Topic   : Unified System for Insurance Claim Management

Group no   : ITP25_B4_96

Campus   : Malabe

Reg No	Name	Email	Contact No
IT23834774	NATH I M N	it23834774@my.sliit.lk	+94 77 429 0347
IT23836440	FERNANDO PULLE N S	it23836440@my.sliit.lk	+94 70 311 4390
IT23830332	PATHIRANA P U O R	it23830332@my.sliit.lk	+94 71 679 2331
IT23725010	PERERA B I V	it23725010@my.sliit.lk	+94 70 134 6360
IT23828766	SENARATHNA P G R M	it23828766@my.sliit.lk	+94 71 777 6610

Problem Statement

Problem :

"*Manual Insurance Claim Processing in Corporates is Time-Consuming and Prone to Errors*".

Context :

Claiming insurance benefits in large insurance companies like Janashakthi is often a confusing and grueling task with delays and other such issues. These claims are often manually processed by HR via email or printed forms, with back-and-forth communication between HR and various external insurance companies. Existing methods used by HR teams lack a streamlined system to handle claim submissions, approvals, documentation, and communication, leading to delays and poor tracking. Problems such as these could be avoided using our proposed centralized system.

Users and Benefits

User	Benefits
Site Admin	Centralized control over HR accounts and insurance provider data
HR Officer	Organized claim tracking, document handling, and insurer coordination
Regular Employee	Can easily claim life insurance and track status
Executive Employee	Can also claim vehicle insurance and upload documents
Insurance Agent	Faster, digital access to employee claims; easy approval/rejection

General Benefits

→ Reduced processing time.

→ Better management of documents.

→ Claim status transparency.

→ Centralized system for multiple insurers.

→ Ease of use.

MIND MAP

UNIFIED SYSTEM FOR INSURANCE CLAIM MANAGEMENT

- EXECUTIVE EMPLOYEE
  - CLAIM VEHICLE INSURANCE
- EMPLOYEE <<inherits>> EXECUTIVE EMPLOYEE
  - CLAIM LIFE INSURANCE
  - TRACK CLAIM STATUS
- INSURANCE AGENT
  - VIEW CLAIMS ASSIGNED TO THEIR COMPANY
  - APPROVE OR REJECT CLAIMS
  - SET APPROVED CLAIM AMOUNT
- SITE ADMIN
  - MANAGE INSURANCE PROVIDERS
  - MANAGE HR OFFICER ACCOUNTS
  - VIEW ALL SYSTEM ACTIVITIES/LOGS
- HR OFFICER
  - ADD/EDIT EMPLOYEE PROFILES
  - ASSIGN INSURANCE POLICIES TO EMPLOYEES
  - SUBMIT NEW CLAIMS (LIFE/VEHICLE)
- AI CHATBOT
  - SUMMARISE INSURANCE POLICY
  - SUGGEST REQUIRED DOCUMENTS
  - OCR DOCUMENTS AND EXTRACT IMPORTANT TEXT
- CLAIM MANAGEMENT
  - LIFE/VEHICLE CLAIM OPTIONS
  - DOCUMENT SUBMISSION
  - STATUS TRACKING
- POLICY MANAGEMENT
  - UPDATE POLICIES AND NOTIFY
  - VIEW CURRENT POLICIES
- DASHBOARD
  - HIGHLIGHT CLAIM REQUESTS NEEDING ACTION
  - CLAIM STATUS (PENDING/APPROVED/REJECTED)
  - SUMMARY OF TOTAL CLAIMS