**Mediation board process**

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| **User case ID** | UC12 | |
| **Use case name** | Mediation Board Process | |
| **Actors** | Recovery Officer (RO), SLT Staff, Mediation Board | |
| **Description** | Manage the process of handling debt cases through the mediation board. | |
| **Pre-conditions** | * Debt cases have been Forwarded to the Mediation Board (FMB). ~~and customers are notified via letter.~~ | |
| **Post-conditions** | - Cases can either be settled or failed   * Settle – Direct to settlement. * Not settle – Transfer to non-settlement. | |
| **Back - end / front - end** | Frontend: - RO updates portal with relevant remark. | |
| **Pre status** | ***FMB (Forward to Mediation Board)*** | |
| **Post status** | * Settle ***- FMB being Settle*** * Not settle ***- FMB non-settlement*** | |
| **Massage of status** | * Settle - “Customer agreed to Settle” or * Not settle - “Failed to settle, case forwarded for further action.” | |
| **Notification** | Notify the SLT staff whether settle or not. | |
|  | **Action** | **System Response** |
| **Success path** | Do negotiations  If success  Else  Any further information?  If no  Else  Request further information  If agree  Else | Settlement  Non settlement  Send information  Settlement  Non settlement |
| **Alternate path** | If no response, the case fails due to non-settlement with a reason (MBR\_CANAS) and is forwarded to FTL LOD for further legal action. | |