

# Scope Definition – Out-of-Scope Features

The Online Insurance Claim Processing System does not include functionalities that fall outside the core objective of digital claim processing. The system does not support manual or paper-based claim submissions, physical document handling, or in-person claim processing, as the entire workflow is designed to operate through an online platform. Offline usage of the system is not supported, and users must have an active internet connection to access system features.

Financial transaction processing is outside the scope of this project. The system does not integrate with banking systems, payment gateways, or third-party financial services for real-time claim settlements or reimbursements. Any settlement-related activities, if demonstrated, are limited to simulated or internal processes without actual monetary transfers. The development of dedicated mobile applications for Android or iOS platforms is also excluded, with access limited to standard web browsers.

Advanced system capabilities such as artificial intelligence–based fraud detection, predictive analytics, and automated risk scoring are not included in the current scope. The system does not integrate with external databases such as hospitals, police departments, or government agencies for automated verification of records. Additionally, features like multi-language support, voice-based interaction, and extensive customization for different insurance providers are not considered as part of this project.