

NATIONAL INSTITUTE OF BUSINESS MANAGEMENT

DIPLOMA IN COMPUTER SYSTEM DESIGN

**Policy Management System
For
Fairfirst Insurance Ltd.**

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**Management Information Systems division
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Date: _____ / _____ / _____

The project is submitted in partial fulfillment of the requirement of the Diploma of Computer System Design of National Institute of Business Management.

Declaration

We certify that this project does not incorporate without acknowledgement, any material previously submitted for a Diploma in any institution and to the best of our knowledge and belief, it does not contain any material previously published or written by another person or ourselves except where due reference is made in the text. We also hereby give consent for our project report, if accepted, to be made available for photocopying and for interlibrary loans, and for the title and summary to be made available to outside organizations.

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Summary

This project was undertaken to develop and implement an Insurance Policy Management System for Fairfirst Insurance Ltd. The system has been developed to take care of the process of handling an Insurance Policy from the time it is created and through the lifetime of a policy. It was designed to aid insurance personnel in the complex process of insurance underwriting. The calculations of insurance rates which are very specific to the insurance industry were done through a separate module. The database designs were improved enabling easier retrieval of data and the inspecting data from many different views. The system is to overcome the difficulties in the existing system such as the incapability of viewing customer data that are recorded in different departments, absence of a single system to manage policies centrally, and some personnel involved having to manually hand over their reports. The system was improved with introduction of more user friendly interfaces, simplification of steps needed to perform a certain task, reduction of the parameters to be entered into the system, and providing a way to contact clients directly through the application.

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Introduction

Scope of study

This study has been undertaken to build a Software system for a real world client according to their requirement. Communication with the client was done to identify requirements for a particular area in their business. After discussing with the customer the plan was created for creating a solution. After gathering and analyzing the data proper methods were applied to model the gathered data. In the Development of the system the focus was on expanding the experience of working with object oriented concepts and also working with new technologies.

Scope of system

The system that has been built has functionality to support the client in their daily business activities. The system has a dedicated database and has data insertion and retrieval capabilities. The UI design is done to create an easily understandable interface according to the requirement of the customer. The program has business logic and necessary calculation programs to calculate transactions. Overall, the system has the ability to manage a particular area of business activities.

Company overview

Fairfirst Insurance Limited is an insurance company in Sri Lanka, which is a part of the Canadian-based Fairfax Financial Holdings. The company was formed by the amalgamation of two prominent insurance companies, *Union Assurance General* and *Asian Alliance General Insurance*, which were acquired by Fairfax in January 2015 and October 2016 respectively. As Union Assurance commenced its operations in 1988, the company has decades of experience in the Sri Lankan insurance market.

Fairfirst insurance currently offers insurance covers for motor, health, travel, property, liability, marine, and personal accidents.

The company is managed by a CEO with 9 ES-CO members, supported by a 30 member leadership team. It has 57 service centers across the country and has a workforce of 500 permanent and 700 sales staff.

Background of the project

The project focuses on the Motor Insurance section of the company. Usually, the insurance sector is known for having a large number of Legacy systems. Currently, the system to manage insurance policies is not centralized and involves different systems and hence has a number of problems associated with it. The study is carried out to find an appropriate solution to this.

Drawbacks of the existing system

The databases of different departments in the company are separate. As a result the users are facing problems such as not being able to retrieve data from all departments, and having to log in and out of separate systems to carry out a regular task. The customer data is stored in different locations making the system hard to maintain. Also there is high number of steps to carry out a certain task and the process is difficult to understand.

Proposed solution

The software application that has been developed focuses on a centralized solution. The system is able to retrieve and display data from all databases. Most employees involved with management of insurance policies can carry out required actions through a single system. The system provides an uncomplicated interface in recording customer data. Some of the parameters will be calculated by the application to reduce the number of inputs consequently reducing data entry errors. The processes are made easier to understand and learn. The development is done in a modular way to make maintenance easier.

The software system is expected to reduce errors in data saving, increase efficiency and save time by reducing the number of steps, and make it easier to manage a policy through its validity period.

Aims and objectives

Identify an area of the business process that has a problem.

Gather customer requirements for developing a solution

Analyze the requirements to have a proper understanding of the needs and design the system by using the appropriate techniques.

Design interfaces that can support the system to meet the requirement of the users.

Develop a software application capable of giving a solution to the shortcomings in existing system.

Expected outcome

Design and develop a software system to give a solution to a real world problem.

Develop a tailored solution according to the requirements.

Carry out communication with the clients using the necessary techniques.

Gain experience in using new software technologies.

Manage a complete software project from the problem identification stage to the development and delivery stage.

Analysis

The analysis of the business process and existing system to develop the software application was done mainly focusing on the need to get a good grasp of the business procedure to represent it in a simpler way, and the areas that needed improvement.

Considering the scope and the time frame, the overall model that was decided to be appropriate for the design and development of the system was a simple linear, sequential model. Hence the methodology that was followed to analyze the system mainly consisted of communicating with the customer and gathering data to later carry out the design phase.

The main strategies for the gathering of data were document reviewing, Interviewing, and observation. Interviewing was done to understand the processes and the personnel involved. Documents were reviewed to gain an understanding of the data storage requirements of the system and to understand the rules, regulations, terms and conditions associated with the insurance sector.

In carrying out interviews, the company was frequently visited, a set of structured questions were prepared and sufficient time was allocated to each area, which contributed in getting all the required details without missing out on important points. The team members were all involved in the interview process and a brief Q&A session after each interview helped clarify any doubts that could have come up during the interview.

The main documents that were reviewed in the analysis included Insurance policy statements, Insurance Proposal forms, Premium Quotations, Schedules etc. Insurance policy certificates for different types of policies were studied, and proposal forms were reviewed to find out a logical ordering of the inputs that were necessary.

A brief description of the process in policy management

When a person wants to obtain an insurance policy, his/her details are taken along with the policy requirement. Before a policy is created, the client details and requirement is sent to the underwriters to prepare a quotation, which is issued to the client. If the client agrees with the quotation, he/she submits a proposal. The client is also required to provide the vehicle registration book/Performa invoice, and a valuation report. If Broker/agent details are available they are recorded.

The above details are sent to the underwriters and after the underwriters assess the proposal and prepare the policy, the insurance policy is given to the client. The policy includes the Insurance certificate, Debit note, Schedule, and Policy Jacket. If a client does not fulfill the minimum requirements to obtain a policy, he is issued a cover note instead of a policy.

Emails or SMS messages are sent to remind the client to pay premiums on time.

After the validity period of the policy ends, renewal notice is sent to the client, via post, to inform him/her the policy has to be renewed. The client's approval and details on any changes needed are taken. The details are considered by the underwriters and a renewed policy is prepared to be given to the client.

If underwriters want any changes done to the policy before the validity period ends, an Endorsement letter is sent to the client. After getting the client's approval, an endorsed policy is given to him. If the client needs any changes he submits an endorsement request and a similar procedure is followed.

