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SYLLABUS OF BASIC EDUCATION
2022

Insurance Accounting, Coverage Analysis,
Insurance Law, and Insurance Regulation
CAS Online Course 2

Notice about the 5th Edition

5th Edition: This edition will apply to all exams after January 1, 2021.

Insurance Accounting, Coverage Analysis, Insurance Law, and Insurance Regulation is called Online Course 2 by the CAS and CA2, 5th Edition, by The Institutes.

Online Course 2/CA2 prepares CAS candidates for a 100 minute, seventy-five-point, multiple-choice examination. The online course and exam were developed collaboratively with The Institutes. The online course is available through the [Casualty Actuarial Society Online Courses webpage](#) on The Institutes' website. Similarly, the exam is administered online by The Institutes during four, two-month testing windows annually.

The study material for CAS Course 2/CA2 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 make the candidate eligible for the associated online exam.

There is \$95 fee for changing testing windows. Questions or concerns regarding CAS Online Course 2/CA2 should be directed to The Institutes' Customer Success group at 800.644.2101 or 610. 644.2100, extension 6000, or CustomerSuccess@TheInstitutes.org.



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Assignment 1: Introductory Insurance Accounting

MODULE TITLE	LEARNING OBJECTIVES
Qualitative Accounting Information Criteria	<p>Explain the following qualitative accounting information criteria:</p> <ul style="list-style-type: none">• Understandability• Relevance• Reliability• Comparability and consistency• Lack of bias• Cost-benefit effectiveness
Types of Accounting Frameworks	<p>Describe the frameworks and the intended users and focus of each of the following sets of accounting frameworks:</p> <ul style="list-style-type: none">• Generally Accepted Accounting Principles (GAAP) accounting• Regulatory/supervisory accounting• Tax accounting• Management accounting
Accounting Frameworks and Rule Hierarchies	<p>Explain the concept of a rule hierarchy and the sources of the following accounting frameworks:</p> <ul style="list-style-type: none">• Generally Accepted Accounting Principles (GAAP)• Regulatory/supervisory accounting• Tax accounting
Selected Accounting Concepts	<p>Summarize the following accounting concepts:</p> <ul style="list-style-type: none">• Fair value versus historical cost• Recognition versus measurement• Deferral-matching versus asset-liability• Impairment• Revenue recognition• Reporting segment• Liquidation versus going concern• Change in accounting principle versus change in accounting estimate• Principle-based versus rule-based



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MODULE TITLE	LEARNING OBJECTIVES
Fundamentals of Insurer Financial Statements	Describe the purpose and primary components of these key schedules of an insurer’s financial statements: <ul style="list-style-type: none"> • Balance sheet • Income statement • Cash flow statement • Notes and disclosures
Premium Accounting—Revenue Recognition	Explain how and when insurers recognize premium revenue in their financial statements under deferral-matching and asset-liability approaches.
Premium Accounting—Types of Written Premium	Distinguish between the various types of written premium and policy transactions that may not be classified as premium.
Other Premium Accounting Issues	Summarize the implications of these premium accounting issues: <ul style="list-style-type: none"> • Financing—premiums versus service charges • Earning premium before it is written • Extended reporting endorsements (definite versus indefinite periods) • Reinsurance lags • Large deductible credits
Unearned Premium	Summarize the purpose of unearned premium and these issues associated with how premiums are earned over time: <ul style="list-style-type: none"> • Pro rata and non-pro rata approaches to earning premium • Multiyear policies • Liability adequacy test and the premium deficiency reserve
The Relationship Between Loss Reserves and the Unearned Premium Reserve	Explain the relationship between loss reserves and the unearned premium reserve.
Loss and Loss Adjustment Expense Accounting	Describe the following issues related to loss and loss adjustment expense (LAE) accounting: <ul style="list-style-type: none"> • Loss accounts • Loss cycle • Paid loss versus cash payment • Recoverable amounts • Accounting for discounted reserves • Self-insurer issues



