CASE STUDY: PETRA INSURANCE COMPANY

'AS - IS BUSINESS' OF PETRA LIFE INSURANCE APPLICATION

Step 1: Fill out a paper application.

Step 2: Insurance Agent submits all the paper documents/Paper application to the insurance company.

Step 3: Imaging team scans the paper application into an image.

Step 4: A data entry person will look at the data in the image and create an application in the internal system.

Step 5: The application is reviewed by an Underwriter who either approves or rejects the Life Insurance application.

Step 6: Fulfillment team prints the results and mails the result to the applicant.

PETRA LIFE INSURANCE AS – IS SWIM LANE DIAGRAM