If ownership of a policy needs to be transferred another person, that person has to submit a policy transfer request and give his/her details. It has to be approved by an underwriter. If a policy needs to be cancelled, the client has to inform the company through a policy cancel request. If a policy is to be cancelled due to non payment, the client is first sent a cancellation reminder letter. If there is no response, the policy is cancelled and this is informed to the client through a letter.

Use case diagram of existing system

Use case diagram of proposed system

Class diagram

Sequence diagrams

ER Diagram

Design

In the design of the new system the factors considered were the simplification of representation of processes, making sure a more efficient and less space consuming data store design, easier to understand user interfaces, and having critical components separately.

Design of the data stores was to minimize the duplication of data as much as possible. In the existing system, data duplication existed mainly due to different departments using different systems and different data files. Data stores were created to contain all related data in one place, such as keeping all client related data in one table, and unnecessary fields were removed.

TABLE	FIELD	ENDORSEMENT & KEY NO
MMEDA1	E1DATA - ENDORSEMENT-1 DATA	30
MMEDA2	E2DATA - ENDORSEMENT-2 DATA	30
MMEDA3	E3DATA - ENDORSEMENT-3 DATA	30
MMEDA4	E4DATA - ENDORSEMENT-4 DATA	30
MMEDA5	E5DATA - ENDORSEMENT-5 DATA	30
MMEDA6	E6DATA - ENDORSEMENT-6 DATA	30
MMEDA7	E7DATA - ENDORSEMENT-7 DATA	30
MMEDA8	E8DATA - ENDORSEMENT-8 DATA	30
MMGPAE	GAPAE-GROSS. ANUA. PREM A/E	1
MMAEE1	E1APE-GRS.ANN. PREM. AE.END.	1
MMAEE2	E2APE-GRS.ANN. PREM. AE.END.	1
MMAEE3	E3APE-GRS.ANN. PREM. AE.END.	1
MMAEE4	E4APE-GRS.ANN. PREM. AE.END.	1
MMAEE5	E5APE-GRS.ANN. PREM. AE.END.	1

- i. Example of unnecessary fields that were identified in the existing system. In the new system, Endorsement data is kept in a separate table which is linked to the policy table.

User interfaces were designed to make it look more user-friendly and less intimidating to the user. Where possible, UI controls were grouped and separated to prevent overloading a screen with too much controls. The interfaces are expected to be easily understood by the user.

As Insurance companies are moving from legacy systems to new systems, they are looking to implement their rating engines separately, as opposed to having embedded

rating¹. Following that, in the program design, the complex calculations of policy premiums were not incorporated into the same code, but implemented as a separate module. This ensured that calculation module was independent of the main program code and could even be reused in the future. It also made maintenance of the code easier.

Also, considering the need to change the rates associated with a policy (e.g. When the Government changes the VAT rate), the program was designed to allow for editing of the rates. But, considering the way the rates could have an impact on all policy premiums, the editing was to be allowed only after strict authorization.

¹ (CGI GROUP INC., 2015)

Database Design

Table Number : 1
Table Name : valuation
Primary Key : valuationNo

Column Name	Data Type	Size
valuationNo (PK)	String	8
vehicleRegNo	String	8
engineNo	String	20
chassisNo	String	20
vehicleColor	String	8
vehicleMakeAndModel	String	15
YOM	Date/time	4
fuelUsed	String	6
meterReading	number	12
presentMarketValue	Currency	12
doneBy	String	15
valuationDate	Date/time	10
valuationTime	Date/time	8
valuationPlace	String	15
Record size		161

Table Number : 2
 Table Name : fourwheelValuations
 Primary Key : valuationNo

Column Name	Data Type	Size
valuationNo (PK)	String	8
tyreFrontLeft	String	9
tyreFrontRight	String	9
tyreRearLeft	String	9
tyreRearRight	String	9
airConditioner	Yes/no	1
alloyWheels	Yes/no	1
centralLocking	Yes/no	1
powerShutters	Yes/no	1
crystalLights	Yes/no	1
fogLamps	Yes/no	1
airBags	Yes/no	1
powerSteering	Yes/no	1
Record size		52

Table Number : 3
Table Name : motorCycleValuations
Primary Key : valuationNo

Column Name	Data Type	Size
valuationNo (PK)	String	8
tyreFront	String	9
tyreRear	String	9
alloyWheels	Yes/no	1
fogLamps	Yes/no	1
Record size		28

Table Number : 4
Table Name : threewheelValuations
Primary Key : valuationNo

Column Name	Data Type	Size
valuationNo (PK)	String	8
tyreFront	String	9
tyreRearLeft	String	9
tyreRearRight	String	9
alloyWheels	Yes/no	1
fogLamps	Yes/no	1
Record size		37

Table Number : 5
 Table Name : vehicle
 Primary Key : vehicleRegNo

Column Name	Data Type	Size
vehicleRegNo (PK)	String	8
chassisNo	String	20
engineNo	String	20
makeAndModel	String	15
fuelUsed	String	6
noOfSeats	Number	2
regUnder	String	30
Record size		113

Table Number : 6
Table Name : vehicleModifications
Primary Key : vehicleRegNo,accessory

Column Name	Data Type	Size
vehicleRegNo (PK)	String	8
accessory (PK)	String	30
Record size		38

Table Number : 7
 Table Name : client
 Primary Key : clieNIC

ColumnName	Data Type	Size
clieNIC (PK)	String	12
clieFName	String	15
clieMName	String	15
clieLName	String	15
Gender	String	4
maritalStatus	String	10
clieEmail	String	40
adrStreet	String	20
adrRegion	String	20
adrCity	String	20
adrHouse	String	20
clieDOB	Date/time	10
specialRemarks	String	20
Record size		201

Table Number : 8
Table Name : clientContact
Primary Key : clieNIC,contactNo

Column Name	Data Type	Size
clieNIC (PK)	String	12
contactNo (PK)	String	10
Record size		22

Table Number : 9
 Table Name : quotation
 Primary Key : quotationNo
 Foreign Key\s : clieNIC

Column Name	Data Type	Size
quotationNo (PK)	String	8
clieNIC(FK)	String	12
premiumQuoted	Currency	12
quotationDate	Date/time	10
vehicleRegNo	String	8
makeAndModel	String	15
IDV	Currency	12
premiumWOST	Currency	12
STAmount	Currency	12
grossPremium	Currency	12
VAT	Currency	12
Record size		125

Table Number : 10
 Table Name : quotationRequest
 Primary Key : quotationRequestNo
 Foreign Key\`s : clieNIC

Column Name	Data Type	Size
quotationRequestNo (PK)	String	8
clieNIC(FK)	String	12
date	Date/time	10
profession	String	20
makeAndModel	String	15
reqCover	String	13
vehicleUsage	String	17
vehicleRegNo	String	8
thryearClaimAmt	Currency	12
IDV	Currency	12
meterReading	Number	12
isComplete	Yes/no	1
SRCCCTtaken	Yes/no	1
Record size		141

