**Process (car insurance)**

The process starts with a phone call behalf of a potential customer, who requests a car insurance. The clerk, who works for the insurance company, is responsible for the client request.

At the beginning of the process, the clerk asks for the type certificate number of the car. Provided that the number is available and the number found in the system, the process proceeds to the next task. If the number is available, but the number not found in the system, the clerk starts again with the identification of the car. Provided that the type certificate number of the car is not available or not found in the system, the clerk requests further car details like the brand, type, model, age, price.

In case that the car is identified, the next tasks are proceeded. The clerk demands the customer data (name, address, age, nationality), driving habits (number of km/year, leasing, garage) as well as the wished insurance (liability, partial coverage, full coverage).

Afterwards, the clerk forwards the information to the underwriter of the insurance company, who calculates the premium. The set of information is sent back to the clerk who eventually provides an offer to the customer.

After a few days, the customer returns the signed contract to the clerk or requests for an adjustment of the offer. Given that the customer asks for an adjustment, the process restarts with the task “ask for the driving habits”.

Provided that the customer signed the contract, the insurance will be activated and a confirmation sent to the customer.