

## **USSD (\*894#) IMPLEMENTATION FOR FBN INSURANCE - LIFE & GENERAL**

### **FUNCTIONAL & NON-FUNCTIONAL REQUIREMENTS DEFINITION**

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Version 2.0

## VERSION HISTORY

Version Number	Action	Name	Revision Date	Approved By	Approval Date	Description of Change
v1.0	Created by	AyoOluwa Ebire	20/02/2019			Document creation
		Ayotunde Aribio	27/02/2019			Document review
	Updated by	AyoOluwa Ebire	04/04/2019			Document update; General insurance Use cases
	Updated by	AyoOluwa Ebire	23/04/2019			Creation of process flow
	Updated by	AyoOluwa Ebire	21/05/2019			Modification on Use Cases based on FBNI adjustment.
	Updated by	AyoOluwa Ebire	30/05/2019			Redesign of Process flow
	Updated by	AyoOluwa Ebire	24/06/2019			Cover page title and approval page. Report template; included Account Name
v2.0	Updated by	AyoOluwa Ebire	30/01/2020			Assumption, Accounting entries narration format, notification to customers, updated process flow
	Updated by	AyoOluwa Ebire	04/02/2020			Accounting entries (New VAT & other computation) Modified Narration format for Life and General Insurance differentiated

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## 1. INTRODUCTION

FBN insurance is interested in leveraging on the USSD channel at First Bank of Nigeria PLC, hence implementing USSD for Policy enrolment and renewal to enable First Bank account holders to purchase and renew Insurance policies via the 894 USSD platform from their First Bank accounts.

### 1.1 PURPOSE OF THE FUNCTIONAL & NON-FUNCTIONAL REQUIREMENTS DEFINITION

This document describes the functional and non-functional requirements for the implementation of the business requirements.

### 1.2 BUSINESS REQUIREMENTS OVERVIEW

The Business requirements are as stated below;

ID	Description
BR001	Ability to purchase new business for; <ul style="list-style-type: none"> <li>- Life Insurance</li> <li>- General Insurance</li> </ul>
BR002	Ability to perform renewal for; <ul style="list-style-type: none"> <li>- Life Insurance</li> <li>- General Insurance</li> </ul>
BR003	Ability to perform Policy Status check (validate policy details) on; <ul style="list-style-type: none"> <li>- Life Insurance</li> <li>- General Insurance</li> </ul>
BR004	Ability to distinguish payments via USSD from payments via other payment platforms in the report. Narration format: <i>USSD894/PolicyNumber/PhoneNumber/[FP]/LI</i> <i>USSD894/PolicyNumber/PhoneNumber/[FP]/GI</i> FP – First Premium      RP – Renewal Premium GI – General Insurance    LI – Life Insurance

BR005	<p>FBN MIS</p> <p>Reporting feature (details/templates on section 2d below)</p>
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### 1.3 ASSUMPTIONS / CONSTRAINTS

#### Assumptions:

1. Customers are FBN Customers.
2. The phone number used by the customer is the same as that registered against customer's account at FBN.
3. For Life Insurance;
  - A proposal number can be paid into multiple times.
  - Validation of the proposal number is to ensure the right proposal numbers are being passed and not against duplication.
  - First Premium accept any amount.
  - Renewal premium can also accept any premium after asking the user to pay due amount or any other amount
4. A customer can open a new policy with an existing mobile number, as long as the requested parameters (first name, last name and DOB) are consistent with what he/she open with initially.

#### Constraints:

There are no identified constraints

## 2. SOLUTION OVERVIEW

### a. First Premium and Alternative flow

The First premium allows user to complete the purchase of a new insurance policy via USSD. The customer is expected to have provided his details to the insurance agent.

The Alternative flow allows user to purchase a new insurance policy via USSD, with this flow it is assumed that user has made no prior contact with an agent.

Here, the customer is required to provide some of his personal information via USSD. To complete the transaction, agent will contact him after payment is made.

**b. Insurance Renewal - Renewal Premium**

This allows user to renew their insurance policy via USSD.

**c. General Insurance**

This allows user to purchase and renew general insurance policy and be able to check policy status via the USSD platform.

