
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Insurance Performance Examiner I (Option 1)** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. NUMERIC REASONING (22 Questions)

An employee in this job must be able to determine whether rate schedules, policy rates and/or policy settlement amounts are correct when investigating consumer complaints. To successfully perform these tasks, the examiner must be able to identify variables, and compute and solve for unknown values. This involves the ability to perform basic math functions. Your numerical reasoning ability will be assessed by this section of the exam. Test section topics include:

- Solving word problems;
- Addition, subtraction, multiplication and division;
- Calculating percentages and equations;
- Determining average weekly salaries.

II. WRITTEN COMMUNICATION SKILLS (22 Questions)

An employee in this job must document findings when investigating an insurance agency or agent. This requires the use of report writing skills such as grammar and punctuation, the ability to compose clear and concise statements, and a working knowledge of vocabulary common in the insurance industry. Test section topics include:

- Ability to understand written directions and following procedures;
- Correct use of punctuation;
- Determining the best grammatically correct sentence;
- Ascertaining important details to include in reports.

III. PERSONAL COMPUTER USAGE (10 Questions)

An employee in this job must have a working knowledge of personal computers to document investigation findings, compose written reports, and generate memos and other job related correspondence. This section of the exam tests your knowledge of various computer programs used on the job. Test question topics include word processing, spreadsheet and database features and terminology.

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IV. INSURANCE CLAIMS, RATING & UNDERWRITING PRACTICES (20 Questions)

An employee in this job spends a significant amount of time performing tasks such as reviewing rate schedules, underwriting practices and insurance claims processes and procedures for various insurance agencies to determine compliance with the Illinois Insurance Code and other related insurance laws. Therefore, a knowledge and understanding of insurance codes, statutes and regulations pertaining to claims, rating and underwriting practices is critical to recognizing inconsistencies or illegalities. Test section topics include:

- Insurance industry terminology;
- Understanding and applying insurance regulations;
- Determining insurance policy rates;
- Insurance claims processes and procedures.