

October 2022

IF9: *Customer service in insurance* study text, 2023 edition

This edition of the study text is based on the 2023 examination syllabus and forms the study material for exams to be sat from 1 January 2023 until 31 December 2023.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2022 edition have been included.

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

Chapter 1: sections A2, C1E and D1.

Chapter 3: sections A1C and D1C.

Chapter 5: sections B and C1C.

Chapter 8: section C.

Chapter 12: sections A4, B3, B3B, B3C and D.

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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