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# CAS ONLINE COURSES

## 2012 CAS Online Course 1

### Risk Management and Insurance Operations

Risk Management and Insurance Operations is called Online Course 1 by the CAS and CA1 by The Institutes. (Prometric lists this course as CAS1 on its Web site under The Institutes.) Online Course 1/CA1 prepares CAS candidates for a two-hour, seventy-five-point multiple-choice examination. The online course and exam were developed collaboratively with The Institutes. The online course is available through the [CAS Online Courses Web Page](#) on The Institutes' Web Site. Similarly, the exam is administered by The Institutes at Prometric test centers during four, two-month testing windows annually.

The CAS will grant a waiver of CAS Online Course 1 to those who have the Chartered Property Casualty Underwriter (CPCU) designation.

The study material for CAS Course 1/CA1 is contained in the online course access. The fee for access to the online course includes one attempt at passing the exam. Candidates are required to purchase the online course to obtain access to the exam. Exam retakes may be purchased separately if needed.

Purchasing the course requires that candidates declare the testing window in which they are planning to take the exam. To register for the exam, a candidate must:

- Call The Institutes at (800) 644-2101 or (610) 644-2100, extension 6000, to register for the exam itself. This will place the candidate on an eligibility list for Prometric.
- Then make an appointment with Prometric for a specific date and time during the testing window. Early registration for the exam is strongly encouraged as seats fill quickly. There is a \$105 fee for changing testing windows.
- Schedule your appointment when you know you will be ready to sit for the exam. Effective January 1, 2012, Prometric will charge a \$50 fee to candidates who reschedule their appointments between 3 to 12 business days of a test date. Changes to the appointment date/time are not permitted within 3 business days of the appointment.

Questions or concerns regarding CAS Online Course 1/CA1 should be directed to The Institutes' Customer Service Department at (800) 644-2101 or (610) 644-2100, extension 6000, or [CustomerService@TheInstitutes.org](mailto:CustomerService@TheInstitutes.org).

### Assignment 1: Introduction to Risk Management

MODULE TITLE	LEARNING OBJECTIVE
Understanding and Quantifying Risk	Describe each of the following in the context of risk: <ul style="list-style-type: none"><li>• Uncertainty</li><li>• Possibility</li><li>• Possibility compared with probability</li></ul>

Classifications of Risk	<p>Explain how the following classifications of risk apply and how they help in risk management:</p> <ul style="list-style-type: none"> <li>• Pure and speculative risk</li> <li>• Subjective and objective risk</li> <li>• Diversifiable and nondiversifiable risk</li> <li>• Quadrants of risk (hazard, operational, financial, and strategic)</li> </ul>
Financial Consequences of Risk	Describe the three financial consequences of risk.
Basic Purpose and Scope of Risk Management	<p>Describe the basic purpose and scope of risk management in terms of the following:</p> <ul style="list-style-type: none"> <li>• How risk management is practiced by individuals and organizations</li> <li>• The basic distinction between traditional risk management and enterprise-wide risk management</li> </ul>
Loss Exposures	<p>Describe the following elements of property, liability, personnel, and net income loss exposures:</p> <ul style="list-style-type: none"> <li>• Assets exposed to loss</li> <li>• Causes of loss, including associated hazards</li> <li>• Financial consequences of loss</li> </ul>
Risk Management Benefits	Describe the benefits of risk management and how it reduces the financial consequences of risk for individuals, organizations, and society.
Risk Management Program Goals	Summarize pre-loss and post-loss risk management program goals and the conflicts that can arise as they are implemented.
The Risk Management Process	Describe each of the steps in the risk management process

## Assignment 2: Risk Control

MODULE TITLE	LEARNING OBJECTIVE
Risk Control Techniques	<p>Describe the six categories of risk control techniques in terms of the following:</p> <ul style="list-style-type: none"> <li>• Whether each reduces loss frequency, reduces loss severity, or makes losses more predictable</li> <li>• How each can be used to address a particular loss exposure</li> <li>• How they differ from one another</li> </ul>
Risk Control Goals	<p>Explain how an organization can use risk control techniques and measures to achieve the following risk control goals:</p> <ul style="list-style-type: none"> <li>• Implement effective and efficient risk control measures</li> <li>• Comply with legal requirements</li> <li>• Promote life safety</li> <li>• Ensure business continuity</li> </ul>
Application of Risk Control Techniques	Explain how risk control techniques can be applied to property, liability, personnel, and net income loss exposures.

