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**List of Non-functional requirements (NFR’s)**

**Performance**: This covers the necessary throughput and reaction time. For instance, making sure the website can process a specific quantity of claims at once without experiencing any lag.  
  
**Scalability**: As the user base expands over time or in response to an unexpected spike in claims, the system should be able to withstand growing loads with grace.  
  
**Security**: This is crucial since insurance claims are confidential. This covers access control, data encryption, and defence against prevalent online threats including SQL injection and cross-site scripting (XSS).  
  
**Reliability**: Customers must have faith that accurate and dependable processing of their claims will occur. To guarantee continuous service, this calls for strong error handling, redundancy, and failover procedures.

**Usability**: Clients submitting claims should find the website to be simple to use and intuitive. This covers things like easy-to-use navigation, low user input requirements, and features that make the site accessible to those with disabilities.  
  
**NFR’s priority.**

**Security**: This is the most important issue since trust and legal compliance depend on the confidentiality and integrity of user data being maintained. Security lapses can have dire repercussions, such as lost customer trust, financial and legal penalties, and harm to one's reputation.  
  
**Reliability**: Just behind security, reliability makes sure the system runs precisely and consistently. Data loss, processing mistakes, and eventually user discontent can result from unreliable systems.  
  
**Performance**: Although crucial, performance may be modified and improved with time. It is still imperative, nevertheless, to make sure the website reacts promptly and effectively to avoid aggravating users and to fulfil service level agreements.

**Scalability**: As the system expands and user demand rises, scalability becomes increasingly important. Even while it might not be a pressing issue right now, early scalability planning might save expensive redesigns and downtime later.

**Usability**: Usability affects user experience more than the system's core functioning and security, which is why it is ranked lower in this context even though it is crucial for user pleasure. It should still be addressed, though, to make sure that customers can browse and file their claims with ease and without running into needless obstacles.

**Reasoning**:

Assuring that security and dependability come first, then performance, scalability, and usability, Amelix can make sure that the website satisfies the most important requirements of the business and its customers.