|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Use Case Name** | Request Credit Card | | | |
| **Scenario** | Customer requests credit card | | | |
| **Triggering Event** | Customer wants a credit card | | | |
| **Brief Description** | Customer visits a customer service and submits required documents such as family card copy and identity card copy, then customer chooses a preferred credit card company, then the customer service collects and save the document, then submit a request to finance team and the chosen credit card company for approval, then the customer waits until either the request is approved or rejected. | | | |
| **Actors** | Customer, ATM/Customer service, Finance Team | | | |
| **Related Use Cases** | * Request credit card. * Manage credit card request. * View credit card request. * Verify customer’s legitimacy. * Track credit card status. * View credit card status. * Collect documents. * Collect family card copy. * Collect identity card copy. | | * Record customer’s credit card company preference. * Add documents. * View documents. * Update documents. * Submit documents. * Forward credit card request to Finance Team. * Forward credit card request to credit card company. * Add expense request. * Approve credit card request. | |
| **Stakeholders** | Customer, Finance Team, Manager | | | |
| **Precondition** | Customer must have a debit account.  Customer must have family card copy.  Customer must have identity card copy. | | | |
| **Postcondition** | Customer credit card request is approved.  Customer credit card request is rejected. | | | |
| **Flow of Events** | **Customer** | **Customer Service** | **System** | **Finance Team** |
| 1. Submit family card copy  2. Submit identity card copy  3. Choose credit card company | 1.1. Collect family card  2.1. Collect identity card copy  3.1. Record credit card company preference  3.2. Record customer’s document  3.3.a. Forward credit card request to Finance Team  3.3.b. Forward credit card request to credit card company | 3.2.1. Record customer’s document  3.3.a.1.1. Record credit card request  3.4.a.1.1. Update credit card request status  3.4.b.1.1. Update credit card request status | 3.3.a.1. Accept credit card request  3.4.a.1. Approve credit card request  3.4.b.1. Decline credit card request |
| **Exception Condition** | 1. Customer doesn’t have family card copy  2. Customer doesn’t have identity card copy  3.3.b. Credit card company declines the request | | | |