Business Continuity Management	Describe business continuity management in terms of its scope, the process used to implement it, and the contents of a typical business continuity plan.
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### Assignment 3: Risk Financing

MODULE TITLE	LEARNING OBJECTIVE
Risk Financing Goals	<p>Explain how individuals or organizations can achieve their overall and risk management goals by fulfilling the following risk financing goals:</p> <ul style="list-style-type: none"> <li>• Pay for losses</li> <li>• Manage the cost of risk</li> <li>• Manage cash flow variability</li> <li>• Maintain an appropriate level of liquidity</li> <li>• Comply with legal requirements</li> </ul>
Retention and Transfer	<p>Describe the following aspects of retention and transfer:</p> <ul style="list-style-type: none"> <li>• Retention funding measures</li> <li>• Limitations on risk transfer measures</li> <li>• The advantages of both retention and transfer</li> </ul>
Selecting Appropriate Risk Financing Measures	<p>Explain how the following can affect the selection of the appropriate risk financing measure:</p> <ul style="list-style-type: none"> <li>• Ability of a risk financing measure to meet risk financing goals</li> <li>• Loss exposure characteristics</li> <li>• Characteristics specific to an individual or organization</li> </ul>
Risk Financing Measures	<p>Explain how an organization meets its risk financing goals by using the following risk financing measures:</p> <ul style="list-style-type: none"> <li>• Guaranteed cost insurance</li> <li>• Self-insurance</li> <li>• Large deductible plans</li> <li>• Captives</li> <li>• Finite risk plans</li> <li>• Pools</li> <li>• Retrospective rating plans</li> <li>• Hold-harmless agreements</li> <li>• Capital market solutions</li> </ul>

### Assignment 4: Enterprise-Wide Risk Management

MODULE TITLE	LEARNING OBJECTIVE
Traditional Risk Management Versus ERM	Contrast traditional risk management and ERM.
Improving Strategic Decision Making With ERM	Explain how an organization can improve its strategic decision making by incorporating enterprise-wide risk management (ERM).
ERM in Approaching Business Uncertainties	Explain why ERM is an effective approach to use to face business uncertainties.
Major Risk Management Frameworks and Standards	Summarize the main risk management frameworks and standards.

## Assignment 5: Insurance as a Risk Management Technique

MODULE TITLE	LEARNING OBJECTIVE
How Insurance Reduces Risk	Explain how insurance reduces risk through pooling.
Benefits of Insurance	Explain how insurance benefits individuals, organizations, and society.
Characteristics of an Ideally Insurable Loss Exposure	Explain why each of the six characteristics of an ideally insurable loss exposure is important to the insurance mechanism.
Insurability of Commercial Loss Exposures	Explain how the six characteristics of an ideally insurable loss exposure apply to commercial loss exposures.
Insurability of Personal Loss Exposures	Explain how the six characteristics of an ideally insurable loss exposure apply to personal loss exposures.
Government Insurance Programs	Explain how state and federal governments are involved in the insurance market and the rationale for, and level of, their involvement.

## Assignment 6: Overview of Insurance Operations

MODULE TITLE	LEARNING OBJECTIVE
Classifications of Insurers	Explain how insurers have organized to provide property-casualty insurance.
Insurer Goals	Describe the major goals of an insurer.
Constraints on Achieving Insurer Goals	Describe the internal and external constraints that impede insurers from achieving their major goals.
Measuring Insurer Performance	Describe the measurements used to evaluate how successful an insurer is at meeting its established goals.
Functional View of Insurance	Describe the core and supporting functions performed by insurers.

