

Introduction to pet insurance

PL4 2023 edition

Web update 1: 14 November 2022

Please note the following update (in **bold**) to your copy of the **PL4** study text:

Chapter 5, section E2, page 5/18

Accepting the decision of the FOS results in the insurer having to pay whatever financial amount the FOS decides is fair. This could be up to a limit of **£375,000** for complaints referred to the FOS on or after **1 April 2022** about acts that took place on or after 1 April 2019. For complaints referred between 1 April 2019 and 31 March 2020, the amount is £350,000, again for acts on or after 1 April 2019. Finally, lower limits exist for complaints arising during earlier dates.