**USE CASE 1. Account Management**

* **Create Account: Customers can create a new bank account.**
* **Close Account: Customers can close their existing account.**
* **Update Account Information: Customers can update personal details (address, phone number, etc.).**
* **View Account Details: Customers can view their account balance and other information.**
* **Account Verification: System checks the validity of account details (for both creation and update).**

**USE CASE 2. Transaction Management**

* **Deposit Funds: Customers can deposit money into their account.**
* **Withdraw Funds: Customers can withdraw money from their account.**
* **Transfer Funds: Customers can transfer money between accounts (within the same bank or external).**
* **View Transaction History: Customers can view a list of all their past transactions.**
* **Transaction Limitation/Fees: Check if the customer meets the requirements for withdrawal/transfer limits and apply any transaction fees.**

**USE CASE 3. Loan Services**

* **Apply for Loan: Customers can apply for a loan (personal, home, etc.).**
* **View Loan Status: Customers can check the status of their loan application (approved, pending, rejected).**
* **Repay Loan: Customers can make loan repayments.**
* **Loan Approval: Bank staff can approve or reject loan applications based on criteria.**

**USE CASE 4. Security & Authentication**

* **Login/Logout: Users (customers and bank staff) can log into the system securely and log out.**
* **Two-Factor Authentication: An additional layer of security (e.g., SMS, email) for login and sensitive actions.**
* **Password Recovery/Change: Users can recover or change their password if needed.**
* **Role-based Access Control: Restrict access to sensitive features based on user roles (e.g., customer, bank manager).**

**USE CASE 5. Admin & Staff Management**

* **Add/Remove Staff: Admins can add or remove bank staff.**
* **Assign Roles to Staff: Admins can assign specific roles (teller, manager) to staff members.**
* **View Staff Performance: Admins can view reports of bank staff's performance and activity.**
* **Audit Reports: Admins can view system and transaction logs for monitoring and auditing purposes.**

**USE CASE 6. Customer Support**

* **File Complaint: Customers can file complaints regarding any issues (transaction errors, account problems, etc.).**
* **View Complaint Status: Customers can check the status of their complaints.**
* **Chat/Support Request: Customers can request support for issues or inquiries.**