

**March 2018**

**W04: *Award in Customer Service in Insurance* study text, 2018–19 edition**

**This edition of the study text is based on the 2018 examination syllabus and forms the study material for exams to be sat from 1 May 2018 until 30 April 2019.**

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2017–18 edition have been included.

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

**Chapter 1:** section C1 updated.

**Chapter 4:** section E updated.

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

We hope this information is helpful to you.

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