Table Number : 11
 Table Name : proposal
 Primary Key : proposalNo

Column Name	Data Type	Size
proposalNo (PK)	String	8
coverage	String	13
IDV	Currency	12
usage	String	13
noClaimYears	Number	2
isMinReqComplete	Yes/no	1
voluntaryExcess	Currency	12
natureOfInterest	String	13
otherParty	String	30
riotStrikeCover	Yes/no	1
terrorismCover	Yes/no	1
naturalPerilsCover	Yes/no	1
PABCover	Yes/no	1
enhancedTowingCover	Yes/no	1
towingAmount	Currency	12
PABBeneficiary	String	8
PABAmt	Currency	12
MailingListSubscription	Yes/no	1
brokerOrAgentID	String	8
isComplete	Yes/no	1
Record size		151

Table Number : 12
Table Name : coverNote
Primary Key : coverNoteNo
Foreign Key\s : policyNo

Column Name	Data Type	Size
coverNoteNo (PK)	String	8
policyNo(FK)	String	8
issueDate	Date/time	12
expiryDate	Date/time	12
Record size		40

Table Number : 13
 Table Name : policy
 Primary Key : policyNo
 Foreign Key\S : clieNIC,vehicleRegNo, proposalNo

Column Name	Data Type	Size
policyNo (PK)	String	8
clieNIC(FK)	String	8
vehicleRegNo(FK)	String	8
proposalNo(FK)	String	8
startDate	Date/time	10
endDate	Date/time	10
coverage	String	13
IDV	Currency	12
dateOfIssue	Date/time	10
currentStatus	String	8
previousPolicyNo	String	8
underwrittenBy	String	8
lastEditBy	String	8
brokerOrAgentID	String	8
basicPremium	Currency	12
NOICharge	Currency	12
PABCharge	Currency	12
volExDeduction	Currency	12
noClaimBonus	Currency	12
upfrontDiscount	Currency	12
totDiscountRate	Currency	12
premiumDue	Currency	12
riotStrikeCharge	Currency	12
terrorismCharge	Currency	12

naturalPerilsCharge	Currency	12
enhancedTowingCharge	Currency	12
learnerDriverCharge	Currency	12
totalNetPremium	Currency	12
policyFee	Currency	12
stampDuty	Currency	12
RSTax	Currency	12
NBT	Currency	12
VAT	Currency	12
totalPremium	Currency	12
Record size		367

Table Number : 14
 Table Name : transfer
 Primary Key : transferNo
 Foreign Key\`s : policyNo

Column Name	Data Type	Size
transferNo (PK)	String	8
policyNo(FK)	String	8
currentClieNIC	String	12
newClieNIC	String	12
isCompleted	Yes/no	1
submitDate	Date/time	10
completionDate	Date/time	10
Record size		61

Table Number : 15
Table Name : renewal
Primary Key : renewalNo

Column Name	Data Type	Size
renewalNo (PK)	String	8
policyNo(FK)	String	8
date	Date/time	10
isComplete	Yes/no	1
Record size		27

Table Number : 16
Table Name : renewalDescription
Primary Key : renewalNo,renewalKey

Column Name	Data Type	Size
renewalNo (PK)	String	8
renewalKey (PK)	String	8
renewalField	String	30
value	String	30
Record size		76

Table Number : 17
 Table Name : endorsement
 Primary Key : policyNo,endorsementKey

Column Name	Data Type	
policyNo (PK)	String	8
endorsementKey (PK)	String	8
endorsedField	String	30
value	String	
endorsementType	String	7
date	Date/time	10
isComplete	Yes/no	1
Record size		94

Table Number : 18
Table Name : underwriterEndorsements
Primary Key : policyNo,endorsementKey

Column Name	Data Type	Size
policyNo (PK)	String	8
endorsementKey (PK)	String	8
endorsedBy	String	8
Record size		24

Table Number : 19
Table Name : premium
Primary Key : policyNo,premiumNo

Column Name	Data Type	Size
policyNo (PK)	String	8
premiumNo (PK)	String	8
amount	Currency	12
dueDate	Date/time	10
isPaid	Yes/no	1
paymentDate	Date/time	10
Record size		49

Table Number : 20
Table Name : learnerDriverCover
Primary Key : proposalNo,LDNIC

Column Name	Data Type	Size
proposalNo (PK)	String	8
LDNIC (PK)	String	8
LDFName	String	15
LDMName	String	15
LDLName	String	15
Record size		61

Table Number : 21
Table Name : lossHistory
Primary Key : proposalNo,year

Column Name	Data Type	Size
proposalNo (PK)	String	8
year (PK)	Date/time	4
noOfClaims	Number	2
claimAmt	Currency	12
Record size		26

Table Number : 22
Table Name : vehicleDamages
Primary Key : valuationNo

Column Name	Data Type	Size
valuationNo (PK)	String	8
damageOrCorrosion	String	30
Record size		38

Table Number : 23
Table Name : proposalSubmissions
Primary Key : ProposalNo

Column Name	Data Type	Size
proposalNo (PK)	String	8
clieNIC	String	8
vehicleRegNo	String	8
Record size		24

Interface Design

Interface number : FP001

Interface name : pnl_login

Description : Interface for logging in



The diagram illustrates a login interface within a rectangular frame. At the top left, the word "Log in" is displayed. Below it, there are two input fields: one labeled "Username" and another labeled "Password", each represented by a horizontal rectangle. At the bottom center of the frame is a "Login" button, also enclosed in a rectangular box. At the bottom left of the frame, there is a link labeled "Don't have an account? Create one" underlined in blue.

