

IF9: Customer service in insurance study text, 2016/17 edition

This edition is based on the 2016/17 IF9 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 A2 and C2C updated; new sections C5 to C8 and D4 to D6 added.

Chapter 4: section B3B updated.

Chapter 11: section B4 added.

Chapter 12: section A6 updated.

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

Publishing
Learning Solutions