


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 <ul style="list-style-type: none">• 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	
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

	<p>1. Users press the button to go to the claim page.</p> <p>3. Users select a type of coverage they want to claim.</p> <p>5. Users fill in the details of the claim.</p> <p>6. Users upload pictures of evidence to claim insurance.</p> <p>10. Users see details of claiming status</p> <p>12. Users receive notification status.</p> <p>14. Users receive a refund from insurance</p> <p>16. Users receive the success refund notification.</p>	<p>2. System shows the lists of coverage types</p> <p>4. System show form for user to fill in the information</p> <p>7. System receives the claim from the user.</p> <p>8. System sends the claim details from the user to the insurance company.</p> <p>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]</p> <p>11. System send notification status.</p> <p>13. System receive approval from company [E13.1: Cannot connect to the bank account]</p> <p>15. System notified that money has been sent.</p>
Alternative Flow	<p>[A9.1 The status of the claim is approved] The system will send notification status. Go to Step 10</p> <p>[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.</p>	
Exception Flow	<p>[E13.1: Cannot connect to the bank account] Cannot connect to the bank. please do the transaction later.</p>	
Assumption	-	