

July 2022

LP1: *Life and pensions customer operations study text, 2022–23 edition*

This edition of the study text is based on the 2022–23 examination syllabus and forms the study material for exams to be sat from 1 September 2022 until 31 August 2023.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2021–22 edition have been included.

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

Chapter 1: sections A1C, A2, A4C.

Chapter 2: sections A3A, A6, B1 (new), B4.

Chapter 3: sections A1C, C1A.

Chapter 4: section A1B.

Chapter 5: sections A1, E4C, E4D.

Chapter 6: sections A4G, B3B, B3C, D, D1B.

Chapter 7: section B2.

Chapter 8: sections A, A1C, A1F, C5A.

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

We hope this information is helpful to you.

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