

IF9: Customer service in insurance study text, 2018 edition

This edition is based on the 2018 IF9 examination syllabus and forms the study material for exams to be sat from 1 January 2018 until 31 December 2018.

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 2016–17 edition have been included.

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

Chapter 1: sections C1–C4 removed and sections C5–C8 updated and renumbered; sections D1–D3 removed and sections D4–D6 renumbered.

Chapter 2: sections D3 and D5 updated.

Chapter 4: sections E–E2 and section E4C updated.

Chapter 7: section B2 updated.

Chapter 8: section C2B updated.

Chapter 12: sections A, A3–A3A, A6, B–B2, C2A and C2B updated.

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

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