

# Insurance claims handling process

## IF4: 2024 edition

### Web update 2: 30 April 2024

Please note the following update to your copy of the IF4 study text:

#### Chapter 3, self-test answers

Please amend the questions so the following answers are reflected (amendment in **bold**).

- 1 a. Increased consumer awareness.  
c. Greater expectations of service.  
d. Increased competition.
- 2 a. Anyone else involved in an insurance claim, apart from the insured and the insurer.
- 3 c. An amount equal to the total expected cost of settling the claim, including customer/claimant payments and expenses/fees.
- 4 a. True.
- 5 b. A database of vehicles which have been declared as being a total loss of stolen following a claim.
- 6 d. Financial Ombudsman Service.
- 7 **b. Four.**