

# EDUCATION COMMITTEE OF THE SOCIETY OF ACTUARIES (SOA)

## INTRODUCTORY STUDY NOTE

**EXAM SESSION: NOVEMBER 2021**

**EXAM: INTRODUCTION TO GENERAL INSURANCE**

**DATE and TIME: November 15-19; Time scheduled with Prometric Test Center**

1. The examination will consist of 1.5 hours of 60 multiple choice questions.
2. Since the CBT exam will be offered over a period of a few days, each candidate will receive a test form composed of questions selected from a pool of questions. Statistical scaling methods are used to ensure within reasonable and practical limits that, during the same testing period of a few days, all forms of the test are comparable in content and passing criteria. The methodology that has been adopted is used by many credentialing programs that give multiple forms of an exam.

3. The following link shows a recommended FSA module/exam sequence for each track:

<http://www.soa.org/Education/Exam-Req/edu-new-fsa-recommended.aspx>

This order is NOT mandated. Each candidate will determine the appropriate sequence based on factors including readiness to sit for an exam, exam administration schedules, or study time available. However, the Education committees believe that these recommendations provide the most effective guide for candidate success. An examination/module may assume familiarity with material that is covered in any requirement that is recommended to come before that examination or module.

4. The syllabus material includes the textbooks listed in the Appendix. The Appendix also may contain additional important information regarding this exam. A complete listing of the Syllabus and Learning Objectives is located in this exam's home page on the SOA Web site.
5. Several book distributors carry some or all of the textbooks for the Society of Actuaries exams. A list appears on the SOA Web site at: <http://www.soa.org/education/exam-req/resources/edu-txt-manuals.aspx>.
6. Any changes in the syllabus for this exam will be published under "Updates" in this exam's home page on the SOA Web site.
7. To access the practice exam questions log in to your Institutes account at <https://web.theinstitutes.org/>, hover over your name and select My Courses. If you need assistance creating or accessing your account contact Customer Success at (800) 644-2101.
8. The examination questions for this exam will be based on the required readings for this exam. If a conflict exists (in definitions, terminology, etc.) between the readings for this exam and the readings for other exams, the questions should be answered on the basis of the readings for this exam.

9. Candidates may ONLY use these battery or solar-powered Texas Instruments models: BA-35, BA II Plus\*, BAII Plus Professional\*, TI-30Xa, TI-30X II\* (IIS solar or IIB battery), and TI-30X MultiView\* (XS solar or XB battery). Candidates may use more than one of the approved calculators during the examination.

Calculator instructions may not be brought into the exam room. During the exam, the calculator must be removed from its carrying case so the supervisor can confirm that it is an approved model. Candidates using a calculator other than the approved models will have their exams disqualified.

Candidates can purchase calculators directly from: Texas Instruments, Attn: Order Entry, PO Box 650311, Mail Station 3962, Dallas, TX 75265, phone 800/842-2737 or <http://epsstore.ti.com>.

*\*The memory of the **BA II Plus, BAII Plus Professional, TI-30X II, and TI-30X MultiView** calculators will need to be cleared by the examination supervisor upon the candidate's entrance to the examination room.*

10. A list of various seminars/workshops and study manuals appears on the SOA Web site at: <http://www.soa.org/education/exam-reg/resources/edu-sem-workshops.aspx> and <http://www.soa.org/education/exam-reg/resources/edu-txt-manuals.aspx>. These seminars/workshops and study manuals do not reflect any official interpretation, opinion, or endorsement of the Society of Actuaries or its Education Committee.

Please note that the Education Committee expects candidates to read the material cited in the syllabus and to use other material as a complement to the primary sources rather than a substitution for them.

11. The American Academy of Actuaries, the Canadian Institute of Actuaries, the Conference of Consulting Actuaries, and the Society of Actuaries jointly sponsor various examinations administered by the Society of Actuaries.

## APPENDIX

There are no study notes for this examination.