**d. Reporting Feature**

**(a) Reports Required (Summary) for First Premium**

- Number of Enrolment (With BU and date range as the selection field)
- Enrolment per Telco
- Unique Phone Number (Enrolled Accounts)
- Transaction Counts and Value (With BU, and Date range as the selection field)
- Transaction Counts per Telco
- Active Base (With BU, and Date range as the selection field)
- Policy Expiry Date (selected by date range e.g. 1 week, 1 month, etc.)

**A. First Premium Reports Required (Breakdown)**

**i. Transaction Report – Renewal**

Date	Mobile No	FBN Acc No	FBNi Acct No	Account Name	Policy No	Amount	Policy Expiry Date
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**ii. Transaction Report – New Policy**

Date	Mobile No	FBN Acc No	Account Name	Proposal No	Amount	Policy Expiry Date
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**B. Alternate Flow Customer Attempt Report**

Date	Mobile No	First Name	Last Name	Date of Birth
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### 3. USE CASES

#### 3.1 ACTORS

<i>Primary Actor</i>	<i>Use Cases List</i>
Customer	Customer (FBN)

#### 3.2 USE CASE DETAILS

##### 3.2.1 FBN LIFE

<i>Use Case ID</i>	<i>UC/FBNFBN/101</i>	
<i>Use Case Name</i>	FBN Life- First Premium Policy Purchase	
<i>Description</i>	This allows a customer to complete the purchase of a new insurance policy via USSD. The customer is expected to have provided his details to the insurance agent.	
<i>Actors</i>	Primary actor – FBN Customer Secondary actor – FBN System	
<i>Pre-conditions</i>	1. Customer must be a First Bank customer	
<i>Post-conditions</i>	1. Customer must be able to buy new insurance policy and 2. Customer must be able to renew insurance policy.	
<i>Normal course of events</i>	<i>Actor Action</i>	<i>System Action</i>
	1. User dials *894#	2. System displays FBN menu screen on user's phone; Welcome to *894# 1> Quick Banking 2> Open an Account 3> Get Loans 4> FirstMoni
	3. User selects	4. Menu screen displays;

	<p><i>"1&gt;Quick Banking"</i></p> <p>then selects</p> <p><i>"Insurance" option</i></p>	<p>1&gt; Life Insurance</p> <p>2&gt; General Insurance</p>
	<p>5. User selects "Life Insurance" option</p>	<p>6. The following options are displayed;</p> <p><i>1&gt; First Premium</i></p> <p><i>2&gt; Renewal Premium</i></p> <p><i>3&gt; Check Policy status</i></p>
	<p>7. User selects</p> <p><i>"1&gt; First premium"</i></p>	<p>8. Displays;</p> <p>"Do you have Proposal No?"</p> <p>1&gt; Yes</p> <p>2&gt; No</p>
	<p>9. User selects 1&gt; Yes</p>	<p>10. Displays a list of Life insurance plans</p>
	<p>11. User selects a plan from the list displayed</p>	<p>12. Web service Call to FBNI.</p> <p><i>(Alphabetic prefix associated with the Proposal number is displayed on the screen for customer to complete with the numeric part)</i></p>
	<p>13. User enters the numeric part of his Proposal No.</p>	
	<p>14. User confirms the details with his USSD PIN</p> <p>"Enter your 5 digits USSD Pin"</p>	<p>15. Payment service is called.</p>
		<p>16. If payment is successful, displays;</p>



		“Your transaction was successful. Thank you for your patronage”
<i>Alternate courses</i>	This allows user to the purchase of a new insurance policy via USSD, with this flow it is assumed that user has made no prior contact with an agent.	
<i>Pre-conditions</i>	Customer have no prior contact with agent.	
<i>Post-conditions</i>	Customer must be able to enroll for new insurance policy Customer must be able to renew insurance. Agent follow up with customer to complete enrolment after customer makes payment	
	<b>User Action</b>	<b>System Response</b>
	1. User dials *894#	2. System displays FBN menu screen on user’s phone; Welcome to *894# 1> Quick Banking 2> Open an Account 3> Get Loans 4> FirstMonie
	3. User selects “1. Quick Banking” then selects “Insurance” option”	4. Menu screen displays; 1> Life Insurance 2> General Insurance
	5. User selects “Life Insurance”	6. The following options are displayed; 1> First Premium 2> Renewal Premium 3> Check Policy status

