

**October 2024**

**IF9: *Customer service in insurance* study text, 2025 edition**

**This edition of the study text is based on the 2025 examination syllabus and forms the study material for exams to be sat from 1 January 2025 until 31 December 2025.**

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2024 edition have been included.

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

**Chapter 1:** sections A2 and A2A.

**Chapter 2:** section B2A.

**Chapter 3:** section A1A.

**Chapter 4:** section E2, section E2A deleted, sections E4 and E4A updated and merged.

**Chapter 5:** section C1C.

**Chapter 9:** section A2A.

**Chapter 10:** sections A, A1 and A2 deleted.

**Chapter 11:** section B3A.

**Chapter 12:** sections B3 and B3A updated and merged, sections B3C (was B3D), B4, B4A and D.

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

We hope this information is helpful to you.

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