## Assignment 7: Insurance Marketing and Distribution

MODULE TITLE	LEARNING OBJECTIVE
Property-Casualty Insurance Marketplace	Describe the following attributes of the competitive property-casualty insurance marketplace: distinguishing characteristics of insurance customers, insurer marketing differentiations, and unique factors in the insurance marketplace.
Insurer Marketing Activities	Explain how typical insurer marketing activities are performed and why they are performed.
Insurance Distributions Systems and Channels	Describe the main types of insurance distribution systems and channels, including the principal characteristics that distinguish one distribution system from another.
Functions of Insurance Producers	Describe the functions performed by insurance producers.

Distribution System and Channel Selection for Insurance Marketing	Describe the key factors an insurer should evaluate during the distribution-system and distribution-channel selection process.
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## Assignment 8: The Underwriting Function

MODULE TITLE	LEARNING OBJECTIVE
Purpose of Underwriting	Describe the purpose of underwriting.
Underwriting Activities	Describe the underwriting activities typically performed by line and staff underwriters.
Underwriting Authority	Describe the importance of compliance with underwriting authority in individual account selection.
Constraints in Establishing Underwriting Policy	Describe the constraining factors considered in the establishment of underwriting policy.
Implementing Underwriting Policy	Describe the purposes that underwriting guidelines and underwriting audits serve.
Underwriting Process	Describe the steps in the underwriting process.
Measuring Underwriting Results	Explain how an insurer's underwriting results are measured and how financial measures can be distorted.

## Assignment 9: Underwriting Property and Liability Insurance

MODULE TITLE	LEARNING OBJECTIVE
Underwriting Property Insurance Using the COPE Model	Describe in detail each of the COPE factors used to evaluate property loss exposures.
Property Policy Provision Underwriting Considerations	Explain how insurable interest, policy provisions for valuing losses, and insurance to value affect a loss payment amount under property insurance.
Measures of Potential Loss Severity	Explain how underwriters use policy amount, amount subject, normal loss expectancy (NLE), probable maximum loss (PML), and maximum foreseeable loss (MFL) to measure potential loss severity.
Underwriting Business Income and Extra Expense Coverage	Describe the underwriting considerations for business income and extra expense coverage.
Underwriting Commercial Crime Insurance	Describe the underwriting considerations and risk control techniques associated with employee dishonesty and crimes committed by others.
Underwriting Commercial General Liability Insurance	Describe the loss exposures and the underwriting considerations for commercial general liability insurance.
Underwriting Personal and Commercial Auto Insurance	Describe the underwriting considerations for personal and commercial auto insurance.
Underwriting Workers Compensation Insurance	Describe the underwriting considerations for workers compensation insurance.
Underwriting Umbrella and Excess Liability Insurance	Describe the underwriting considerations for umbrella and excess liability insurance.

## Assignment 10: Risk Control and Premium Auditing

MODULE TITLE	LEARNING OBJECTIVE
Insurer Risk Control Goals	Describe the goals of insurer risk control activities.
Risk Control Services Provided by Insurers	Describe the risk control services provided by insurers.
Cooperation Between Risk Control and Other Insurer Functions	Explain how risk control cooperates with other insurer functions.
Reasons for Premium Auditing	Explain why premium audits are conducted.
Premium Auditing Process	Describe the premium auditing process.
Importance of Accurate Premium Audits	Explain why premium audits must be accurate.
Premium Auditing Contributions	Explain how premium auditing contributes to other insurer functions.

## Assignment 11: The Claim Function

MODULE TITLE	LEARNING OBJECTIVE
Claim Function	Identify the goals of the claim function, the users of claim information, and the parties with whom claim personnel interact.
Claim Department	Describe the claim department structure, types and functions of claim personnel, and claim personnel performance measures.
Claim Handling Process	Describe the following activities in the claim handling process: acknowledging and assigning the claim, identifying the policy and setting reserves, contacting the insured or the insured's representative, investigating the claim, documenting the claim, determining the cause of loss, liability, and the loss amount, and concluding the claim.
Law of Bad Faith	Explain how the law of bad faith relates to an insurer's duty of good faith and fair dealing and how the legal environment affects the law of bad faith.
Elements of Good-Faith Claim Handling	Describe the elements of good-faith claim handling.

