

July 2020

LP1: *Life and pensions customer operations* study text, 2020–21 edition

This edition of the study text is based on the 2020–21 examination syllabus and forms the study material for exams to be sat from 1 September 2020 until 31 August 2021.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2019–20 edition have been included.

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

Chapter 2: new section B3 added.

Chapter 3: section B2C updated.

Chapter 5: sections A1, E2, E2A updated; new section E2B added and subsequent sections renumbered.

Chapter 7: section C1C updated; section C1D removed and subsequent sections renumbered.

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

We hope this information is helpful to you.

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