### Textbooks

The syllabus material comprises one textbook published in two volumes. All are published by The Institutes.

The two books are:

*Introduction to General Insurance, Volume 1: Insurance Company Operations*, special SOA edition 2020, ISBN 978-0-89462-447-6 (SOA102)

*Introduction to General Insurance, Volume 2: Personal and Commercial Coverage*, special SOA edition 2020 ISBN 978-0-89462-447-6 (SOA103).

Textbooks should be ordered from The Institutes by calling (U.S. or Canada toll free) 1-800-644-2101 Monday-Friday 8 am to 6 pm Eastern Time. Candidates residing elsewhere may use alternative options as provided in the next section.

### Exam Registration

Registration is with The Institutes, NOT with the SOA. **However, you will need your 6-digit SOA ID number.** If you do not know your SOA ID number, contact [customerservice@soa.org](mailto:customerservice@soa.org) or +1-888-697-3900. Register for the exam by calling 1-800-644-2101 (This is a toll-free number for those in the U.S. or Canada. Candidates residing elsewhere may call 1-610-644-2100.) Monday-Friday 8 am to 6 pm Eastern Time. Candidates for whom telephone contact is not possible may order textbooks or register for the exam via email to [TISupport@TheInstitutes.org](mailto:TISupport@TheInstitutes.org)

The Institutes accepts American Express, Diners Club, Discover, MasterCard, and VISA. Fees are nonrefundable and nontransferable (to another candidate) and must be paid in U.S. currency.

Register for the exam using your name exactly as it appears on the valid government issued photo ID with signature that you will present at the testing center. If you have any questions, contact The Institutes before scheduling your appointment.

The Institutes will send an electronic registration confirmation if an email address is provided. Please read the confirmation carefully and completely. Check for accuracy and notify The Institutes immediately if there is an error.

### Schedule Prometric Appointment

Your exam confirmation notice will provide instructions regarding how to schedule your exam appointment at a Prometric testing center. Do so as soon as you have decided the day on which you prefer to sit for the exam.

### Cancellation and Rescheduling Policies

*If you have not yet scheduled your Prometric appointment:*

You may cancel your registration with a full refund provided it is done prior to the first day of the

testing window. If you cancel after this time you will forfeit \$185 of your exam fee. The remaining credit can be applied to the purchase of study materials or to future exam fees. This credit is valid for two years from the date of issue.

Note that because the testing window begins on a Monday to avoid forfeiting part of your exam fee you must request cancellation by the previous Friday.

You may transfer your registration to the next testing window provided it is done before the close of the testing window for which you have registered. A transfer fee of \$120 will be charged.

*If you have scheduled your Prometric appointment:*

You may cancel your registration with a full refund provided it is done prior to the first day of the testing window AND at least three business days prior to your appointment. Cancelling the exam with The Institutes will also cancel your appointment. Cancellation after that time will result in the same \$185 forfeiture as described above.

You may transfer your registration to the next testing window provided it is done at least three business days prior to your appointment. Cancelling the exam with The Institutes will also cancel your appointment. A transfer fee of \$120 will be charged.

You may reschedule your appointment within the same testing window by contacting Prometric. There is no fee if this is done more than 12 business days in advance of your current appointment. If you are within 3-12 business days of your current appointment, a \$50 rescheduling fee will apply. Once you are within 3 business days of an appointment, no changes can be made.

*Failure to Test*

If you schedule an appointment with Prometric and do not attend, the entire exam fee is forfeited. Similarly, if you register for an exam, do not test by the end of the testing window, and do not contact The Institutes to transfer windows before the close of the window, the entire exam fee is forfeited.

*Grading Information*

As soon as you complete the exam, you will receive an unofficial grade report. When registering, please provide The Institutes with a current email address to ensure prompt grade notification. A notice sent within 48 hours to your preferred email address will inform you that an official grade report is available on The Institutes' website. Be advised that spam filters and firewalls could result in the inability to deliver the grade notification.

