**Use case description**

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| Use Case ID | UC-01 | | |
| Use Case Name | Claim insurance | | |
| Created By | Group 1 | Last Update By | Group 1 |
| Date Created | 18/09/2023 | Last Revision Date | 18/09/2023 |
| Actors | User: customer who want to claim their insurance | | |
| Description | User can claim their insurance if their lost is under these coverage   * medical * trip cancellation * lost baggage | | |
| Trigger | User click claim button | | |
| Preconditions | User has logged in to an app  User has bought an insurance  User has an evidence(s) | | |
| Use Case Input Specification | | | |
| Input | type | Constraint | Example |
| Picture | PNG | image file size must not exceed 0.5 MB | A piece of luggage with a cloth on it  Description automatically generated |
| Location | String | Must not be empty | CAMT |
| Details | String | Must not be empty | Luggage lost at JFK airport |
| Contract | String | Must not be empty | 555-234-6677 or fakeEmail@email.com |
| Post conditions | The data must be send to an insurance company | | |
| Normal Flows | | | |
|  | | User | System |
|  | 1. Users press the button to go to the claim page.  3.Users select a type of coverage they want to claim.  5. Users fill in the details of the claim.  6. Users upload pictures of evidence to claim insurance.    10. Users see details of claiming status    12. Users receive notification status.    14. Users receive a refund from insurance  16. Users receive the success refund notification. | 2. System shows the lists of coverage types  4. System show form for user to fill in the information    7. System receives the claim from the user.  8. System sends the claim details from the user to the insurance company.  9. System shows the status of claiming.[A9.1:The status of the claim is approved]  [A9.2: The status of the claim is not approved]  11. System send notification status.  13. System receive approval from company [E13.1: Cannot connect to the bank account]  15. System notified that money has been sent. | |
| Alternative Flow | [A9.1 The status of the claim is approved] The system will send notification status. Go to Step 10  [A9.2 The status of the claim is not approved] The system will send notification status “The claim does not meet the conditions.” and cancel that claim. | | |
| Exception Flow | [E13.1: Cannot connect to the bank account] Cannot connect to the bank. please do the transaction later. | | |
| Assumption | - | | |