Functional requirement of Customer application of Claims and Support

**1. Admin Login:**

- This feature allows administrators to securely log into the system using their credentials. It ensures that only authorized personnel can access the admin dashboard.

**2. User Login:**

- Users can log into the system using their credentials, providing access to personalized features and information related to their insurance policies and claims.

**3. Admin Dashboard:**

- The admin dashboard serves as the central hub for administrators to manage and monitor various aspects of the insurance system. It provides a comprehensive overview of system statistics, pending tasks, and access to administrative functionalities.

**4. User Dashboard:**

- The user dashboard provides insurance policy holders with a personalized interface where they can view their insurance details, file claims, track claim status, and manage their policies. It offers a user-friendly experience and easy navigation.

**5**. **Login**:

- This component represents the login functionality, allowing users to authenticate themselves and gain access to the respective dashboards.

**6. Insurance Files:**

- This section enables administrators to manage and organize insurance-related documents and files securely. It provides a centralized repository for storing and retrieving important documents.

**7. Active Insurance Holders:**

- This feature allows administrators to view and manage a list of active insurance policyholders. It provides details such as policy numbers, coverage information, and contact details.

**8. Insurance Claims:**

- Users can file insurance claims through this feature. They can enter relevant details, upload supporting documents, and submit the claim for processing.

**9. Insurance Approvals:**

- Administrators review and approve or reject insurance claims through this module. They can assess the validity of claims, request additional information if needed, and make informed decisions.

**10. Withheld Claims:**

- This will lists claims that require further investigation or additional documentation. Administrators can place claims on hold pending further review.

**11. User Insurance:**

- This component displays information about the insurance policies owned by individual users. It provides a summary of coverage, premium payments, and other policy details.

**12. Insurance Details:**

- Users can access detailed information about their insurance policies, including coverage limits, deductibles, and policy terms. This section offers a comprehensive view of policy specifics.

**13. Insurance Claims (Accidental, Disease, Vehicle):**

- This segment represents different types of insurance claims that users can file based on the nature of the incident, such as accidental claims, disease-related claims, and vehicle-related claims.