

# Entities & Relationships (ER) Overview

## Customer

- Stores customer profile details and preferences.

## Policy

- Holds the insurance policy metadata and links to customer.

## Property

- Contains property details for home insurance policies.

## Coverage

- Represents coverage types, limits, and deductibles.

## BillingAccount

- Manages billing preferences, plans, and balances.

## Payment

- Stores payment history and status.

## Cancellation

- Tracks policy cancellations and reinstatement details.

## Claim

- Stores claim-related data like adjuster info and payout.

## Agent

- Represents insurance agent contact and license details.

## ChatInteraction

- Logs customer support chat sessions.

## AI\_Metadata

- Stores AI-assistant related context and confidence scores.

## Relationships Summary

- One Customer -> Many Policies
- One Policy -> One Property
- One Policy -> Many Coverages
- One Policy -> One BillingAccount

- One BillingAccount -> Many Payments
- One Policy -> Zero or One Cancellation
- One Policy -> Many Claims
- One Policy -> One Agent
- One Customer -> Many ChatInteractions
- One ChatInteraction -> One AI\_Metadata