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| --- | --- | --- |
| **User case ID** | UC13 | |
| **Use case name** | Customer is not agreeing for settlement after Mediation Board. | |
| **Actors** | DRS | |
| **Description** | Customer is not agreeing for settlement after Mediation Board. | |
| **Pre-conditions** | FMB failed. | |
| **Post-conditions** | - If Last Payment date > 6 years then F2  Else FTL LOD | |
| **Back - end / front - end** | Backend | |
| **Pre status** | ***FMB Failed*** | |
| **Post status** | If Last Payment date > 6 years then   * ***FMB Failed***   Else   * ***LIT Prescribed*** | |
| **Massage of status** | * Direct F2. * Direct FTL LOD. | |
| **Notification** |  | |
|  | **Action** | **System Response** |
| **Success path** | If Last payment date > 6 years  Else | Proceed F2 Process  Proceed with FTL LOD with manual signature. |
| **Alternate path** |  | |

**Duration > 6 years**