

October 2024

IF4: *Insurance claims handling process* 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 3: new section H4 added.

Chapter 5: section A5; new section B2D added.

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

We hope this information is helpful to you.

CII Learning Solutions