

Basic Course:

At the main screen the customer clicks start a claim. The system displays the Start a Claim Page. The customer proceeds to fill in information regarding their incident and clicks submit. The system will then determine how to settle the claim and redirect the customer to the confirmation page.

Alternate Course:

Customer not logged in: System invokes login use case. Once the customer is logged in, the system displays the Start a Claim interface

User does not have a policy: System shows a no policy entered error message prompting the user to add a policy.

