October 2023

IF4: *Insurance claims handling process* **study text, 2024 edition**

This edition of the study text is based on the 2024 examination syllabus and forms the study material for exams to be sat from 1 January 2024 until 31 December 2024.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2023 edition have been included.

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

Chapter 3: sections G2A and H1.

Chapter 5: sections A1 and A7.

Chapter 7: new section D added.

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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