

February 2019

W04: Award in Customer Service in Insurance, 2019–20 edition

This edition of the study text is based on the 2019–20 examination syllabus and forms the study material for exams to be sat from 1 May 2019 until 30 April 2020.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2018–19 edition have been included.

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

Chapter 1: sections C2, C2A, C2B, section C2C deleted and section C2C (was C2D).

Chapter 2: section F2B.

Chapter 4: section E.

Chapter 10: section A1.

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

We hope this information is helpful to you.

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