*The Institutes Examination Rules of Conduct*

Although this exam is administered through The Institutes and Prometric, you are still responsible for the SOA's rules of conduct and the Code of Conduct for Candidates. Any violations will be reported to the SOA for discipline. You are also responsible for rules of conduct from The Institutes, who may enact discipline related to your taking future exams or earning credentials from them. They are:

- Unless otherwise noted, all exams are closed-book exams. Study notes, course materials, and any form of electronic device other than an acceptable calculator may not be used or consulted during your testing session.

- Communicating with anyone or anything other than the test center administrator during the testing session is prohibited. Further, I acknowledge that I have not received or had access to test questions other than during a previous test administration through an authorized agent of the Institutes.
- In accordance with the copyright notice below, any reproduction of these materials in whole or in part, contained in this examination, through any means, including, but not limited to, copying or printing of electronic files, reconstruction through memorization, and/or dictation, and/or dissemination of exam materials or derivative works through any form of verbal, electronic, or written communication is strictly prohibited.
- The scratch paper provided for your use during the examination must be returned to the test administrator as you leave the testing center. Answers written on the scratch paper, but not entered into the computer, will not be graded.
- If you must leave the testing station during the examination, you may do so for five minutes. However, the time remaining in the testing session will continue to run during your absence. Anyone leaving the testing room during a testing session still is bound by the Rules of Conduct.
- If you wish to report a problem with the administration or content of your examination, send your written comments to The Institutes within two weeks of this test administration date.
- You affirm that you are the named person who is scheduled to sit for this examination and all responses to exam questions will be determined by you and you alone.
- You understand and accept that test questions and your responses to the questions will not be returned under any conditions.
- You further agree and understand the Institutes will use data statistics/forensics and any other analytical tools to determine if an irregularity occurred during a testing session and the results of such an investigation can and will be used in a decision to invalidate your test result and to revoke permission to take future exams.
- By having made an appointment to sit for an Institutes exam you acknowledge and agree to be bound by the CPCU Code of Professional Conduct and/or the Institutes' Code of Academic and Professional Integrity.

© Information that is copyrighted by and proprietary to American Institute For Chartered Property Casualty Underwriters is included in the examination. Use of Institutes material by examinees is limited to use solely for the examination presented on this date. All other uses are prohibited by U.S. Copyright Law.

Failure to comply with the Rules of Conduct will be reported to The Institutes and appropriate action will be taken according to the Code of Academic and Professional Integrity, [TheInstitutes.org/CAPI](http://TheInstitutes.org/CAPI), which can include disqualification of your examination and restrictions on your taking future exams.

#### Conditions of Registration and Exam Administration

Examinees who do not agree to abide by The Institutes' Rules of Conduct for exam administration at the time of taking the exam will not be permitted to sit for an exam and will forfeit the registration fee.

The security of its test questions and unfair advantages to examinees are primary concerns of The Institutes. To that end, Institutes examinations are copyright protected, and The Institutes use observational and statistical techniques to monitor and detect examination irregularities before, during, and after test administration.

In accordance with the copyright of Institutes examinations, any reproduction of examination materials in whole or in part, through any means, including, but not limited to, copying or printing of electronic files, reconstruction through memorization and/or dictation, and/or dissemination of exam material or derivative

works through any form of verbal, electronic, or written communication is strictly prohibited.

Therefore, knowing examination questions are the exclusive property of The Institutes, at the time of registration you acknowledge:

- You shall not request, nor shall you secure test questions, voluntarily or involuntarily.
- You have neither had access to test questions for your examination nor have they been (are) in your possession by any of the means of transmission cited above before sitting for your exam.
- You shall not disclose the contents of your examination, voluntarily or involuntarily, following your test administration, by any of the means of transmission cited above.

Further, you consent to test center check-in and test administration security procedures as stated in The Institutes' Examination Rules of Conduct.