

Introduction to pet insurance

PL4: 2026 edition

Web update 1: 26 May 2026

Please note the following update (amendments in **bold**) to your copy of the **PL4** study text:

Chapter 5, section E2, page 5/19

Please replace the third paragraph to read as follows:

Accepting the decision of the FOS results in the insurer having to pay whatever financial amount the FOS decides is fair. This could be up to a limit of £455,000 for complaints referred to the FOS on or after 1 April 2026 about acts that took place on or after 1 April 2019. For complaints referred on or after 1 April 2026 about acts that took place before 1 April 2019 the limit is £205,000. Finally, lower limits exist for complaints arising during earlier periods.

Chapter 5, key points, page 5/21

The FOS can make awards of up to **£455,000**.

Chapter 5, self-test question 6, page 5/22

What is the limit for an award made by the Financial Ombudsman Service (FOS) for complaints referred to it on or after 1 April **2026** about acts that took place on or after 1 April 2019?

- £1,000,000.
- £355,000.
- Unlimited.
- £455,000.**

Chapter 5, self-test answer 6, page v

- £455,000.**

Notes

- This change will be examined from 1 July 2026.
- This update will be incorporated into the digital copies (printable PDF and ebook) of the study text, available on RevisionMate.