

Claims practice

M85: 2026–27 edition

Web update 1: 26 May 2026

Please note the following update (amendments in **bold**) to your copy of the **M85** study text:

Chapter 1, section F2, page 1/17

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
£455,000	On or after 1 April 2026	On or after 1 April 2019
£205,000	On or after 1 April 2026	Before 1 April 2019

Chapter 1, key points, page 1/20

The Ombudsman may make a monetary award of an amount it considers fair up to a maximum of **£455,000** for complaints about action or omissions by firms that occurred on or after 1 April 2019.

Chapter 1, question answer 1.2, page 1/21

- 1.2 The FOS can may a monetary award of **£455,000** for complaints about action or omissions by firms that occurred on or after 1 April 2019. The Ombudsman can make a higher award, but the insurer is not obliged to pay the excess over **£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.