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MODULE TITLE	LEARNING OBJECTIVES
Reinsurance Accounting Basics	<p>Explain the accounting and financial reporting considerations, including how values in insurers' financial reports are influenced by lags in the reporting of reinsurance transactions and bordereau reporting, for these types of reinsurance:</p> <ul style="list-style-type: none">• Assumed reinsurance• Ceded reinsurance• Commutations• Prospective versus retroactive reinsurance
Deposit Accounting	<p>Explain the conditions under which an accounting framework may require deposit accounting for an insurance contract, and the operation of three general forms of deposit accounting rules.</p>

Assignment 2: Insurance Policy Analysis

MODULE TITLE	LEARNING OBJECTIVES
Distinguishing Characteristics of Insurance Policies	<p>Describe the following characteristics of insurance policies, including common exceptions to these characteristics.</p> <ul style="list-style-type: none">• Indemnity• Utmost good faith• Fortuitous losses• Contract of adhesion• Exchange of unequal amounts• Conditional• Nontransferable
Structure of Insurance Policies	<p>Describe these approaches to insurance policy structure and how they can affect policy analysis:</p> <ul style="list-style-type: none">• Self-contained and modular policies• Preprinted and manuscript policies• Standard and nonstandard forms• Endorsements and other related documents



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MODULE TITLE	LEARNING OBJECTIVES
Types of Policy Provisions	Describe the purpose(s) and characteristics of each of these types of policy provisions in a property-casualty insurance policy: <ul style="list-style-type: none"> • Declarations • Definitions • Insuring agreements • Exclusions • Conditions • Miscellaneous provisions
Policy Analysis	Describe the primary methods of insurance policy analysis.

Assignment 3: Common Policy Concepts

MODULE TITLE	LEARNING OBJECTIVES
Insurable Interest	Given a case, evaluate one or more entities' insurable interests.
Insurance to Value	Explain why insurance to value is important to property insurers, how insurers encourage insurance to value, and what insureds can do to address the problems associated with maintaining insurance to value.
Property Valuation Methods	Explain how property is valued under each of the following valuation methods in property insurance policies: <ul style="list-style-type: none"> • Actual cash value • Replacement cost • Agreed value • Functional valuation
Valuation of Liability Claims	Explain how the amount payable for a claim covered under a liability insurance policy is determined.
Reasons for Property Insurance Deductibles	Explain how deductibles in property insurance benefit the insured.
Liability Deductibles and Self-Insured Retentions	Explain when and why deductibles and self-insured retentions are appropriate for use in liability insurance.
Other Sources Of Recovery	Describe the multiple sources of recovery that may be available to an insurance policyholder for a covered loss.



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Assignment 4: Personal Auto Policy: Liability, Medical Payments, and Uninsured Motorist Coverage

MODULE TITLE	LEARNING OBJECTIVES
Overview of the Personal Auto Policy	Summarize the sections of the Personal Auto Policy.
Declarations	Identify the types of information typically contained on the declarations page of a personal auto policy.
Definitions	Define the words and phrases included in the definitions section of the Personal Auto Policy.
Part A - Liability Coverage	Summarize each of the provisions in Part A - Liability Coverage of the Personal Auto Policy.
Part A - Liability Coverage Case Study	Given a case describing an auto liability claim, determine whether Part A - Liability Coverage of the Personal Auto Policy would cover the claim and, if so, the amount the insurer would pay for the claim.
Part B - Medical Payments Coverage	Summarize each of the provisions in Part B - Medical Payments Coverage of the Personal Auto Policy.
Part B - Medical Payments Coverage Case Study	Given a case describing an auto medical payments claim, determine whether Part B - Medical Payments Coverage of the Personal Auto Policy would cover the claim and, if so, the amount the insurer would pay for the claim.
Part C - Uninsured Motorists Coverage	Summarize each of the provisions in Part C - Uninsured Motorists Coverage of the Personal Auto Policy.
UM/UIM Endorsements and State Variations	Describe underinsured motorists coverage in terms of: <ul style="list-style-type: none">• Its purpose• The ways in which it can vary by state
Part C - Uninsured Motorists Coverage Case	Given a case describing an uninsured motorists claim, determine whether Part C - Uninsured Motorists Coverage of the Personal Auto Policy would cover the claim and, if so, the amount the insurer would pay for the claim.



