

## Overview

- What is insurance
- Types of insurance
  - ✓ Property and casualty
  - ✓ Malpractice and liability insurance
  - ✓ Health and long-term care insurance
  - ✓ Life and disability insurance
- Other types of insurance
- Industry roles
  - ✓ Agents
  - ✓ Brokers
- Understanding the terminology

## Homeowners Insurance and Other Common Policies

- Types of homeowners insurance
  - ✓ Homeowners
  - ✓ Renters
  - ✓ Condominium owners
- Other common policies
- Determining risk and underwriting
- Key Personnel
  - ✓ Statisticians and Actuaries
  - ✓ Policyholder Processor and Inspector
- The homeowner policy

## Claim Handling

- What is a claim
- Fire claim case study
- The loss notice
- Processing claims
  - ✓ Claims adjusters
  - ✓ Reviewing the claim file
  - ✓ Claims approval
- Insurance fraud
  - ✓ Special investigation unit
  - ✓ Case study resolution

## Course Summary

- Conclusion and summary