

# **12. Functional Requirements Documentation**

## **FR-01: User Registration**

- Description: System shall allow users to register using valid personal details.
- Acceptance Criteria: User account is created successfully and stored in database.

## **FR-02: User Login**

- Description: System shall authenticate users using secure credentials.
- Acceptance Criteria: Valid users are logged in; invalid users are denied access.

## **FR-03: Claim Submission**

- Description: Policyholders shall submit insurance claims online.
- Acceptance Criteria: Claim is saved with a unique claim ID.

## **FR-04: Document Upload**

- Description: Users shall upload supporting claim documents.
- Acceptance Criteria: Documents are stored and linked to the claim.

## **FR-05: Claim Status Tracking**

- Description: Users shall view real-time claim status.
- Acceptance Criteria: Status updates are visible after admin action.

## **FR-06: Admin Claim Management**

- Description: Admin shall approve or reject claims.
- Acceptance Criteria: Claim status updates correctly in system.