

Hero Insurance Inc' is an insurance company selling auto insurance policies to policyholders. **Policy holders** can be **individuals** or **organisations**.

There are some auto insurance policies tailored specifically for business needs of various organizations. If the policyholder is an organisation, then information about the organisation is noted which includes **name, industry, and annual revenue**. There will be one **main contact** such as the 'Admin Manager' that the company corresponds with directly regarding the policies purchased by the organization.

If the policy holder is an individual, the insurance company collects personal information about the policyholder, including their **name, address, contact details (mobile/ home/ office phone numbers), gender, current age, occupation, and marital status**.

All policies issued (regardless of whether the policy holder is an individual or an organisation) lists a set of drivers allowed to drive the vehicle which has been insured.

To assess risk for insuring a particular **driver**, the company collects data on the drivers' **driving history, including any past accidents, traffic violations, and driving experience**. Driving experience includes when the **drivers' licence was issued to the driver, the driving licence number, and the number of years of driving experience for the driver**.

One policy is issued for one specific **vehicle**. The insurance company collects information about the vehicle to be insured for each policy, including the **registration number, make and model, age, condition, value, and VIN (Vehicle Identification Number)**. Information about the **location where the vehicle will be primarily used and primarily parked is also collected**, as this can impact the risk of accidents and theft.

When a **policy** is issued the following information is stored for each policy.

- The maximum amount of coverage available for **bodily injury, vehicle damage and property damage**.

- The **start and end dates of the policy**, as well as any **renewal dates**. Usually, a policy is issued for one year. Every time a policy is **renewed the policy terms may change**. Therefore, every **renewed policy** is treated as a new policy which is **linked by a reference to its previous policy using the policy number**. Hence, **one vehicle will be issued multiple policies over time**.
- The **amount of the premium** to be paid by the **policyholder** together with details about **how the policyholder will pay** for the policy, including the **payment method**, the **date of scheduled payments**, and any **payments made in advance**.

When the insurance company receives an **auto insurance claim**, they follow a specific process to ensure that the claim is handled accurately and efficiently. When the policyholder contacts the insurance company to report the claim, either by phone, online, or through a mobile app, insurance company records the **details?** of the claim.

Then the insurance company assigns a **claims adjuster** to handle the claim. The claims adjuster is an employee who is responsible for investigating the claim, assessing the damage, and determining the amount of compensation owed to the policyholder.

The adjuster investigates the claim by collecting information and evidence related to the **accident**, **statements from witnesses**, and **police reports** etc.

At this stage data is collected about the accident, including the **date** and **time** of the accident, the **location** of the accident, and the extent of the **damage** to the policyholder's vehicle. This may include **photos** of the damage.

The insurance company may collect statements from any witnesses to the accident to help determine liability. To ensure that the claims adjuster can contact the witnesses for verification of their statements, the company collects some data about **witnesses**. This includes their **name**, **address**, **contact details (mobile/ home/ office phone numbers)**. A witness statement is usually a signed document that is emailed across to the claims adjuster by the witness.

If the police were called to the scene of the accident, the insurance company may collect a physical copy of the police report to help determine liability.

The adjuster then assesses the damage to the policyholder's vehicle and determines the cost of repairs or replacement. If the policyholder's vehicle requires repairs, the insurance company may collect **repair estimates** from one or more **repair shops** to determine the cost of the repairs.

A vehicle which has met with an accident/ incident may need one or more repairs. For ease of tracking the repairs needed and the cost of each repair, all the repairs needed are grouped into **one repair job**. Then multiple jobs are created within that parent repair job entry to be able to track each specific repair performed on the vehicle. **Each repair** has a **job id, a description of the job, the estimated time duration to complete the job and estimated cost**. For every repair that is completed the **actual cost** of the job is also recorded for future reference.

Once the adjuster has completed their investigation and assessed the damage, they will **approve the claim** and determine the **amount of compensation owed** to the policyholder for each repair job. The insurance company then pays the policyholder the agreed-upon amount of compensation, either by sending a check or by depositing the funds directly into the policyholder's bank account. The insurance company closes the claim once the policyholder has been paid and the repairs have been completed.

The company will store a **claims history** for each policy. This includes information about any previous claims made by the policyholder, when the claims were logged and when they were paid out, as well as the amounts paid out by the insurance company for those claims.