## Assignment 12: Adjusting Property and Liability Claims

MODULE TITLE	LEARNING OBJECTIVE
Property Claim Handling Process	Explain how and why the activities in the framework for handling property claims are accomplished.
Handling Specific Types of Property Claims	Describe the challenges of handling the following types of property claims: <ul style="list-style-type: none"> <li>• Residential dwelling claims</li> <li>• Residential personal property claims</li> <li>• Commercial structure claims</li> <li>• Business income claims</li> <li>• Merchandise claims</li> <li>• Transportation and bailment claims</li> <li>• Catastrophe claims</li> </ul>

Liability Claim Handling Process	Explain how and why the activities in the framework for handling a liability claim are accomplished.
Handling Specific Types of Liability Claims	Describe the challenges of handling each of the following types of claims: <ul style="list-style-type: none"> <li>• Auto bodily injury liability claims</li> <li>• Auto property damage claims</li> <li>• Premises liability claims</li> <li>• Operations liability claims</li> <li>• Products liability claims</li> <li>• Workers compensation claims</li> <li>• Professional liability claims</li> </ul>
Case Study: Applying the Framework for Coverage Analysis and the Claim Handling Process	Given a claim, determine coverage for a loss using the framework for coverage analysis and the activities in the claim handling process.

### Assignment 13: Reinsurance

MODULE TITLE	LEARNING OBJECTIVE
Reinsurance and Its Functions	Describe reinsurance and its principal functions.
Reinsurance Sources	Describe the three sources of reinsurance.
Reinsurance Transactions	Describe treaty reinsurance and facultative reinsurance.
Types of Reinsurance	Describe the types of pro rata reinsurance and excess of loss reinsurance and their uses.
Alternatives to Traditional Reinsurance	Describe finite risk reinsurance and other methods that rely on capital markets as alternatives to traditional and non-traditional reinsurance.
Reinsurance Program Design	Describe the factors that should be considered in the design of a reinsurance program.
Case Studies in Reinsurance Program Design	Given a case, identify the reinsurance needs of an insurer and recommend an appropriate reinsurance program to meet those needs.
Reinsurance Regulation	Explain how reinsurance is regulated.

### Assignment 14: Insurer Strategic Management

MODULE TITLE	LEARNING OBJECTIVE
Strategic Management Process	Describe the strategic management process.
The Five Forces and SWOT Methods of Analyzing the Environment	Explain how the Five Forces and SWOT methods can be used to analyze the environment in which an insurer operates.
Determining Strategy at Different Organizational Levels	Explain how strategies are developed at the corporate, business, functional, and operational levels.
Insurers Global Expansion	Describe the strategic reasons, considerations, and approaches for insurers to expand their operations globally.

Strategic Management Case Study	Given information about an insurer's business strategies, conduct a SWOT analysis to evaluate its strategy.
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### Assignment 15: The Underwriting Cycle

MODULE TITLE	LEARNING OBJECTIVE
The Insurance Underwriting Cycle	Describe the phases of the insurance underwriting cycle and the strategies normally used by insurers and producers during each phase.
Financial Factors Influencing the Underwriting Cycle	Explain how the following financial factors influence underwriting cycles
Effects of Supply and Demand on the Underwriting Cycle	Explain how the theory of demand and supply applies to insurance and the underwriting cycle.

