

# Advanced Claims

## 820: 2024 edition

### Web update 1: 23 January 2024

Please note the following update to your copy of the **820** study text:

#### Chapter 3, section A6, page 3/11

Please amend the first paragraph (amendment in **bold**) to read as follows:

With the FCA taking a more customer-centric stance, the imperative for insurers to improve their claims service becomes ever greater. The FCA's fair pricing review, which went into effect in 2022, makes this even more important as **the customer centric stance** will potentially reduce the price sensitivity of insurance renewals. As a result of this, insurers are putting more focus on wider aspects of the insurance offering to attract and retain customers, of which claims service is clearly a critical part.