

December 2020

820: *Advanced claims* study text, 2021 edition

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2020 edition have been included.

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

Chapter 3: section A5 updated.

Chapter 5: section A1B updated.

Chapter 6: sections restructured include new section B1E and previous sections B1E (now B1F) and B1F (now C2A with updated content).

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

We hope this information is helpful to you.

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