Use Case Specification: Submitting insurance benefits claim forms online

# Use Case 6

## Brief Description

This use case describes how visitors to KYHBPA’s website can submit insurance benefits claim forms online.

# Flow of Events

## Basic Flow

1. A visitor to the KYHBPA website is the primary actor who initiates the use case by completing the insurance benefits claim form online.
2. The user clicks submit.
3. In response, the system processes the benefit claims form.
4. The benefit claims form is stored in the KYHPBA database.

## 2.2 Alternative Flows

N/A

# Special Requirements

* Online payment system must be working properly
* Website must be secure enough to process payments safely.
* Donation form must be user-friendly and allow users to confidently and easily donate money to the KYHBPA.

# Pre-conditions

* User must navigate website to find the benefits claim form.
* The user must be an active member of the KYHBPA to claim benefits.

# Post-conditions

* The users benefits claim can be processed by the KYHBPA.