

# **Problem Statement Development – Online Insurance Claim Processing System**

The project titled “**Online Insurance Claim Processing System**” aims to address the inefficiencies present in the traditional insurance claim process. Currently, insurance claims are largely handled through manual and paper-based procedures that require policyholders to visit offices, submit physical documents, and wait for long periods without clear visibility into claim status. This process is time-consuming, error-prone, and lacks transparency, leading to dissatisfaction among customers and increased operational burden for insurance companies.

To overcome these challenges, the proposed solution is a web-based Online Insurance Claim Processing System that automates the complete claim lifecycle. The system allows policyholders to submit claims online, upload supporting documents, and track claim status in real time. It enables insurance administrators and surveyors to review, verify, and process claims digitally, reducing paperwork, improving efficiency, and ensuring faster decision-making.

The primary target users of the system are insurance policyholders, insurance administrators, and surveyors. Policyholders benefit from simplified claim submission and transparency, while administrators and surveyors benefit from streamlined workflows and better claim management.

The value proposition of the system lies in its ability to reduce claim processing time, improve transparency, enhance data security, and minimize fraud risks through automation. By digitizing and centralizing the claim process, the system improves customer experience and operational efficiency for insurance providers.