	7. User selects "1> First Premium"	8. Displays; "Do you have Proposal No?" 1> Yes 2> No
	9. User selects "2> No"	10. Displays screens for user to input First name, last name and Date of Birth.  Where customer already have policy with same mobile number, the new policy must be purchased using the same first name, last name and DOB else display to customer  "Dear customer, the detail you inputted already exists. Please check and ensure you entered your correct details; First name and last name and date of birth"
	11. User enters; - First name - Last name - Date of birth <i>ddmmyyyy</i>	12. User details confirmation page is displayed.
	13. User confirms his details with his USSD PIN "Enter your 5 digits USSD Pin"	14. A message can be displayed.  <i>"Thank you for showing interest in FBN Insurance. One of our agents will contact you."</i>
Exceptions	N/A	

<i>Includes</i>	
<i>Priority</i>	<i>High</i>
<i>Frequency of Usage</i>	<i>Anytime</i>
<i>Business Rules</i>	<i>None</i>
<i>Special Requirements</i>	<i>n/a</i>
<i>Assumptions</i>	<ol style="list-style-type: none"> <li>1. Customer must have a valid BVN with First Bank</li> <li>2. Customer is already enrolled for USSD service</li> <li>3. The phone number being used by the customer is same as that registered against customer's account at FBN.</li> </ol>
<i>Notes and Issues</i>	<i>N/A</i>

<b><i>Use Case ID</i></b>	<b>UC/FBNFBNI/102</b>	
<i>Use Case Name</i>	FBNI LIFE - Policy Renewal	
<i>Description</i>	This allows customers to renew their insurance via USSD.	
<i>Actors</i>	<i>Primary actor – FBN &amp; FBNI Customer</i> <i>Secondary actor – FBN system</i>	
<i>Pre-conditions</i>	<i>Customer must be a First Bank customer</i> <i>Customer have an existing insurance policy with FBNI</i>	
<i>Post-conditions</i>	<i>Customer must be able to renewal insurance.</i>	
	<b>Actor Action</b>	<b>System Action</b>

<i>Normal course of events</i>	1. Customer dials *894#	2. System displays FBN menu screen on user's phone;  Welcome to *894#  1> Quick Banking 2> Open an Account 3> Get Loans 4> FirstMonie
	3. Customer selects  "1> Quick Banking" then selects  "Insurance" option	4. Menu screen displays;  1> Life Insurance 2> General Insurance
	5. Customer selects  "1> Life Insurance"	6. The following options are displayed;  1> First Premium 2> Renewal Premium 3> Check Policy status
	7. User selects  "2> Renewal Premium"	8. A service call is made to get the user policy numbers
	9. User selects the policy number he wants to renew	10. USSD system fires a Webservice call to FBNI to display policy details with options below;  1> Pay due Amount 2> Pay another amount.  <b>(Amount equal to or more than the expected Premium)</b>
		11. If customer selects, "Pay another amount", an input box is

		displayed for customer to type in the amount to pay.  Or if “Pay due amount” is selected, customer is directed to pay the due amount
		12. A confirmation page is presented to customer with his information.
	13. User confirms his details with his USSD PIN  “Enter your 5 digits USSD Pin”	15. Payment service is called.  If payment is successful, display, “Your transaction was successful. Thank you for your patronage”  Else, Exit menu.
<i>Alternate courses</i>	N/A	
<i>Exceptions</i>	N/A	
<i>Includes</i>	New insurance policy through with first contact with insurance agent	
<i>Priority</i>	High	
<i>Frequency of Usage</i>	Anytime	
<i>Business Rules</i>	None	
<i>Special Requirements</i>	N/A	
<i>Assumptions</i>	1. Customer is already enrolled for USSD service  2. The phone number being used by the customers are same as that registered against customer’s account at FBN	
<i>Notes and Issues</i>	N/A	