Interface number : FP002

Interface name : pnl_register

Description : Interface to create a user account

Create An Account

Employee No

Username

Password

Sign up

Back to Log in

Interface number : FP003

Interface name : pnl_register

Description : Interface for registering a new customer

Register

Enter Client NIC

Client Name First name Middle name Last name

Age

Date of Birth

Gender Male Female

Address

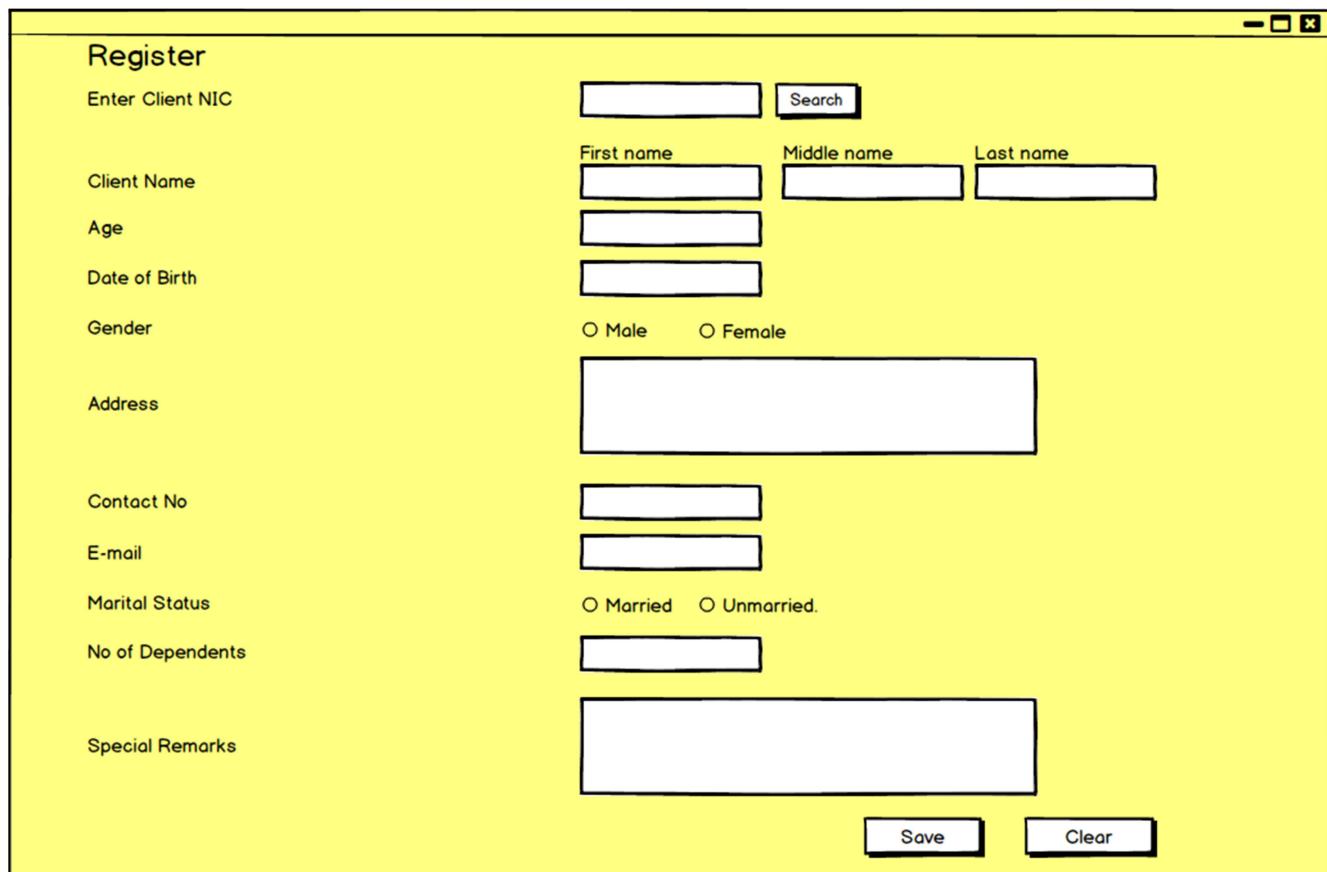
Contact No

E-mail

Marital Status Married Unmarried.

No of Dependents

Special Remarks



Interface number : FP004

Interface name : pnl_propvehicle

Description : Interface to enter proposal details

The screenshot shows a Windows-style application window titled "Proposal Vehicle". The form contains various input fields and dropdown menus for vehicle registration and financial information.

Field Label	Type	Value
Proposer	Text Box	(Empty)
Profession/trade	Text Box	(Empty)
Vehicle Registered Under	Text Box	(Empty)
Other party with Financial interest	Text Box	(Empty)
Nature of Interest	Text Box	(Empty)
Hire purchase	<input type="radio"/>	(unchecked)
Lease	<input type="radio"/>	(unchecked)
Loan	<input type="radio"/>	(unchecked)
Voluntary Excess	Text Box	(Empty)
Vehicle Registration No	Text Box	(Empty)
Vehicle make/Model	Text Box	(Empty)
Chassis No	Text Box	(Empty)
Engine No	Text Box	(Empty)
Fuel type	Text Box	(Empty)
Accessories Fitted	Text Box	(Large empty box)
Insured declared value	Text Box	(Empty)

At the bottom right of the form are two buttons: "Next" and "Clear".

Interface number : FP005

Interface name : pnl_covers

Description : Interface to record the necessary cover details

Covers

Risk Details

Vehicle Usage Private Rental Corrige of goods

Loss History

Coverage Comprehensive Third Party Third Party F&T

Additional Covers Riot & Strike Terrorism Proposer
 Natural Perils Driver
 Personal Accident Benefits Spouse
 Enhanced Towing Charges

5000/= 7500/= 10000/= 15000/=

Learner Driver Cover

Driver Name First name Middle name Last name
Driver NIC

Subscribed to SMS/Email

Interface number : FP006

Interface name : pnl_valuation

Description : Interface for recording data from vehicle valuations provided by an external party

Vehicle Valuation

Vehicle Register No	<input type="text"/>	Engine No	<input type="text"/>	Chassis No	<input type="text"/>	
Vehicle make/Model	<input type="text"/>	Year of Make	<input type="text"/>			
Meter Reading	<input type="text"/>					
Color	<input type="text"/>					
Condition					Options Available	
General Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/> Air Conditioner	
Paint Work & Color	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/> Alloy Wheels	
Tyres					<input type="checkbox"/> Central Locking	
Front Left	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/> Power Shutters	
Front Right	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/> Crystal Lights	
Rear Left	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/> Fog Lamps	
Rear Right	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/> Air Bags	
Damages/Corrosions	<input type="text"/>				<input type="checkbox"/> Power Steering	
Present Market Value	<input type="text"/>					
Valuation done by	<input type="text"/>					
Broker/Agent ID	<input type="text"/>					

Previous **Clear** **Done**

Interface number : FP007

Interface name : pnl_quotation

Description : Interface to enter data necessary to obtain an Insurance quotation

The screenshot shows a Windows-style application window titled 'pnl_quotation'. The interface is designed for entering vehicle insurance quotation data. It includes the following fields:

- 'Enter Client NIC' with a text input field and a 'Search' button.
- 'Profession/Trade' with a text input field.
- 'Vehicle Model' with a dropdown menu.
- 'Year of Make' with a text input field.
- 'Cover Required' with three radio buttons: 'Comprehensive', 'Third Party', and 'Third Party F & T'.
- 'Vehicle Usage' with three radio buttons: 'Private', 'Rental', and 'Carriage of goods'.
- 'Reg No' with a dropdown menu and a text input field.
- 'Loss History' with a dropdown menu, two text input fields, and an 'Add' button.
- A large grayed-out rectangular area representing a list or grid.
- Action buttons at the bottom right: 'Save' and 'Clear'.

