

WO4: Award in Customer Service in Insurance study text, 2017–18 edition

This edition of the study text is based on the WO4 examination syllabus and forms the study material for exams to be sat from 1 May 2017 until 30 April 2018.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2016–17 edition have been included.

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

Chapter 1: sections C1, C2, C2A, C2B, C2C (added), C2D and C3.

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

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