

October 2020

IF4: Insurance claims handling process study text, 2021 edition

This edition of the study text is based on the 2021 examination syllabus and forms the study material for exams to be sat from 1 January 2021 until 31 December 2021.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2020 edition have been included.

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

Chapter 2: section B is now section J, section J is now section C and section E is now section H3. New Section E added and subsequent sections have been renumbered.

Chapter 3: new sections D1, D2, D3 and D4 (including subsections). Sections F and G have interchanged. Former section F3 and its subsections have moved to chapter 4.

Chapter 4: section A1A removed. New sections A6, B2C and D (former chapter 3, section F3) added.

Chapter 5 (formerly chapter 6): new sections C7, C8 and C9 added.

Chapter 6 (formerly chapter 5): section G updated.

Chapter 7: section D and subsections moved to chapter 3, section D4.

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

We hope this information is helpful to you.

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