Interface number : FP008

Interface name : pnl_transfer

Description : Interface to log a transfer request to change the ownership of a policy

Transfer

Submit Transfer Request

By Policy No By Vehicle No

Policy No

Vehicle Registration No

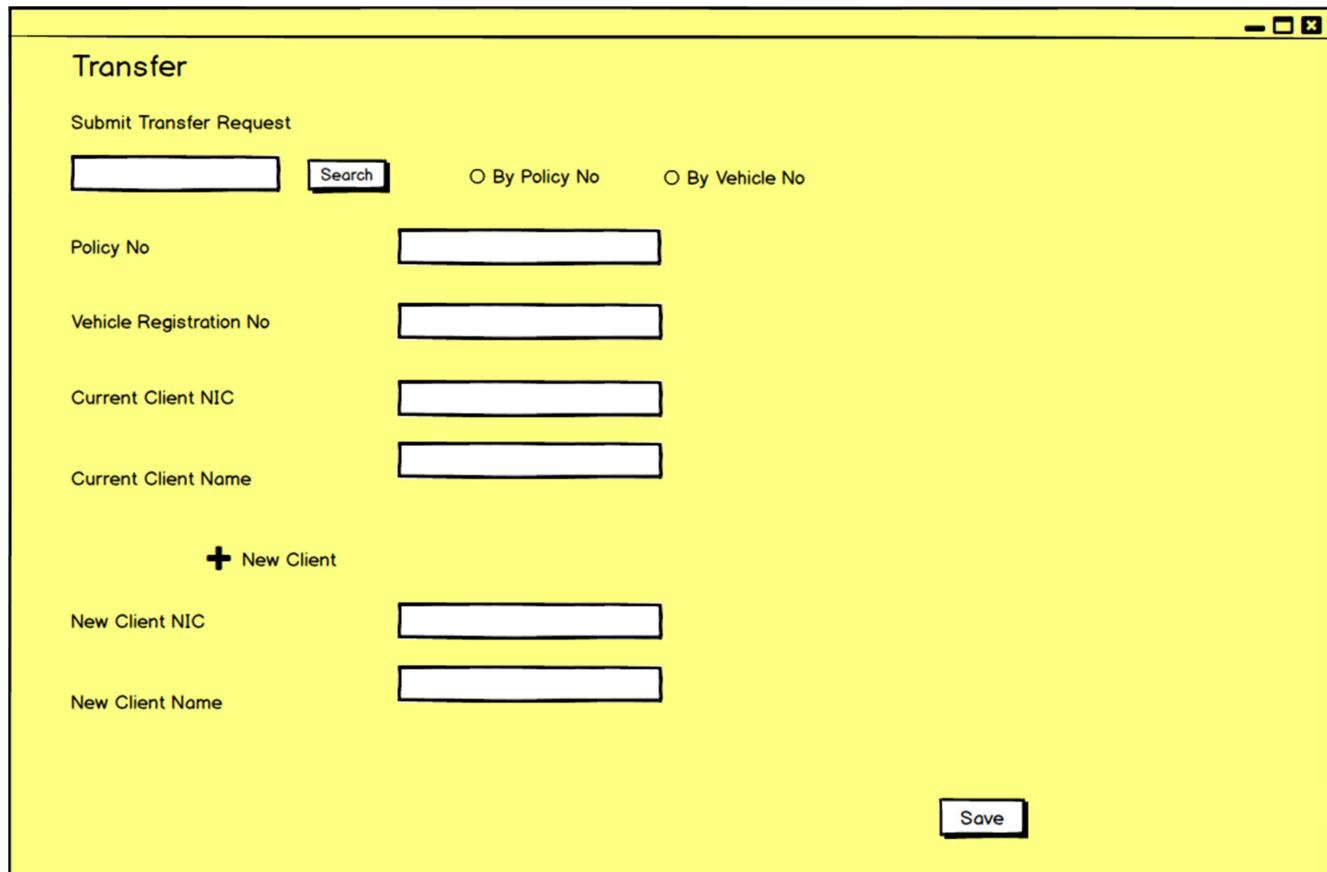
Current Client NIC

Current Client Name

+ New Client

New Client NIC

New Client Name



Interface number : FP009

Interface name : pnl_inspection

Description : Interface to record data from an inspection provided by an in house vehicle inspector

Vehicle Inspection

Enter Registration No

Engine No Chassis No Color

Vehicle make/Model Year of Make Fuel Used

Meter Reading

General Appearance Poor Fair Good Excellent
Paint Work & Color Poor Fair Good Excellent
Tyres
Front Left Poor Fair Good Excellent
Front Right Poor Fair Good Excellent
Rear Left Poor Fair Good Excellent
Rear Right Poor Fair Good Excellent

Options Available
 Air Conditioner
 Alloy Wheels
 Central Locking
 Power Shutters
 Crystal Lights
 Fog Lamps
 Air Bags
 Power Steering

Indicate any Damages/Corrosions Visible

Present Market Value

Date of Inspection / / Time Place

Save

Interface number : FP010

Interface name : pnl_renew

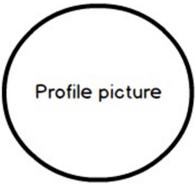
Description : Interface to renew an existing insurance policy

The screenshot shows a software interface titled "Renew" with a yellow background. At the top left is the title "Renew". To the right is a button labeled "Changes". The main area is divided into sections: "Customer" (with buttons for "Dependants", "Marital status", and "Contact Details"), "Vehicle" (with buttons for "IDV", "Usage", "Accessories", and "Other" which includes "Excess", "Profession", and "Loss History"), and "Cover" (with buttons for "Coverage" and "Additional Covers"). A large empty rectangular area is positioned to the right of the vehicle section. At the bottom center is a "Save" button.

Interface number : FP011

Interface name : pnl_viewClient

Description : Interface for view client details

Client Profile	
<input type="radio"/> NIC	<input type="radio"/> Name <input type="text"/> <input type="button" value="Search"/>
	<input type="text"/>
Full Name	<input type="text"/>
Address	<input type="text"/>
DOB	<input type="text"/>
Gender	<input type="text"/>
Marital Status	<input type="text"/>
Email	<input type="text"/>
<input type="button" value="Previous"/>	<input type="button" value="Clear"/> <input type="button" value="Exit"/>

Report/Document Design

Report/document number : 01

Report/document name : Covernote Expiry Report

Description : Report of Cover notes that are going to be expired



FAIRFIRST INSURANCE LIMITED
(Company No.PB5180)
No.33.St.Michael's Road, Colombo 03, Sri Lanka
Tel:011-2428428 (Customer Service) 011-2428000 (General Line)

Pg No:

Date:

COVERNOTE EXPIRY REPORT FROM 10/12/2019 To 11/12/2019

Cover Note No	Policy No	Issue Date	Expiry Date

Report/document number : 02

Report/document name : Motor transaction report

Description : Motor Policy Transaction report



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MOTOR TRANSACTION REPORT FROM 09/12/2019 To 12/12/2019

Report/document number : 03

Report/document name : Policy Listing Reporting

Description : List of policies



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PgNo:

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POLICY LISTING REPORT FROM 10/12/2019 To 11/12/2019

Report/document number : 04

Report/document name : Quotation Conversion Report

Description : Conversion of cover note customers to full time customers



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PgNo:

Date:

QUOTATION CONVERSION REPORT FROM 10/11/2019 To 10/12/2019

Quotation No	Quotation Issued Date	Policy No	Policy Issued Date	Make& Model	Year Of Manufacture	Gross Premium	Total Premium	Client Name	Client Mobi no.

