

# SILA Protecting the Consumer

Word Count: 18,875 words = 3 CE Credits

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## **Chapter 1 NAIC, FIO, and Insurers**

National Association of Insurance Commissioners  
Federal Insurance Office  
Insurer Authority and Licensing  
Producer Licensing  
Review Questions

## **Chapter 2 Trade and Claims Practices**

Unfair Trade Practices  
Review Questions

## **Chapter 3 Consumer Privacy**

Telemarketing Sales Rule and National Do Not Call Registry  
Controlling the Assault of Non-Solicited Pornography and Marketing (CAN-SPAM) Act  
Do Not Track  
NAIC Cybersecurity Task Force - Cybersecurity Bill of Rights  
Review Questions

## **Review Questions Answer Key**