

**IF4: Insurance claims handling process study text, 2016/17 edition**

**This edition is based on the 2016/17 IF4 examination syllabus and forms the study material for exams to be sat from 1 May 2016 until 31 December 2017.**

The changes in the text consist of revisions and additional text in order to clarify and keep the content up to date. Where relevant, any web updates issued for the 2015 edition have been included.

The principal areas of change in the new edition are as follows:

**Chapter 1:** sections A1, B1 and D1B added; sections D1A and D2 updated.

**Chapter 2:** sections A1, A2, B4, C2 and D updated.

**Chapter 3:** sections B, D and H2 updated; sections E3A and G3 added.

**Chapter 4:** sections A3B and C1D updated.

**Chapter 5:** sections A2B, A4A and C1A updated.

**Chapter 6:** section D updated.

**Chapter 7:** section B1 updated.

**Questions/answers, websites, key terms/points, cases, statutes and index:** amended as necessary.