Report/document number : 05

Report/document name : Renewal Fallen Due Report

Description : Report on policies that have not been renewed



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(CompanyNo.PB5180)

PgNo:

Date:

RENEWAL FALLEN DUE REPORT – MOTOR FROM 01/11/2019 To 30/11/2019

Conclusion

The Policy management System implemented after the completion of project has the advantage of an improved user interface. The interface of the new system is much more attractive and user-friendly than the existing system. The usage of panels instead of multiple windows helped to maintain the same theme throughout the software application.

A number of improvements were done to the database such as minimizing data duplication and removing unnecessary fields. Related data were logically arranged in the new data stores to make maintenance and adaptation to changes easier. Sensitive data were kept separate and were editable only if the user was authenticated and authorized.

The existence of a single system reduces the number of times users have to log in and out and makes it easier to manage user accounts. Most employees associated with the policy management process can also input to the same system.

Weaknesses of the System that were identified are having the database on a local server instead of cloud and not having the ability to view customer data analytically to help decision making.

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Appendix

Interview Question samples

NIBM Policy Management System Interview	
Interviewee:	Date:
Title of Interviewee:	Location:
Interviewer:	
Others present:	
<hr/> <ol style="list-style-type: none">1. What are the ways through which a new customer comes to the company?2. What documents should the customer provide and what documents will be given to him?3. When a customer comes to the company through another party, are there any differences in inputs to the system?4. After details are submitted, how long does a customer have to wait for a response? How is the customer informed?5. What causes a customer to receive a cover note instead of a policy?6. How is a customer with a cover note recorded in the database?7. How long does the underwriting process take?8. What is the process in underwriting a motor policy?	

NIBM
Policy Management System
Interview

Interviewee:

Date:

Title of Interviewee:

Location:

Interviewer:

Others present:

1. What is the date format used by the company?
2. How are the quotation requirements captured? What needs to be stored in the database?
3. How is the proposal data split and saved?
4. Are valuation reports saved as it is? What are the main pieces of information required?
5. What are the main fields of an insurance policy?
6. How is the draft transaction of issuing a cover note recorded?
7. What is the structure of recording
 - a. Renewal data
 - b. Endorsement data
8. How is the premium schedule kept?
9. How is the link in a transfer recorded?
10. How are inspection reports saved?

Sample Interview Documentation

Interview Documentation

Policy management system

Interview summary: Mr. Nalin Nishantha, Manager – Motor underwriting

Date: 29/08/2019

Location: Fairfirst Insurance – branch office, Kollupitiya

There are 4 ways for a customer to come to the company

1. As a normal walk-in customer
2. Through the Sales channel
3. Through Insurance Broker
4. Affinities

Sales channel include both employees in the company and outside insurance agents. Affinities are the external institutions that recommend the company to their customers.

The customer provides the following documents in obtaining an insurance policy.

1. Proposal form
2. Vehicle registration book/ Performa invoice
3. Valuation report

A quotation will be given to the customer before a policy is created.

A valuation report has to be obtained from an outside party. A valuation is only considered valid if submitted within 7 days of issuing. If the customer is unable to obtain a valuation report, an inspector from the company will give an inspection report. An inspection report is considered valid for 3 days.

When a customer comes through a broker/affinity or agent, their IDs are recorded.

After submitting details, a quotation is given within 30 minutes. When policy or cover note is created, the customer is notified.

A customer is given a cover note instead of a policy if he/she

1. Has an unregistered vehicle
2. Vehicle ownership is not properly transferred
3. System failure

A cover note can be either manual or system generated. Usually it is valid for 1 month. A cover note issuing is a draft transaction (temporary). It is not recorded in the master file. An open receipt is generated in which cover note no. is included. A cover note is valid for 60 days.

In underwriting a motor insurance policy, a customer first provides his details and requirement. After that, a quotation with an average premium will be given to him.

Then the customer has to submit a proposal form. This will have additional cover information as well. Along with the proposal, the customer has to submit a copy of the vehicle registration book/ Performa invoice and valuation report. Then insurance underwriters will analyze customer data and risk factors and will prepare the details for the insurance policy, including monthly premiums to be paid. After finalizing, the insurance policy will be given to the customer.

In underwriting a motor policy, factors such as vehicle age, insured age, YOM (year of manufacture of vehicle) are considered. Underwriting is done according to a formula similar to:

$$\text{Frequency} \times \text{severity} / \text{average premium} = \text{loss ratio}$$

Anything affecting the above formula is a risk factor.

e.g. IDV (insured declared value), YOM

The documents included in the finalized insurance policy are:

1. Debit note
2. Schedule
3. Certificate
4. Policy Jacket (all terms and conditions are included in this)

Under normal circumstance a motor insurance policy is valid for 1 year.

Customers are reminded to pay premium on time through emails and SMS.

After the validity period of a motor policy ends, the customer can renew the policy. A renewal notice is sent to the customer when the time is due.

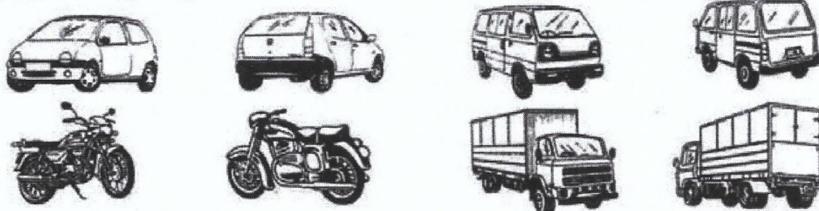
Any change made to an insurance policy inside the validity period is an endorsement. A customer can request for an endorsement (e.g. when his address changes). For this, the customer has to submit a request letter. Other than the customer, the company can also make endorsements. The customer will be notified when this happens.

A policy can also be transferred to another person. The policy certificate has to be handed back before a policy is transferred. A request letter and a no disagreement letter will have to be submitted by the new customer.

Both the company and customer can cancel a policy. A customer can do this by submitting a letter and handing back the certificate. When the company cancels a policy (for example, when premiums are not paid), the customer is notified.

When a customer with a cover note doesn't fulfill the minimum requirements within 60 days, the draft transaction is cancelled.

