|  |  |
| --- | --- |
| User | Admin |
| Make claim | Add membership |
| Pay annual fee | View membership requests |
| Log in | Suspend members |
| Register (extension of log in) | View outstanding balances |
| View balance | Charge members |
| Pay outstanding balance (extension of view balance) | Claim eligibility assessment |
|  | Log in |

**User:**

* Make claim
  + User should be able to submit a claim after the first 6 months with a max of 2 per year
* Pay fees
  + A user should be able to pay the annual fee
* Log in
  + The user will have to be able to log into the system
* Register
  + If the user is a non-member, they should be able to register to become one
* View balance
  + The user should be able to view any outstanding balances
* Pay outstanding balances
  + If there is an outstanding balance, then the user should be able to pay

**Admin:**

* Add member
  + Once a membership request has been sent the admin should be able to upgrade them to a full membership
* View membership requests
  + The admin should be able to view a list of any membership requests
* Suspend members
  + The admin should be able to temporarily suspend a user’s membership if fees have not been paid
* View outstanding balances
  + The admin should be able to view a list of any outstanding balances
* Charge members
  + The admin should be able to charge the users based on an annual lumpsum and membership fee
* Claim eligibility assessment
  + The admin should be able to assess the eligibility of the members for the outstanding claim