

Personal insurances

M86: 2026–27 edition

Web update 1: 26 May 2026

Please note the following update (amendments in **bold**) to your copy of the **M86** study text:

Chapter 8, section G2, page 8/18

The table in the bullet point beginning 'A **money award**', telling the firm...' should read as follows:

Limit of award	Date complaint referred to the FOS	Date act or omission occurred
£455,000	On or after 1 April 2026	On or after 1 April 2019
£205,000	On or after 1 April 2026	Before 1 April 2019

Chapter 8 self-test answer 10, page xv

10. The maximum award the FOS may make which is binding on insurers is:

- **£455,000**, for complaints referred on or after 1 April **2026** about actions or omissions by firms that occurred on or after 1 April 2019.
- **£205,000**, for complaints referred to on or after 1 April **2026** about acts or omissions by firms before 1 April 2019.

The FOS may recommend a higher figure, if appropriate, but this will not be binding on the firm.

Notes

- This change will be examined from 1 July 2026.
- This update will be incorporated into the digital copies (printable PDF and ebook) of the study text, available on RevisionMate.