### Assignment 16: Actuarial Data Management

MODULE TITLE	LEARNING OBJECTIVE
Data Quality	Summarize <ul style="list-style-type: none"> <li>• The concepts of data quality and information quality</li> <li>• The impact of data quality on the actuarial work product</li> </ul>
Principles of Data Quality	Given a principle of data quality, provide an example that illustrates the principle.
Data Quality—ASOP No. 23	Given a concept from the Actuarial Standard of Practice No. 23, provide an example of its application or use.
Life Cycle for Insurance Data	For each step in the life cycle for insurance data, describe the purpose, the responsible parties, and errors typically encountered.
Metadata	Summarize metadata including: <ul style="list-style-type: none"> <li>• How metadata are defined</li> <li>• The actuary's role in creating and sharing metadata</li> <li>• How metadata are shared across an organization</li> <li>• The data collected under different statistical plans</li> </ul>
The Need for Aggregate Insurance Statistical Data	Explain the regulatory and business needs for statistical data.
Types of Statistical Plans	Summarize the relationship of Statistical Plans to insurance rating elements and the two basic types of Statistical Plans: <ul style="list-style-type: none"> <li>• Summary-based Statistical Plans</li> <li>• Transaction-based Statistical Plans</li> </ul>
Insurance Data Elements: Date Fields and Amount Fields in Statistical Plans	Describe the functions of the date field and amount field data elements in a statistical plan.

Insurance Data Elements: Classification or Rating Variable Fields and Exposure Data Elements	Describe the following statistical plan data elements by line of business: <ul style="list-style-type: none"> <li>• Classification and Rating Elements</li> <li>• Exposure</li> </ul>
Techniques and Applications to Improve Information Quality	Summarize the following data quality analysis concepts: <ul style="list-style-type: none"> <li>• Exploratory data analysis</li> <li>• Data cubes</li> <li>• Identifying missing data</li> <li>• Descriptive statistics</li> <li>• Box and whisker plots</li> </ul>
Auditing Data and the Actuary's Responsibility in Assessing Data Reasonability	Explain the following: <ul style="list-style-type: none"> <li>• The purpose and steps of data auditing</li> <li>• An actuary's responsibility in assessing data reasonability</li> </ul>

## Study Materials for CAS Online Course 1

The online course itself contains learning objectives and all the educational material to meet these objectives and successfully complete the exam. The course fee includes one attempt at the exam.

The following printed materials are supplemental and may also be purchased from The Institutes, but are not required:

- **Textbook** contains material that is identical to the online course—only in a hardcopy format.
- **Review Notes** is a condensed version of the textbook.
- **Course Guide** contains sample questions and answers.
- **Flashcards** contain key words and phrases.

The materials described above may be purchased individually or in various package combinations.

Questions about potentially defective questions or material should be directed to The Institutes' Customer Service Department at (800) 644-2101 or (610) 644-2100, extension 6000, or CustomerService@TheInstitutes.org.

## Publisher and Distributor

CAS Online Course 1/CA1 is available through The Institutes.

The Institutes, 720 Providence Road, Suite 100, Malvern, PA 19355-3433; telephone: (800) 644-2101 or (610) 644-2100 extension 6000; E-mail:CustomerService@TheInstitutes.org; Web Site Page for CAS Online Courses: [www.aicpcu.org/cas.htm](http://www.aicpcu.org/cas.htm).

## Exam Results

Candidates taking this computer-based test will receive unofficial pass/fail results at the conclusion of their exam. The unofficial pass/fail result will be displayed on the computer screen at the conclusion of the exam. In most test centers, a printed copy of the candidate's unofficial pass/fail result will be available upon completion of the computer-based test from the proctor in the administrative area outside the testing room. The candidate, however, should carefully read the result that is displayed on the computer screen at the conclusion of the exam.

When the official grades have been processed, candidates will receive an e-mail from The Institutes stating that their grades are available. Candidates may then log into their account on The Institutes Web Site ([www.TheInstitutes.org](http://www.TheInstitutes.org)) to access their grades. The grade report for each candidate will show the candidate's overall score on the exam in ten point increments (e.g., 60 to 69%, 70 to 79%, and so on). It will similarly show the candidate's performance by assignment using those same ten point increments.

Numeric scores are not released. The Institutes will send a copy of the grades directly to the CAS Office at the conclusion of the test window to be added to the candidates' admissions records.