

October 2024

IF9: *Customer service in insurance* study text, 2025 edition

This edition of the study text is based on the 2025 examination syllabus and forms the study material for exams to be sat from 1 January 2025 until 31 December 2025.

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

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

Chapter 1: sections A2 and A2A.

Chapter 2: section B2A.

Chapter 3: section A1A.

Chapter 4: section E2, section E2A deleted, sections E4 and E4A updated and merged.

Chapter 5: section C1C.

Chapter 9: section A2A.

Chapter 10: sections A, A1 and A2 deleted.

Chapter 11: section B3A.

Chapter 12: sections B3 and B3A updated and merged, sections B3C (was B3D), B4, B4A and D.

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

We hope this information is helpful to you.

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