

October 2023

IF9: *Customer service in insurance* study text, 2024 edition

This edition of the study text is based on the 2024 examination syllabus and forms the study material for exams to be sat from 1 January 2024 until 31 December 2024.

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

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

Chapter 1: sections A2A and D1.

Chapter 2: section D3.

Chapter 3: sections A1A, A1B, A1C, B2A, B3, D1C and D1D.

Chapter 4: sections A2, A3A, A3C, E3A, E3B, E3C, E3F and E3G.

Chapter 8: section C.

Chapter 9: section A2A.

Chapter 10: sections A, A1 and D4A.

Chapter 12: sections A, A1A, new A1B, sections A2, A3 and A4 deleted, sections A4 (was A6), B, B1, B4 and B6.

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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