

**Open-ended questions:**

1. What aspects of your experience would you most like to improve when using the insurance management system?
2. Which functions in the insurance management system do you find most important?
3. What additional support features would you like the system to provide in policy management?
4. If you encounter operational issues in the system, how would you like the system to help you resolve them?

**Closed-ended questions:**

1. Do you frequently access the insurance management system on different devices? (Yes/No)
2. Would you like the insurance management system to provide real-time policy status updates? (Yes/No)
3. Do you find the user interface of the current system user-friendly? (Yes/No)
4. Do you believe the data security features in the system are sufficient to protect your personal privacy? (Yes/No)
5. Does the system provide an automated claims process? (Yes/No)