

Insurance claims handling process

IF4: 2025 edition

Web update 1: 16 May 2025

Please note the following update (amendments in **bold**) to your copy of the **IF4** study text:

Chapter 3, section G1A, page 3/17

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
£445,000	On or after 1 April 2025	On or after 1 April 2019
£200,000	On or after 1 April 2025	Before 1 April 2019

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.