Moe paprica

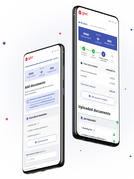
Complex process transformed into seamless solution

Project developed at Blue Paprica
Client: Gard Insurance Company
Platform: Web application
My role: UX/UI designer

UX/UI Case study

Overview

This project's main objective was to create an online platform that will collect delayed or cancelled flight claims and documents from users in order for them to receive the compensation.



The challenge of this project was to make collecting documents easy and **efficient for both users and the client**. Users needed to **feel safe when signing** documents and uploading their data.

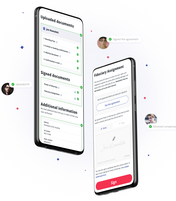
Workflow

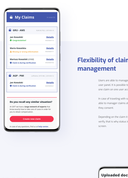
What made the application efficient and clear?

By using *My Claim!* application users are able to manage their cases all in one place. It is important that users can see the status of their claim and documents they need to upload and sign. Let's see what made it so easy and what makes the process more clear and transparent.

What is more, users can sign documents through the application. Since the claim is connected to personal users, so when their data is known and minimal compensation is found straight to their bank account - easy and efficient.

Meet the interface





Flexibility of claim management

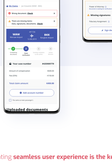
Users are able to manage their claims on the user's part. It is possible to have more than one claim in one user account.

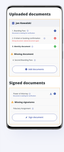
In case of traveling with someone users are able to manage claims of other passengers, if they consent.

Depending on the claim's status users are able to see what step is taken to make sure the claim is done.

Visibility of status and verification

User can see where in the process they are and what is left to do. Clear indicator makes it easy for users to follow updates about case status and validation of the documents.





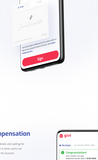
Creating **seamless user experience is the key**

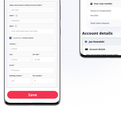
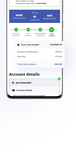
Easy uploading

Instant verification

Simple way to sign documents

Users can sign documents with keyboard or by drawing a signature.



Receive compensation

It is as easy as entering bank details and waiting for compensation to arrive. Users can see when receive compensation right on the account.