Pre prepared question plan for interviews

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| Question | Resource Person Type |
| What are you responsibilities? Can you explain your task briefly? | Claim Agent |
| What are the difficulties you face when travelling to the accident location? | Claim Agent |
| What kind of information and equipment you carry when you travel to accident locations. | Claim Agent |
| How do you validate the client information with company database? | Claim Agent |
| What kind of difficulties do you face when handling claim requests? | Operating Staff |
| What do you think about current practiced conducted when assessing claims? | Managerial Level |
| Do you think automating the claim assessment to some extent will help to increase profit margins? | Managerial Level |

Conducting interviews with insurance sector employees from time to time in the development process helped me to understand the types of employees, agents and their current performance as average, power of human resource, level of technological skills of employees and their general attitude and capability of being flexible for any type of techno sophisticated environment. Further it was discussed about the steps of creating vehicle insurance policy, customer registration, detail description about the agreements, legal situation, especially how they give approval to the claim currently and existing verification methods and current annual and premium payment methods. After several interviews with claim agents, their main roles and responsibilities were identified. They discussed their difficulties when handling with documents and other equipment’s such as camera as well. After getting friendly with them it led to the conduct of observation technique as well. As the developer I got a chance to witness a real time claim assessment procedure.

Apart from interviews and observations other main source of data were the document reviews. Certain insurance registrations were provided. Not only that claim assessment forms also were supplied for authors reference which helped author to design the database. Since the resource persons have asked not to publish the forms sample are not attached.