

ISSUE1: What to do if insurance payments not reflected on users account.

Steps to follow:

1. Call /getPaymentStatus/{userID} API, and check the payment status.
If payment status fine then there is no issue with our side.
2. If payment status is not SUCCESS, then please check then back statement doc.
If bank statement has user transaction details, then its fine and user account will get update in few days.
3. If back statement doc also missing the transaction details, then it is an issue with the bank, we need to create support tickets for bank support to get resolution for the user issue.

ISSUE2: How to change the second name of the policy holder on a specific policy.

Steps to follow:

1. Call /updateUserdetails/{userID} API, and update the secondName

ISSUE3: How to change the address of the policy holder on a specific policy.

Steps to follow:

1. Call /updateUserdetails/{userID} API, and update the address details