

Life and pensions customer operations

LP1: 2024–25 edition

Web update 1: 16 May 2025

Please note the following update (amendments in **bold**) to your copy of the **LP1** study text:

Chapter 6, section B4, page 6/14

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
£445,000	On or after 1 April 2025	On or after 1 April 2019
£200,000	On or after 1 April 2025	Before 1 April 2019

Note

- This change will be examined from 1 July 2025.