

# Personal insurances

## M86: 2025–26 edition

### Web update 1: 16 May 2025

Please note the following update (amendments in **bold**) to your copy of the **M86** study text:

#### Chapter 8, section G2, page 8/18

The table in the bullet point beginning 'A **'money award'**, telling the firm...' should read as follows:

Limit of award	Date complaint referred to the FOS	Date act or omission occurred
<b>£445,000</b>	On or after 1 April <b>2025</b>	On or after 1 April 2019
<b>£200,000</b>	On or after 1 April <b>2025</b>	Before 1 April 2019

#### Chapter 8 self-test answer 10, page xv

The maximum award the FOS may make which is binding on insurers is:

- **£445,000**, for complaints referred on or after 1 April **2025** about actions or omissions by firms that occurred on or after 1 April 2019.
- **£200,000**, for complaints referred to on or after 1 April **2025** about acts or omissions by firms before 1 April 2019.

The FOS may recommend a higher figure, if appropriate, but this will not be binding on the firm.

#### Notes

- This change will be examined from 1 July 2025.
- This update will be incorporated into the digital copies (printable PDF and ebook) of the study text, available on RevisionMate.