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Assignment 5: Personal Auto Policy: Physical Damage, Duties After an Accident, Endorsements, General Provisions

MODULE TITLE	LEARNING OBJECTIVES
Part D - Damage to Your Auto Coverage	Summarize each of the provisions in Part D - Damage to Your Auto of the Personal Auto Policy.
Part D - Damage to Your Auto Coverage Case	Given a case describing an auto physical damage claim, determine whether Part D - Coverage for Damage to Your Auto of the Personal Auto Policy would cover the claim and, if so, the amount the insurer would pay for the claim.
Part E - Duties After an Accident or Loss	Identify the insured's duties following an auto accident or loss (Part E) covered by the Personal Auto Policy.
Part F - General Provisions	Summarize each of the general provisions in Part F of the Personal Auto Policy.
Common Endorsements to the Personal Auto Policy	Identify the Personal Auto Policy endorsements that are used to handle common auto loss exposures.
Personal Auto Endorsements for Transportation Network Exposures	Describe the Personal Auto Endorsements that are used to handle exposures related to transportation network companies.
Personal Auto Coverage Case Study	Given a case describing an auto claim, determine whether the Personal Auto Policy would cover the claim and, if so, the amount the insurer would pay for the claim.



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Assignment 6: Homeowners Property Coverage

MODULE TITLE	LEARNING OBJECTIVES
ISO Homeowners Program	Describe how individuals and families can use the ISO Homeowners insurance program to address their personal risk management needs.
Homeowners Program Structure	Summarize these aspects of the 2011 Homeowners Program: <ul style="list-style-type: none">• Structure of the Homeowners Policy (HO-3)• Key changes in the ISO 2011 Program Revision• Factors important to rating homeowners insurance
HO-3 Section I - Property Coverages	Determine whether the 2011 HO-3 policy provisions in the following Section I - Property Coverages provide coverage for a given loss or loss exposure: <ul style="list-style-type: none">• Coverage A - Dwelling• Coverage B - Other Structures• Coverage C - Personal Property• Coverage D - Loss of Use• Additional Coverages
HO-3 Section I - Perils Insured Against and Exclusions	Summarize each of the 2011 HO-3 policy provisions: <ul style="list-style-type: none">• Perils Insured Against• Exclusions
HO-3 Section I - Conditions	Summarize each of the 2011 HO-3 policy provisions in Section I - Conditions.
2011 HO-3 Section I - Property Coverage Case Study	Given a scenario describing a homeowners property claim, determine whether the 2011 HO-3 Policy Section I - Property Coverages would cover the claim, and if so, the amount the insurer would pay for the claim.



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Assignment 7: Homeowners Liability, Conditions, Coverage Forms, and Endorsements

MODULE TITLE	LEARNING OBJECTIVES
HO-3 Section II - Liability Coverages	Determine whether the 2011 HO-3 Policy provisions in the following Section II - Liability Coverages provide coverage for a given loss or loss exposure: <ul style="list-style-type: none"> • Coverage E - Personal Liability • Coverage F - Medical Payments to Others • Additional Coverages
HO-3 Section II - Exclusions	Determine whether one or more exclusions preclude the coverage provided by Section II of the 2011 HO-3 - Special Edition policy provisions in Section II - Exclusions.
HO-3 Section II - Conditions	Summarize each of these 2011 HO-3 Special Edition policy provisions: <ul style="list-style-type: none"> • Conditions applicable to Section II • Conditions applicable to Sections I and II
Determining Whether HO-3 Section II - Liability Coverages Covers a Claim	Given a case describing a homeowners liability claim, determine whether the Homeowners Section II - Liability Coverages would cover the claim and, if so, the amount the insurer would pay for the claim.
Coverage Variations in ISO Homeowners Forms	Compare the coverage provided by each of the following 2011 Homeowners policies to the coverage provided by the 2011 HO-3 policy: <ul style="list-style-type: none"> • HO-2 Broad Form • HO-5 Comprehensive Form • HO-4 Contents Broad Form • HO-6 Unit-Owners Form • HO-8 Modified Coverage Form
Commonly Used Endorsements that Modify the 2011 ISO Homeowners Policies	Summarize the coverages provided by various 2011 ISO Homeowners policy endorsements.
HO-3 Coverage Case	Given a case describing a homeowners claim, determine whether a 2011 HO-3 Policy that may include one or more endorsements would cover the claim, and, if so, the amount the insurer would pay for the claim.



