issues involved for a person in the application process for Life, DI and LTC insurance policies.

Sample Life & Health Examination Questions:**Sample Question 1:**

The following policy provisions are commonly found in most major medical insurance policies: (a) coinsurance clause (b) deductible. Describe each provision and explain its purpose.

Sample Answer 1:

(a) *The coinsurance clause requires that the insured pay a portion of each dollar loss after the deductible has been exceeded.*

Purpose - To control costs and to mitigate rate increases.

(b) *A deductible is an amount of money paid by the insured. It must be satisfied before the insurance contract responds.*

Purpose – Incentive for insured to assume the cost of small claims in exchange for a lesser premium.

Sample Question 2:

One of the special provisions found in most whole life policies is the reinstatement provision. Explain the reinstatement provision and list the requirements needed to reinstate a policy.

Sample Answer 2:

After the expiration of the grace period, the insured may request the reinstatement of the contract. Requirements: proof of insurability, payment of all back premiums, interest, and policy loans. The option to reinstate typically expires five years after policy lapse.

Personal Lines Institute

Mandatory Topics

Personal Residential Coverages (8 Hours):

Addresses the eligibility requirements for insuring residential property under the Homeowners Policy. Analyzes the ISO Homeowners Program and policy contract, including property and liability coverages, limitations, and exclusions, as well as other policy provisions. Reviews the exposures of the homeowner's client, identifies the appropriate coverages to handle those exposures, and identifies how policy endorsements provide solutions for specific situations. An overview of the Dwelling Program and its policies is also provided.

Personal Automobile Coverages (6 Hours):

Presents an in-depth analysis of the Personal Auto Policy. Discussion focuses on the application of policy definitions, insuring agreements, and the purpose and scope of the various coverage parts for Liability, Medical Payments, Uninsured Motorists, and Damage To Your Auto Coverages. Policy exclusions, limitations and important endorsements are also examined.

Personal Umbrella/Excess Coverages (2 Hours):

Identifies why customers need personal umbrella/excess coverage and provides an analysis of the various types of policies commonly seen in the marketplace. Coverage concepts unique to umbrella/excess coverage are carefully reviewed such as the self-insured retention, defense provisions, and definition of personal injury.

Optional Topics:

Two, two hour optional topics make up the remaining four hours of the Personal Lines Institute, such as:

- Watercraft Coverages
- Personal Lines Case Study
- Flood Coverages
- Condominiums
- Mobile Home Coverages
- State-Specific Exposures/Innovations/Special Coverages

Sample Personal Lines Examination Questions

Sample Question 1:

John is the named insured on an unendorsed ISO Homeowner 3 Policy with a \$200,000 limit on Coverage A (Dwelling), a \$20,000 limit on Coverage B (Other Structures), a \$100,000 limit on Coverage C (Personal Property) and a \$300,000 limit on Coverage E (Personal Liability).

- A. John rents a detached bungalow to a college student. The tenant accidentally starts a fire that destroys the bungalow and the tenant's personal property in the bungalow.*

The replacement cost of the bungalow, at the time of loss, is \$25,000. The actual cash value of the tenant's personal property at the time of loss is \$6,000. How will John's homeowner policy respond to these property losses. Explain your answer.

- B. While John is on vacation, a neighbor is caring for John's dog as a favor. The neighbor fails to lock the fence and the dog attacks a child. A lawsuit in the amount of \$500,000 is brought against John and the neighbor for the bodily injury to the child. How will John's homeowner policy respond to this loss. Explain your answer.*

Sample Answer 1:

- A. While fire is a covered peril, the homeowner policy does not cover other structures rented or held for rental to others unless used solely as a private garage. The tenant's property is not covered as the homeowner policy excludes property of tenants.*
- B. John is the named insured and is provided coverage for bodily injury caused by his dog. The neighbor is also an insured while caring for John's dog as the neighbor is not in the kennel business. However the policy will only provide a total limit of \$300,000 for bodily injury damages.*

Sample Question 2:

Sue is the named insured on an ISO Personal Auto Policy. Sue's 14 year old son, Jerry, resides in her household. Jerry has no driver's license and knows he is not allowed to drive.

- A. Jerry drives Sue's covered auto, which she owns, and causes an accident resulting in bodily injury and property damage to others. Do Sue and Jerry have liability coverage under Sue's Personal Auto Policy? Briefly explain your answers.*
- B. Sue is pulling a borrowed two-wheel utility trailer with her covered auto. The trailer comes unhitched and causes an accident resulting in bodily injury and property damage to others. The owner of the trailer has no insurance. Does Sue have liability coverage? Briefly explain your answer.*

Sample Answer 2:

- A. Sue has liability coverage because she is the named insured, it is her covered auto and no exclusion applies. While the Personal Auto Policy excludes Liability Coverage if any insured (Jerry) is using a vehicle without the reasonable belief that that insured is entitled to do so, the exclusion does not apply to a family member (Jerry) using your (Sue's) covered auto which is owned by you, so Jerry has Liability Coverage also.*
- B. As the named insured, Sue is an insured for the use of any auto or trailer. While there is an exclusion for any vehicle which has fewer than four wheels, the exclusion does not apply to any trailer. Therefore, Sue has Liability Coverage.*

Wrap Up

Now, as a student, you have a clearer overview of the make-up of each CIC institute and the examination. Remember, in order to pass the exams you will need to study each night. As you study, keep in mind that the words used in the Learning Objectives (e.g., purposes, advantages, methods, steps, etc.), and the information that follows will often appear on an exam. Also, make sure you are prepared to answer all parts of any given question (e.g., Is it covered? How much will be paid? Explain, etc.). When a question asks for three elements, you will be given at least partial credit for any correct responses. So, if you are unsure, put down any answers that come to you. Some of them may be correct.

You will not need a calculator for all examinations; however, you are allowed to bring one. The institute where you will be most likely to need a calculator is the Commercial Property Institute. A basic calculator without word memory is the only type of calculator allowed.

Your cell phone and PDAs will not be allowed to be used as a calculator during the exam.

As a courtesy to your instructors and fellow students attending the institute, you will be asked to turn cell phones, tablets, pagers, PDAs, etc., off during class. Use of these and other electronic devices during class presentations is prohibited.

We Wish You Success!

Thank you for taking the time to read this preparation guide. If you have any questions, please do not hesitate to contact the Society of CIC at:

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