

July 2025

LP1: *Life and pensions customer operations* study text, 2025–26 edition

This edition of the study text is based on the 2025–26 examination syllabus and forms the study material for exams to be sat from 1 September 2025 until 31 August 2026.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2024–25 edition have been included.

A summary of where the principal changes have been made is given below:

Chapter 1: sections A1A, A1B, A1C and B1.

Chapter 2: sections A4, A5 and A6.

Chapter 3: sections B1A, B1B, B2C and C1A.

Chapter 4: sections A1B, A2, A3A and B2A.

Chapter 5: sections A1, E2A, E2D and E4C.

Chapter 6: sections A2C, B5 and D1G.

Chapter 7: sections A3D and B2B.

Questions/answers, websites, key terms/points, legislation and index: amended where relevant.

We hope this information is helpful to you.

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