

**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.

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