

March 2023

W04: Award in Customer Service in Insurance 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 A2 and D1.

Chapter 2: section C2.

Chapter 3: section D1C.

Chapter 5: sections A, B and C1C.

Chapter 6: sections A1C, A2B and B1.

Chapter 7: section A.

Chapter 8: section C.

Chapter 9: section A2A.

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

We hope this information is helpful to you.

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