

March 2026

W04: *Award in Customer Service in Insurance* study text, 2026–27 edition

This edition of the study text is based on the 2026–27 examination syllabus and forms the study material for exams to be sat from 1 May 2026 until 30 April 2027.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2025–26 edition have been included.

A summary of where the principal changes have been made is given below:

Chapter 1: previous sections D1 and D2 have been swapped.

Chapter 2: section D1B.

Chapter 5: section B.

Questions/answers, websites, key terms/points, legislation and index: amended where relevant.

We hope this information is helpful to you.

CII Learning Solutions