Other reviewed documents

	 Motor Vehicle Inspection Report																																																													
	Fairfirst Insurance Limited, No. 33, St. Michael's Road, Colombo 03, Sri Lanka. Company No. PB 5180 Tel : 011-2426000 (Customer Service) 011-2426050 (General Line) Fax : 011-2438430 E-mail : info@fairfirst.lk Website : www.fairfirst.lk																																																													
Please complete this form using BLOCK CAPITALS throughout. Please tick <input type="checkbox"/> where applicable																																																														
1. Name of the Proposer : <input style="width: 100%;" type="text"/>																																																														
2. Details of the Vehicle :																																																														
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i. General appearance of Vehicle ii. Paint work & Colour iii. Tyres	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 25%;">a) Front Left</td><td style="width: 25%;"> </td><td style="width: 25%;"> </td><td style="width: 25%;"> </td></tr> <tr><td>b) Front Right</td><td> </td><td> </td><td> </td></tr> <tr><td>c) Rear Left Outer</td><td> </td><td> </td><td> </td></tr> <tr><td>d) Rear Right Outer</td><td> </td><td> </td><td> </td></tr> <tr><td>e) Rear Left Inner</td><td> </td><td> </td><td> </td></tr> <tr><td>f) Rear Right Inner</td><td> </td><td> </td><td> </td></tr> </table>	a) Front Left				b) Front Right				c) Rear Left Outer				d) Rear Right Outer				e) Rear Left Inner				f) Rear Right Inner				<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 25%;">Air Conditioner</td><td style="width: 25%;"> </td><td style="width: 25%;"> </td><td style="width: 25%;"> </td></tr> <tr><td>Power Steering</td><td> </td><td> </td><td> </td></tr> <tr><td>Central Locking</td><td> </td><td> </td><td> </td></tr> <tr><td>Power Shutters</td><td> </td><td> </td><td> </td></tr> <tr><td>Air Bags</td><td> </td><td> </td><td> </td></tr> <tr><td>Crystal Lights</td><td> </td><td> </td><td> </td></tr> <tr><td>Radio/Cassette/CD</td><td> </td><td> </td><td> </td></tr> <tr><td>Alloy Wheels</td><td> </td><td> </td><td> </td></tr> <tr><td>Fog Lamps</td><td> </td><td> </td><td> </td></tr> </table>	Air Conditioner				Power Steering				Central Locking				Power Shutters				Air Bags				Crystal Lights				Radio/Cassette/CD				Alloy Wheels				Fog Lamps			
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5. Extra Fittings/Accessories 6. Please indicate any Damages and / or Corrosions visible and the extent of the same																																																														
																																																														
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7. Present Market Value : Rs <small>(Including accessories & spare parts)</small>	10. Date 																																																													
8. Inspect By :	11. Time 																																																													
9. Signature of Inspection Officer :	12. Place of Inspection																																																													
Certified that the inspection was carried out satisfactorily and was done in my presence.																																																														
..... Signature of the proposer or his/her representative, or person producing the vehicle on behalf of the Insured.																																																														
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MOT-011 MAR 17



FAIRFIRST INSURANCE LIMITED

(Company No. PB 5180)

No. 33, St. Michael's Road, Colombo 03, Sri Lanka.

Tel : 011-2428428 (Customer Service) 011-2428000 (General Line) Fax : 011-2438438

E-mail: info@fairfirst.lk Website: www.fairfirst.lk

Private Motor Car Insurance Policy

Please read this policy carefully and if cover is not in accordance with your requirements or if any error is found, please return it to the Company immediately for correction.

As the Insured named in the Schedule hereto (hereinafter called the insured) by a proposal and declaration which shall be the basis of this contract and is deemed to be incorporated herein has applied to Fairfirst Insurance Limited (hereinafter called the Company) for the insurance hereinafter contained and has paid or agreed to pay the premium stated in the Schedule as consideration for such insurance, this Policy witnesses that in respect of accident, loss or damage occurring during the Period of Insurance stated in the Schedule or during any period for which the Company may accept payment for the renewal of this Policy, subject to the Terms, Exceptions and Conditions contained herein or endorsed or otherwise expressed hereon

Section I - Damage to or Loss of vehicle

1. The Company will indemnify the Insured against loss of or damage to any Motor Car described in the Schedule(s) hereto and/ or its accessories and spare parts whilst thereon
 - (a) by accidental external means,
 - (b) by fire, external explosion, self-ignition, lightning, burglary, housebreaking or theft,
 - (c) by malicious act,
 - (d) whilst in transit by road, rail, inland waterway, lift or elevator,
but excluding :
 - (i) damage to tyres and tubes unless such Motor Car sustains other damage at the same time, in which event the liability of the Company in respect of damage to tyres and tubes shall not exceed 50% (percent) of the cost of replacement.
 - (ii) Air bags on vehicles unless such Motor Car sustains other damage at the same time but in any event the liability of the Company in respect of air bags shall not exceed 50 % (percent) of the cost of a new replacement.
2. The Company shall not be liable to make any payment in respect of Consequential loss, depreciation, wear and tear, mechanical, electrical or electronic breakdown, failures or breakages, nor by overloading or strain, or by the nature other load of such vehicle.
3. In the event of such Motor Car being disabled by reason of loss or damage covered under this Policy the Company will bear the reasonable cost of protection and removal to the nearest repairers approved by the Company and re-delivery to the Insured, but not exceeding in all Rs.1,000 in respect of anyone accident.
5. In the event of such Motor Car sustaining damage for which the Company may be liable under this policy immediate notice shall be given to the Company and no work shall be commenced nor shall any part of such Motor Car be dismantled, nor shall the Insured accept any estimate of the cost of any repair to such Motor Car without the prior approval in writing of the Company.
6. In the event of loss or damage to the Motor Car and/or its accessories necessitating the supply of a part not obtainable from stocks held in Sri Lanka, or in the event of the Company exercising the option under Condition 4 to pay in cash the amount of the loss or damage, the liability of the Company in respect of any such part shall be limited to:
 - (a) (i) the price quoted in the latest price list issued by the Manufacturer or his Agents in Sri Lanka, or
(ii) if no such price list exists, the price list obtained at the Manufacturer's works plus the reasonable cost of transport otherwise than by air to Sri Lanka and the amount of the relative import duty, and
 - (b) the reasonable cost of fitting such part, subject to the estimated value of the Motor Car stated in the Schedule or the Market Value of the Motor Car, whichever is less.

Section II - Liability to Third Parties

1. Subject to the Limits of Liability stated below the Company will indemnify the Insured in the event of accidents, caused by or through or in connection with any Motor Car described in the Schedule, against all sums, including claimant's costs and expenses, which the Insured shall become legally liable to pay in respect of:
 - (a) death or bodily injury to any person, except where such death or injury arises out of and in the course of the employment of such person by the Insured, and excluding liability to any person being a member of the Insured's household who is a passenger in such Motor Car.
 - (b) damage to property other than property belonging to the Insured or held in trust by or in the custody or control of the Insured or any member of the Insured's household.
2. The Company will pay all costs and expenses incurred with its written consent.
3. In terms of and subject to the limitations of the indemnity which is granted by this Section to the Insured the Company will indemnify

Agent/Broker :
Sales Code :
Policy No :



FAIRFIRST INSURANCE LIMITED
(Company No. PB 5180)

PROPOSAL FOR MOTOR VEHICLE INSURANCE (excluding private cars & jeeps)

මෝටර් රථ රක්ෂණ යොජන ප්‍රතිඵල වෙත ප්‍රකාශ කළ තුළ මෝටර් රථ කාර් සහ ජීවී රථ සඳහා ව්‍යුහ වලංගු නොවේ)

