

March 2024

W04: Award in Customer Service in Insurance study text, 2024–25 edition

This edition of the study text is based on the 2024–25 examination syllabus and forms the study material for exams to be sat from 1 May 2024 until 30 April 2025.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2023–24 edition have been included.

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

Chapter 1: section D1.

Chapter 3: section A1A, new sections A1B and A1C, sections B2A, D1C and D1D.

Chapter 4: new section A2, sections E1A, E1B, E1C and E1F.

Chapter 8: section C.

Chapter 9: section A2A.

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

We hope this information is helpful to you.

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