

April 2023

M85: *Claims practice* study text, 2023–24 edition

This edition of the study text is based on the 2023–24 examination syllabus and forms the study material for exams to be sat from 1 May 2023 until 30 April 2024.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2022–23 edition have been included.

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

Chapter 1: sections A2A and D.

Chapter 5: section C5E.

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

We hope this information is helpful to you.

CII Learning Solutions