<b>Use Case ID</b>	<b>UC/FBNFBNGI/103</b>	
<b>Use Case Name</b>	FBN Life Insurance - Policy Status Check	
<b>Description</b>	This allows customers check their policy status	
<b>Actors</b>	<i>Primary actor – FBN &amp; FBNI Customer</i> <i>Secondary actor - FBN System</i>	
<b>Pre-conditions</b>	<i>Customer must be a First Bank customer</i> <i>Customer have an existing insurance policy with FBNI</i>	
<b>Post-conditions</b>	<i>Customer must be able to check policy status</i>	
<b>Normal course of events</b>	<b>Actor Action</b>	<b>System Action</b>
	1. Customer dials *894#	2. System displays FBN menu screen on user's phone; <i>Welcome to *894#</i> 1> Quick Banking 2> Open an Account 3> Get Loans 4> FirstMonie
	3. Customer selects <i>"1&gt; Quick Banking"</i> Then selects <i>"Insurance" option</i>	4. FBNI menu screen displays; 1> Life Insurance 2> General Insurance
	6. Customer selects <i>"1&gt; Life Insurance"</i>	1. The following options are displayed; 1> New Purchase 2> Renewal Purchase

		<i>3&gt; Check Policy status</i>
	8. Customer selects <i>"3. Check Policy Status"</i>	9. System fetch all the policies registered/linked to the registered phone number (via <b>FBN's API for Policy Status listing</b> )  If no policy exists, it displays <i>"You do not have any policy on this mobile number"</i>  <i>Otherwise, lists all policies with necessary Status (Maturity Date).</i>
	10. Selects Policy from the list	<i>An API can return the policy details of the selected Policy; returns "Policyholder Name, Policy Duration, Premium, Sum Assured and Maturity Date"</i>
<i>Alternate courses</i>	N/A	
<i>Exceptions</i>	N/A	
<i>Includes</i>	<i>Existing policies</i>	
<i>Priority</i>	<i>High</i>	
<i>Frequency of Usage</i>	<i>Anytime</i>	
<i>Business Rules</i>	<i>None</i>	
<i>Special Requirements</i>	N/A	
<i>Assumptions</i>	1. Customer is already enrolled on FBN USSD service	

	2. The phone number being used by the customers are same as that registered against customer's account at FBN
<i>Notes and Issues</i>	N/A

### 3.2.1 FBN GENERAL INSURANCE

<b>Use Case ID</b>	<b>UC/FBNFBNGI/104</b>	
<i>Use Case Name</i>	FBNI General Insurance - Policy Purchase	
<i>Description</i>	This allows customers to purchase General Insurance policy via USSD.	
<i>Actors</i>	Primary actor – FBN Customer Secondary actor - FBN System	
<i>Pre-conditions</i>	Customer must be a First Bank customer	
<i>Post-conditions</i>	Customer must be able purchase General Insurance policy	
<i>Normal course of events</i>	<b>Actor Action</b>	<b>System Action</b>
	1. Customer dials *894#	2. System displays FBN menu screen on user's phone; <i>Welcome to *894#</i> <i>1&gt; Quick Banking</i> <i>2&gt; Open an Account</i> <i>3&gt; Get Loans</i> <i>4&gt; FirstMonie</i>
	3. Customer selects <i>"1&gt; Quick Banking"</i> Then selects <i>"Insurance" option</i>	4. System displays; <i>1&gt; Life Insurance</i> <i>2&gt; General Insurance</i>



	5. Customer selects <i>"2&gt; General Insurance"</i>	6. The following options are displayed;  <i>1&gt; New Purchase</i>  <i>2&gt; Renewal Purchase</i>  <i>3&gt; Check Policy status</i>
	7. Customer selects <i>"1&gt; New Purchase"</i>	8. System prompts customer to select a plan from list of options, e.g.  <i>1&gt; Third Party @ N5,000</i> <i>2&gt; Auto Flexi Bronze @ N15,000</i> <i>3&gt; Auto Flexi Silver @ N25,000</i> <i>4&gt; Auto Flexi Gold @ N40,000</i> <i>5&gt; Flexi Guard Silver @ N1,500</i> <i>6&gt; Flexi Guard Gold @ N3,000</i> <i>7&gt; Flexi Guard Platinum @ N5,000</i> <i>8&gt; Flexi Home Bronze @ N7,500</i> <i>9&gt; Flexi Home Silver @ N15,000</i> <i>10&gt; Flexi Home Gold @ N20,000</i> <i>11&gt; Flexi Home Platinum @ N30,000</i>
	9. Customer selects a plan	10. System prompts customer to enter each of the following information;  <i>Enter Firstname</i>  <i>Enter Lastname</i>  <i>Enter Date of Birth ddmmyyy</i>  Where customer already have policy with same mobile number, the new policy must be purchased using the same first name, last

