

December 2023

996: *Strategic claims management* study text, 2024 edition

This edition of the study text is based on the 2024 examination syllabus and forms the study material for 3 coursework assignments over 12 months.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2023 edition have been included.

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

Chapter 2: sections A2A, B1B, B2, B2A, C2A, C2B, C2C, C2D, C2E, C3, C4 and C5B.

Chapter 3: sections G1, G2A and H.

Chapter 4: section C1A.

Chapter 5: sections A1, A1A and B6.

Chapter 7: sections C, C1 and C6; new sections C8A and C8B.

Chapter 8: new section A1D, sections C, D1, D2 and E1A; previous section E1B deleted; new section E1B (was E1C); new section E1C; sections E1D, E2 and E2A; sections E, E4A, E4B and E4C deleted; sections E2C (was E4E) and F2; section F2A deleted; sections F3, F5, F6, F7 and F9.

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

We hope this information is helpful to you.

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