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996: *Strategic claims management* study text, 2025 edition

This edition of the study text is based on the 2025 examination syllabus and forms the study material for 3 coursework assignments over 12 months

There are minor editorial changes only in this new edition. Where relevant, web updates issued for the 2024 edition have been included.

Please do not hesitate to contact us if you have any queries regarding your new study text.

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