

# Introduction to pet insurance

## PL4: 2025 edition

### Web update 1: 16 May 2025

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

#### Chapter 5, section E2, page 5/19

Please amend the second 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 **£445,000** for complaints referred to the FOS on or after 1 April **2025** about acts that took place on or after 1 April 2019. For complaints referred on or after 1 April **2025** about acts that took place before 1 April 2019 the limit is **£200,000**. 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 **£445,000**.

#### 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 **2025** about acts that took place on or after 1 April 2019?

- a. £1,000,000.
- b. £355,000.
- c. Unlimited.
- d. **£445,000**.

#### Chapter 5, self-test answer 6, page v

- d. **£445,000**.

#### 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.