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Assignment 8: Life Insurance, Annuities and Health Insurance

MODULE TITLE	LEARNING OBJECTIVES
Premature Death Loss Exposures	<p>Describe the financial impact of the premature death personal loss exposure on the following types of family structures:</p> <ul style="list-style-type: none">• Singles without children• Single-parent families• Two-income families• Traditional families• Blended families• Sandwiched families
Types of Life Insurance	Summarize the various types of life insurance.
Sources of Life Insurance	Summarize the distinguishing characteristics of life insurance provided by each of the following sources: individual life insurance, group life insurance, and government-provided life insurance.
Common Life Insurance Contractual Provisions and Riders	Summarize the common life insurance contractual provisions and riders.
Individual Annuities	Summarize the various types of individual annuities.
Disability and Health-Related Personal Loss Exposures	Describe the financial impact of disability and other health-related personal loss exposures on individuals and families.
Disability Income Insurance	<p>Summarize the distinguishing characteristics of each of the following types of disability income insurance:</p> <ul style="list-style-type: none">• Individual disability income insurance• Group disability income insurance• Social Security disability income program
Health Insurance Plans	<p>Describe the characteristics of the following nongovernment programs for providing healthcare benefits:</p> <ul style="list-style-type: none">• Traditional health insurance plans• Managed-care plans• Consumer-directed health plans



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Assignment 9: Commercial Property Insurance, Part I

MODULE TITLE	LEARNING OBJECTIVES
Overview of the Commercial Property Insurance	Describe commercial property insurance in terms of these elements: <ul style="list-style-type: none">• The major categories of loss exposures that can be covered• The components of a commercial property coverage part
BPP Covered Property	Determine whether a described item of property qualifies as Covered Property under one or more of these categories in the Building and Personal Property Coverage Form: <ul style="list-style-type: none">• Building• Your Business Personal Property• Personal Property of Others
BPP Additional Coverages and Coverage Extensions	Determine which of the additional coverages and coverage extensions of the Building and Personal Property Coverage Form apply to a described loss.
Causes of Loss—Basic Form and Broad Form	Determine whether the cause of a described loss is a covered cause of loss under either the Causes of Loss—Basic Form or the Causes of Loss—Broad Form.
Cause of Loss—Special Form	Determine whether the cause of a described loss is a Covered Cause of Loss under the Causes of Loss—Special Form.
BPP Limits of Insurance and Deductibles	Apply the Limits of Insurance and Deductible provisions of the Building and Personal Property Coverage Form to a described loss.



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Assignment 10: Commercial Property Insurance, Part II

MODULE TITLE	LEARNING OBJECTIVES
BPP Loss Conditions and Additional Conditions	Explain how each of the Loss Conditions and Additional Conditions affects coverage under the Building and Personal Property Coverage Form.
BPP: Optional Coverages	Explain how each of the following optional coverages described in the BPP modifies the basic coverage of the BPP: <ul style="list-style-type: none">• Agreed Value• Inflation Guard• Replacement Cost• Extension of Replacement Cost to Personal Property of Others
Commercial Property Conditions	Summarize each of the Commercial Property Conditions.
Common Policy Conditions	Explain how each of the conditions contained in the Common Policy Conditions affects coverage under a commercial property coverage part.
Commercial Property Endorsements	Explain how each of these documents modifies the Building and Personal Property Coverage Form: <ul style="list-style-type: none">• Ordinance or Law Coverage endorsement• Spoilage Coverage endorsement• Flood Coverage endorsement• Earthquake and Volcanic Eruption Coverage endorsement• Peak Season Limit of Insurance endorsement• Value Reporting Form
Factors Affecting Commercial Property Premiums	Identify the factors that affect commercial property insurance premiums
Determining Whether the BPP Covers a Loss	Given a case, determine whether, and for what amount, a described loss would be covered by a commercial property coverage part that includes the Building and Personal Property Coverage Form and any of the three causes of loss forms.



