

July 2024

LP1: *Life and pensions customer operations study text, 2024–25 edition*

This edition of the study text is based on the 2024–25 examination syllabus and forms the study material for exams to be sat from 1 September 2024 until 31 August 2025.

Updates and amendments have been made throughout the text; where relevant, web updates issued for the 2023–24 edition have been included.

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

Chapter 1: sections A1B, A1C and A4C.

Chapter 2: sections A6, B and B3.

Chapter 3: section B2C.

Chapter 4: sections B1C, C2B, E2A and E4B.

Chapter 5: section A4D.

Chapter 6: section D1C.

Chapter 7: sections A3D and B2B.

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

We hope this information is helpful to you.

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