

# Business Requirement Document (BRD)

❖ Project: E-Insurance Application.

Version: 1.0.

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## Document Control

Version	Author	Description
1.0	Prikshit Mardiya	Initial Draft



## Executive Summary

In this article, we will look at the business requirements for an e-insurance application.



## Business Objectives

- Cover entire insurance operations in digital mode
- Reduced transaction and administration costs.
- One way to enhance customer satisfaction is to provide live services.
- Providing live services to boost customer satisfaction



## Project Background

The conventional insurance processes are lengthy, manual and error-prone.



## Scope of the Project

### In-Scope:

- User registration and login.
- Policy search, comparison, and purchase.
- Submitted digitally and tracking information.
- Policy and user management in the admin dashboard.

### Out-of-Scope:

- Handling policies in offline/agent-based approach.
- In other words, docs that are printed out and submitted without any electronic submission process.

## Stakeholders

Role	Name / Department	Responsibility
Product Owner	Mr. Ramesh	Project vision and direction.
Developer	Prikshit Mardiya	Road to Implementation and development
End Users	Customers	Use the platform for insurance tasks

## Business Requirements

### Functional Requirements:

- User login and profile management.
- Use search, filtering, and overload policies.
- Online premium payments.
- Digital claims and supporting documents.

### Non-Functional Requirements:

- System uptime of 99.9%
- AES-256 encryption for data protection purposes.
- Cross-platform responsive layout

## Business Rules

- Policy purchases are limited to users who are 18+ years old.
- KYC is mandatory for claims approval.
- The manual review is necessary for high-value claims (50,000+).

## Assumptions

- Best insurance APIs, which are efficient and trusted.
- Note: The end user will use valid documents.
- The system will be accessed through modern browsers/devices.

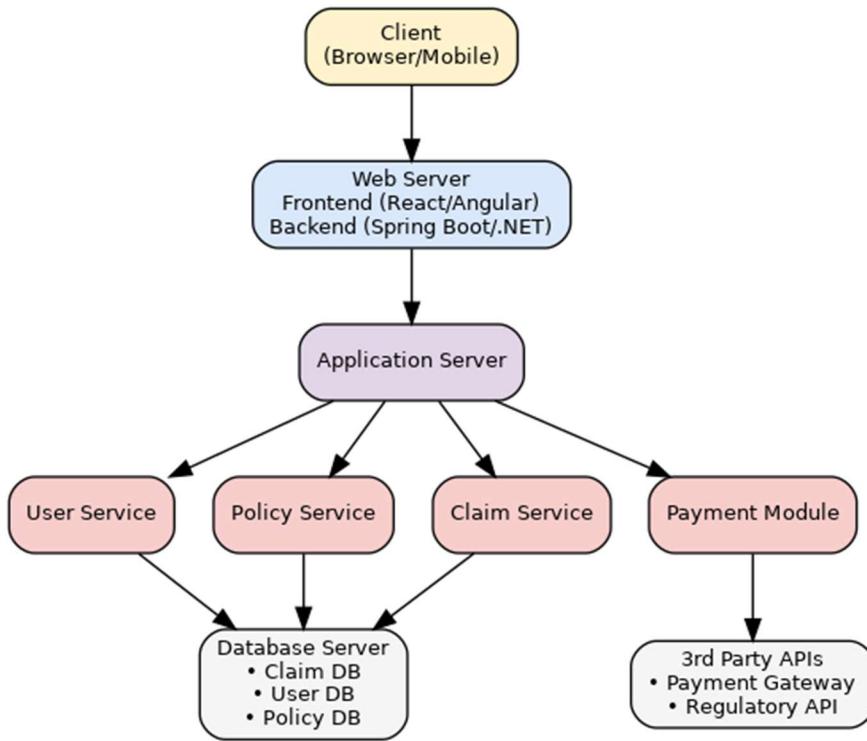
## Constraints

- Limited budget and timeline.
- Integration challenges with existing legacy systems.
- Must comply with IRDAI and data protection guidelines.

## Use Cases / User Stories

- As a user, I need to compare various insurance policies and choose the best one..
- I am an admin and want to manage user claims and keep track of policy.

## Process / Diagrams



## Data Requirements

- User information including name, date of birth and contact information, along with KYC certification.
- Policy metadata (identification number, type, provider, status).
- Claims (amount, supporting documents, status).

## Integration Requirements

- Insurance provider APIs.
- Payment gateway (Razorpay/Paytm/etc.).

- SMS/Email notifications system

## Reporting Requirements

- Policy issuance report by month.
- Reports of claims approved/rejected.
- Account activity logs and revenue summary.

## Security & Compliance

- Role-based access control (admin vs user).
- Ensure the safe uploading and storage of documents'.
- Compliance with IRDAI and IT Act (India).

## Affect Investigation

- Provides transparency and helps retain customers.
- Decreases claim endorsement cycle time..
- Lowers operational cost through automation.

## Dangers & Mitigation

Risk	Impact	Probability	Mitigation Strategy
API failure from safeguards	High	Medium	Retry logic and status fallback
Information breach	High	Low	Encryption, access control, audits

## Acknowledgment Criteria

- All key components tried and functionalized.
- No critical bugs during UAT.
- Stakeholder sign-off and documentation complete.

## Victory Measurements / KPIs

- 70%+ users complete policy purchase without support.
- 40% faster claim resolution.
- Framework uptime  $\geq$  99.9%.

## Glossary

Term	Description
IRDAI	Insurance Regulatory and Development Authority of India
KYC	Know Your Customer
UAT	User Acceptance Testing

## Endorsement / Sign-off

Role	Title	Signature	Date
Product Owner	Business Analyst	Prikshit Mardiya	
Tech Lead	Mr. Diptanshu Sinha		