1. Proposer / තොරතුරු

1.1 Name in full or Business Name ස්මේර්ඩ් ඩී විස්තරින නඩිය Mr එය /Mrs එය /Miss මිලුවක /Rev පුරා				
1.2 Postal Address / තැපෑල ස්ථිරය				
1.3 Address where the vehicle is usually garaged ව්‍යුහය කළුනුවෙන් හෝ ව්‍යුහ ප්‍රධාන පිහිටුව				
1.4 NIC / Business Registration No.(if applicable): ත්‍රිත්‍ය / ත්‍යුවක තුළත්තු අංකය	<input type="text"/>			
1.5 Age / පෙනුව	<input type="text"/> <input type="text"/>			
1.6 Business / Occupation / ව්‍යුහය/විෂය	:			
1.7 Telephone No./ දුරකථන අංකය	:	Official රෙකුරුත් <input type="text"/>	Residence පිටත <input type="text"/>	Mobile උග්‍රස්ථී <input type="text"/>
1.8 E-Mail Address / එලුළුන් තැපෑල	:			
1.9 VAT No.(if applicable) / ටැබ් විද අංකය (අදාළ නම්)	:			

2. Vehicle - (Please attach a copy of the Registration Book or VIC)

විෂය - (විෂය ලියා පදනම්ව සහයෝගයේ පිටපතක් නො වි.අඩි.සි. පිටපතක් ඇමුණිය යුතුයි

2.2 Details of accessories (other than factory-fitted) you have installed in the vehicle / නොවුම් සඳහා මෙයින් පෙනෙන පිටත පිටත තුළ.

2.3 Present Market Value of the vehicle (including accessories) / ව්‍යුහයේ එවානිම් වෙළඳඳාලු පරිභාශක (අමතර උග්‍රය දහුග)

Rs.

2.4 Registration Number of trailer (if applicable) / ප්‍රේලුරයේ මූල්‍යපත්‍රි අංකය (අවශ්‍ය හාමි)

Value of the trailer / ප්‍රේලංයේ වට්ටිකාකම
Rs. *

Important : The proposed value above should be the present market value of vehicle. The contract will be voidable in the event of willful understatement of value.

2.5 If the vehicle was imported 'Duty Free'
අභ්‍යන්තර තාක්ෂණ ලැබුවේ නම් අදාළ විටිකාසම (M01)

Rs. 45

2.6 Vehicle Registered as / විවෘත පියා පැවත්ව කර ඇති අංකය

<input type="checkbox"/> Motor Car / මෝටර් සැන	<input type="checkbox"/> Motor Cycle / මෝටර් අයිල්	<input type="checkbox"/> Three-wheeler / තුවපෑද රථය	<input type="checkbox"/> Motor Lorry / මෝටර් ගුරු රථය
<input type="checkbox"/> Dual Purpose / උතුරු සංස්කී	<input type="checkbox"/> Motor Coach / මෝටර් රුහු	<input type="checkbox"/> Land Vehicles / ප්‍රමාද එනෙන	

Other (Please specify) / ටෙවත් (කිහිපියා පැදන් සඳහා)

***(Mandatory to fill with correct information)**

MOT-001-MAR 17

VAT Number (if applicable).....

Name of Finance Company.....



FAIRFIRST INSURANCE LIMITED

(Company No. PB 5180)

No. 33, St. Michael's Road, Colombo 03, Sri Lanka.

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Motor insurance proposal form for Motor Cycles

(This proposal form is valid only for with OR without hire purchased and leased motor cycles used for private purposes)

Please answer all questions. Tick (") where appropriate.

1. OWNER'S/PROPOSER'S INFORMATION (Please complete in BLOCK LETTERS)

1.1 Name in full

1.2 Postal Address

1.3 NIC number Contact Number

2. VEHICLE INFORMATION PLEASE ATTACH A COPY OF THE REGISTRATION BOOK, VIC OR INVOICE

2.1 Vehicle Number

2.2 Engine Number

2.3 Chassis Number

Present market value Rs

(The contract will become void in the event of willful understatement of value)

Year of manufacture

Is the vehicle at present free of any accidents and/or damage? YES NO

(if 'NO', please give all details on separate sheet of paper & attach)

Has the vehicle met with any accidents during past 03 years? YES NO

(if 'YES', please give all details on separate sheet of paper & attach)

Are you entitled to a No Claim Bonus on a previous insurance policy? YES NO

(if 'YES', please attach documentary proof)

3. Comprehensive Insurance policy with following additional covers/limits as package for motor cycles.

3.1 Hire purchase/lease cover (as applicable)

3.4 Strikes/Riots and Civil commotion cover

3.2 Natural perils cover including flood damage cover

3.5 Terrorism Cover YES NO

3.3 Enhanced 3rd party property damage cover up to Rs.250,000/-

I/We declare that the particulars given in this proposal are true and complete & that I/we have disclosed all material facts. I/We agree that the contract will be null and void in the event the vehicle is used for any other purpose other than stated in this proposal. I/We further declare that the vehicle is not currently insured with any other insurance company. I/We confirm that this proposal shall form the basis of the contract between me/us and Fairfirst Insurance Limited.

Date

Proposer's Signature

(Including Company seal where applicable)

Policy No: Accepted by:

MOT-008 MAR 17



Fairmatics Car Insurance

What is Fairmatics car insurance?

Traditional comprehensive car insurance can be expensive, particularly if you don't do a lot of driving. However, most of us want to have the reassurance that our car is covered for any eventuality, not just for third party damage.

If you don't use your car very much, a Fairmatics may be a cover option that suits. This type of policy offers a more flexible approach to car insurance than comprehensive insurance, as you only pay for the kilometers you usually drive, but you still get the same cover as traditional comprehensive car insurance.

How does it work?

1. Nominate the number of kilometers that you drive per month and your premium is calculated on that. The company will charge the Premium for the one year. The less you drive, the more you save!
2. If you have used up all your kilometers before the end of the period for which you're insured, you can buy extra kilometers and top up your policy, without affecting your policy.
3. If you don't top up, you are still covered for Third Party, Fire and Theft for the remainder of the cover period, but not for damage to your vehicle.

Who should consider Fairmatics Car Insurance?

If you don't do a lot of driving, you could make some great savings by purchasing this type of car insurance.

What are the main benefits of Fairmatics?

Saving on your premium

With traditional comprehensive car insurance, you pay a flat annual premium, which the insurer calculates based on average usage across the community.

Flexibility

If your car usage is low or moderate, it could mean that you're paying for more than you use. There's no flexibility for people who don't do a lot of mileage. But, with Fairmatics, your premium is based on the actual number of kilometers you drive in the period of insurance. You're not paying for cover when you're not driving your car.

Full comprehensive cover

You are not sacrificing the protection of the 'old' type of car insurance. Fairmatics can give you full comprehensive cover provided the premium has been paid on time, and you stay within your nominated kilometers.