

November 2025

IF9: *Customer service in insurance* study text, 2026 edition

This edition of the study text is based on the 2026 examination syllabus and forms the study material for exams to be sat from 1 January 2026 until 31 December 2026.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2025 edition have been included.

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

Chapter 1: sections A2A, D1 (previous D2) and D2 (previous D1).

Chapter 2: sections B1, D2B and D5.

Chapter 3: section A1B.

Chapter 4: section E2.

Chapter 6: section E.

Chapter 7: section C1A.

Chapter 8: section B2D.

Chapter 11: section B3A.

Chapter 12: section B (updated and restructured throughout).

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

We hope this information is helpful to you.

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