

Claims Practice

M85: 2023-24 edition

Web update 1: 29 January 2024

Please note the following update to your copy of the **M85** study text:

Chapter 1, Key Points, page 1/19-20

Please can you update the below information highlighted in **bold**:

- The Ombudsman may make a monetary award of an amount it considers fair up to a maximum of **£375,000** for complaints about action or omissions by firms that occurred on or after 1 April 2020.

The Questions Answers states:

- 1.2 The FOS can pay a monetary award of **£375,000** for complaints about action or omissions by firms that occurred on or after 1 April 2019. The Ombudsman can make a higher award, but the insurer is not obliged to pay the excess over **£375,000**.