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Assignment 11: Commercial General Liability Insurance, Part I

MODULE TITLE	LEARNING OBJECTIVES
Overview of Commercial General Liability Insurance	Describe commercial general liability insurance in terms of these elements: <ul style="list-style-type: none">• The types of losses that can be covered by general liability insurance• The components of a commercial general liability coverage part
CGL Coverage A - Insuring Agreement	Determine whether a described claim meets the conditions imposed by the Coverage A insuring agreement of the Commercial General Liability Coverage Form (occurrence version).
CGL Coverage A - Exclusions	Determine whether any of the exclusions applicable to Coverage A of the Commercial General Liability Coverage Form eliminate coverage for a described claim.
CGL Coverage B - Personal and Advertising Injury Liability	Determine whether a described claim meets the conditions imposed by the Coverage B insuring agreement of the Commercial General Liability Coverage Form and whether any of the Coverage B exclusions eliminate coverage for the claim.
CGL Coverage C - Medical Payments	Determine whether a described claim meets the conditions imposed by the Coverage C insuring agreement of the Commercial General Liability Coverage Form, and whether any of the Coverage C exclusions eliminate coverage for the claim.
CGL Supplementary Payments	Summarize the supplementary payments of the Commercial General Liability Coverage Form.



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Assignment 12: Commercial General Liability Insurance, Part II

MODULE TITLE	LEARNING OBJECTIVES
CGL Who Is an Insured Provisions	Determine whether a described person organization is an insured under the Commercial General Liability Coverage Form.
CGL Limits of Insurance	Explain how the following limits of insurance in the CGL Coverage Form are applied: <ul style="list-style-type: none">• Each occurrence limit• Personal and advertising injury limit• Damage to premises rented to you limit• Medical expense limit• General aggregate limit• Products-completed operations aggregate limit
CGL Conditions	Apply the Commercial General Liability Conditions to claims or other interactions between the insurer and the insured.
Rating CGL Coverage	Explain how the premium for CGL coverage is determined.
Determining Whether the CGL Covers a Claim Case	Given a case, determine whether, and for what amount, the Commercial General Liability Coverage Form (occurrence version) covers a described claim.



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Assignment 13: Specialty Coverages

MODULE TITLE	LEARNING OBJECTIVES
Commercial Excess and Umbrella Liability Insurance	Describe commercial excess liability insurance and commercial umbrella liability insurance in terms of these characteristics: <ul style="list-style-type: none"> • The three basic types of commercial excess liability insurance • The provisions commonly found in commercial umbrella liability policies that distinguish them from other types of commercial liability policies
Professional Liability and Management Liability Insurance	Describe professional liability insurance and management liability insurance in terms of these aspects: <ul style="list-style-type: none"> • How they differ from each other • How they differ from commercial general liability policies • The common types of professional and management liability policies
Environmental Insurance	Describe the purpose and characteristics of each of these types of environmental insurance policies: <ul style="list-style-type: none"> • Site-specific environmental impairment liability (EIL) policies • Underground storage tank compliance policies • Remediation stop-loss policies • Contractors pollution liability policies • Environmental professional errors and omissions liability policies
Aircraft Insurance	Describe aircraft insurance in terms of these characteristics: <ul style="list-style-type: none"> • The purposes-of-use categories that insurers used to classify aircraft • The coverages that can be included in an aircraft policy
Cyber Risk Insurance	Describe the types of losses that can be covered by each of the insuring agreements generally available in cyber risk insurance policies.
Insuring Foreign Operations	Explain how an organization domiciled in the United States can insure foreign loss exposures that would not be covered under standard property and liability insurance policies.
Terrorism Endorsements for Commercial Property and Liability Forms	Summarize the purpose and provisions of the terrorism endorsements developed by Insurance Services Office, Inc., and the National Council on Compensation Insurance, Inc.



