

Healthcare insurance products

IF7: 2024 edition

Web update 1: 30 May 2024

Please note the following update to your copy of the IF7 study text:

Chapter 8, section A2A, page 8/11

Please amend the paragraph (amendments in **bold**) to read as follows:

If a customer who is an eligible complainant is not satisfied by the firm's response, they may appeal to the FOS. The FOS is not bound by law or precedent, instead generally aiming to make decisions that are fair, based on the individual facts it is asked to consider. It can make awards of up to **£430,000** (for complaints referred to it after 1 April **2024** – lower maxima apply to earlier years) and since 2019 the limit has been linked to rises in CPI inflation. In addition to an award, the FOS can also add interest, the rate used being the current rate on judgement debts.

Notes

- This change will be examined from 1 July 2024.
- This update has been incorporated into the digital copies (printable PDF and ebook) of the study text, available on RevisionMate.