URD (User Requirements Document) for EasyInsure

**1. Introduction**

* Project Goals: Faster claims, reduced fraud, self-service adoption.
* Target Audience: Policyholders, admins, partners.

**2. User Personas** (Refer PRD Section 3)

**3. User Stories** (Refer PRD Section 4)

**4. Functional Requirements**

* Policyholder:
  + Mobile claim filing, real-time tracking, policy downloads.
* Admin:
  + Fraud heatmaps, SLA breach alerts, compliance reports.
* Partner:
  + Repair slot APIs, performance scorecards.

**5. Non-Functional Requirements**

* Performance: <3-sec e-KYC verification, <5-sec quotes.
* Security: End-to-end encryption, quarterly vulnerability scans.

**6. Technical Requirements**

* Stack: React (Frontend), Python (Backend), AWS (Cloud).
* APIs: Aadhaar e-KYC, UPI/Paytm, Google Maps.

**7. Open Questions & Risks** (Refer PRD Section 8)

**8. Glossary** (Refer PRD Section 9)