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MODULE TITLE	LEARNING OBJECTIVES
Types of Surety Bonds	<p>Summarize the guarantee provided by the particular types of surety bonds within the following bond classifications:</p> <ul style="list-style-type: none">• Contract bonds• License and permit bonds• Public official bonds• Court bonds• Miscellaneous bonds

Assignment 14: Insurance Law, Part I

MODULE TITLE	LEARNING OBJECTIVES
Tort Law	<p>Explain these concepts:</p> <ul style="list-style-type: none">• Tort as distinguished from other offenses• Classifications of tort• Application of laws in tort cases
Negligence	<p>Describe negligence claims in terms of:</p> <ul style="list-style-type: none">• The elements of negligence• The required proof of negligence
Defenses Against Negligence Claims	<p>Describe these defenses against negligence claims: Comparative negligence, releases and exculpatory clauses, immunity, statutes of limitations and repose, tortfeasor's capacity.</p>
Liability of Landowners or Occupiers of Land	<p>Explain how negligence applies to landowners or occupiers of land.</p>
Intentional Torts Part 1 of 2	<p>Describe these intentional torts, the circumstances under which they can occur, and common defenses to them:</p> <ul style="list-style-type: none">• Battery• Assault• False imprisonment and false arrest• Intentional infliction of emotional distress• Defamation (libel and slander)• Invasion of the right of privacy



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2022

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MODULE TITLE	LEARNING OBJECTIVES
Intentional Torts Part 2 of 2	<p>Describe these intentional torts, the circumstances under which they can occur, and common defenses to them:</p> <ul style="list-style-type: none">• Fraud• Bad faith, or outrage• Interference with relationships between others• Misuse of legal process• Trespass• Nuisance• Conversion
Liability in Extraordinary Circumstances	<p>Explain how liability attaches as a result of the unique circumstances presented by the following:</p> <ul style="list-style-type: none">• Ultrahazardous activities• Ownership and/or possession of animals• Escape of toxic substances

Assignment 15: Insurance Law, Part II

MODULE TITLE	LEARNING OBJECTIVES
Products Liability	<p>Describe these causes of action for products liability and the possible defenses to them:</p> <ul style="list-style-type: none">• Misrepresentation• Breach of warranty• Strict liability and negligence
Professional Liability	<p>Describe professional and directors and officers liability.</p>
Damages in Tort Suits	<p>Describe the types of damages a court can award a plaintiff for a tort claim.</p>
Equitable Remedies	<p>Explain these equitable remedies:</p> <ul style="list-style-type: none">• Specific performance• Injunction
Factors Affecting Amounts and Payment of Damages	<p>Summarize these legal concepts related to negligence damages and remedies:</p> <ul style="list-style-type: none">• <i>Restitutio in integrum</i>• Mitigation of damages• Aggravated damages• Structured settlements and judgments



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MODULE TITLE	LEARNING OBJECTIVES
Liability Concepts Affecting Tort Claims	Explain how any of these concepts can affect a tort claim: <ul style="list-style-type: none">• Joint tortfeasor's liability• Expanded liability concepts• Vicarious liability• Good Samaritan issues• Class actions
Trends in Tort Litigation	Summarize these trends in tort litigation: <ul style="list-style-type: none">• Class action litigation• Litigation funding• Punitive damages• Tort reform

Assignment 16: Insurance Regulation

MODULE TITLE	LEARNING OBJECTIVES
Economic Impact of the Insurance Industry	Explain the economic impact of the insurance industry.
The Objectives of Insurance Regulation	Describe the objectives of insurance regulation.
The Sources of Insurance Regulation	Describe the three sources from which insurance regulatory powers originate: <ul style="list-style-type: none">• Legislation• Judicial review• Administrative agencies
The Structure of Insurance Regulations	Describe the structure of insurance regulations.
Elements of Rate Regulation and Ratemaking	Describe the following elements of rate regulation and ratemaking: <ul style="list-style-type: none">• Purpose and unique qualities of the insurance industry• Actuarial ratemaking principles and considerations in rate regulation• Insurance advisory organizations



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CAS Online Course 2

MODULE TITLE	LEARNING OBJECTIVES
Types of Rate Regulations	Compare the following types of rate regulation: <ul style="list-style-type: none">• Prior approval• File and use• Use and file• Open competition• Flex rating• Government-mandated rates
Effects of Rate Regulation on Insurers	Summarize the effects of rate regulation on these aspects of insurance: <ul style="list-style-type: none">• Resources required for complying with rate regulations• The underwriting cycle• Insurers' decision making regarding where to operate



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Study Materials for CAS Online Course 2

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 Success group at 800.644.2101 or 610.644.2100, ext. 6000, or CustomerSuccess@TheInstitutes.org.

Publisher and Distributor

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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. The candidate 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' website (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.

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