

# Financial services products and solutions

## Objective

At the end of this unit, candidates should be able to demonstrate a knowledge and understanding of:

- key customer needs and the factors that affect these;
- how customers and financial services professionals identify needs and solutions;
- the main protection, mortgage repayment and savings and investment products;
- the main tax wrappers.

Summary of learning outcomes	Number of questions in the examination*
1. Understand protection, investment and pensions needs and the factors that affect them	5
2. Understand the process of identifying appropriate financial solutions	6
3. Explain the main features of protection products	17
4. State the main features of mortgage repayment vehicles and mortgage protection products	5
5. Explain the range of savings and investment products available to customers	22
6. Explain the main tax wrappers available to customers	20

\* The test specification has an in-built element of flexibility. It is designed to be used as a guide for study and is not a statement of actual number of questions that will appear in every exam. However, the number of questions testing each learning outcome will generally be within the range plus or minus 2 of the number indicated.

## Important notes

- Method of assessment: 75 multiple choice questions (MCQs). 2 hours are allowed for this examination.
- This syllabus will be examined from 1 September 2025 to 31 August 2026.
- Candidates will be examined on the basis of English law and practice in the tax year 2025/2026 unless otherwise stated.
- It should be assumed that all individuals have long-term UK residence status unless otherwise stated.
- This PDF document has been designed to be accessible with screen reader technology. If for accessibility reasons you require this document in an alternative format, please contact us on [online.exams@cii.co.uk](mailto:online.exams@cii.co.uk) to discuss your needs.

## 1. Understand protection, investment and pensions needs and the factors that affect them

- 1.1 Explain how the personal financial lifecycle, individual circumstances and external factors affect financial needs.
- 1.2 Describe the purpose and the main categories of taxation and their relevance to the life and pensions sector.

## 2. Understand the process of identifying appropriate financial solutions

- 2.1 Describe sources of information, advice and guidance.
- 2.2 Explain how customer needs and solutions are identified.

## 3. Explain the main features of protection products

- 3.1 Explain the main types and features of life assurance.
- 3.2 Explain the main types and features of health protection products.

## 4. State the main features of mortgage repayment vehicles and mortgage protection products

- 4.1 State the use of protection products and repayment vehicles in the context of mortgages.

## 5. Explain the range of savings and investment products available to customers

- 5.1 Explain the main features of investing in cash, bonds, property and equities.
- 5.2 Explain the main features of collective investments.

## 6. Explain the main tax wrappers available to customers

- 6.1 Explain the main features of defined contribution and defined benefit pension schemes.
- 6.2 Explain the main retirement options available.
- 6.3 Explain the main features of Individual Savings Accounts.
- 6.4 Describe other tax planning vehicles available.

## Additional resources

The following resources may assist you with your studies.

**Note: The examination will test the syllabus alone.**

Supporting information for the syllabus can be found on the unit page via the CII website. The resources found here: [www.cii.co.uk/learning](http://www.cii.co.uk/learning) will help you keep up-to-date with developments and provide a wider coverage of syllabus topics.

Additional reading material can also be found referenced throughout the study text.

## Learning support

Financial services products and solutions.  
London: CII. Study text LP2.

## Supporting exam documents

Tax tables which are provided in your exam can be found here: [www.cii.co.uk/learning/qualifications/assessment-information/before-the-exam/supporting-exam-documents/](http://www.cii.co.uk/learning/qualifications/assessment-information/before-the-exam/supporting-exam-documents/)

## Assessment information

Candidates should refer to the CII website for the latest information on changes to law and practice and when they will be examined:

- 1. Visit [www.cii.co.uk/qualifications](http://www.cii.co.uk/qualifications)
- 2. Select the appropriate qualification
- 3. Select your unit from the list provided
- 4. Select qualification update on the right hand side of the page

## Examination guide

The examination guide is available on the unit page via the CII website.

If you have a current study text enrolment, the current examination guide is included and is accessible via **RevisionMate** ([ciigroup.org/login](http://ciigroup.org/login)). Details of how to access RevisionMate are on the first page of your study text.

It is recommended that you study from the most recent versions of the examination guide.

## Exam preparation

Exam preparation guidance and supporting exam documentation are available via the CII website. [www.cii.co.uk/learning/qualifications/assessment-information](https://www.cii.co.uk/learning/qualifications/assessment-information)