		<p>name and DOB else display to customer</p> <p>"Dear customer, the detail you inputted already exists. Please check and ensure you entered your correct details; First name and last name and date of birth"</p>
		<p>11. System calls <b>FBNGI's API for Customer creation</b> and displays;  <i>&lt;Customername&gt; payment for &lt;plan&gt; for &lt;amount&gt;</i> (if customer has just one account). But If customer has more than 1 account, displays;  <i>&lt;Customername&gt; payment for &lt;plan&gt; for &lt;amount&gt;</i>                      Select Account;                          1&gt; 345****900                          2&gt; 789****350</p>
	12. Customer selects an account to pay from	<p>13. System displays;  <i>"Enter your 5-digit USSD PIN"</i></p>
	14. Customer enters 5-digit PIN	<p>15. If PIN is correct, <b>Payment service</b> is called; And on successful payment, system further calls <b>FBNGI's API for Policy Creation</b> and finally displays;  <i>"Transactions successful. Our team will contact you to complete the</i></p>

		<i>process. Thank you for your patronage”</i>
<i>Alternate courses</i>	<i>N/A</i>	
<i>Exceptions</i>	<i>N/A</i>	
<i>Includes</i>	<i>New insurance policy through with first contact with insurance agent</i>	
<i>Priority</i>	<i>High</i>	
<i>Frequency of Usage</i>	<i>Anytime</i>	
<i>Business Rules</i>	<i>None</i>	
<i>Special Requirements</i>	<i>N/A</i>	
<i>Assumptions</i>	<ol style="list-style-type: none"> <li><i>1. Customer is already enrolled for USSD service</i></li> <li><i>2. The phone number being used by the customers are same as that registered against customer’s account at FBN</i></li> </ol>	
<i>Notes and Issues</i>	<i>N/A</i>	

<b><i>Use Case ID</i></b>	<b><i>UC/FBNFBNGI/105</i></b>
<i>Use Case Name</i>	<i>FBNI General Insurance – Policy Renewal</i>
<i>Description</i>	<i>This allows customers to renew their general insurance policy.</i>
<i>Actors</i>	<i>Primary actor – FBN &amp; FBNGI Customer</i>
<i>Pre-conditions</i>	<i>Customer must be a First Bank customer</i> <i>Customer have an existing insurance policy with FBNGI</i>

Post-conditions	Customer must be able to check policy status	
Normal course of events	Actor Action	System Action
	2. Customer dials *894#	3. System displays FBN menu screen on user's phone; <i>Welcome to *894#</i> 1> Quick Banking 2> Open an Account 3> Get Loans 4> FirstMonie
	4. Customer selects "1> Quick Banking" then selects "Insurance" option	5. System menu screen displays; 1> Life Insurance 2> General Insurance
	6. Customer selects "2>General Insurance"	7. The following options are displayed; 1> New Purchase 2> Renewal Purchase 3> Check Policy status
	7. Customer selects "2> Renewal Purchase"	8. System fetches all the policies registered/linked to the registered phone number (via <b>FBNGI's API for Policy listing</b> ) If no policy exists, it displays "You do not have any policy on this mobile number" Else lists all policies with necessary amount to be paid.

	9. Selects Policy from the list	10. System requests customer to input 5-digit PIN
	11. Customer enters 5-digit USSD PIN	12. <i>If PIN is correct, <b>Payment Service</b> is called; And on successful payment, system further calls <b>FBNGI's API for Policy Renewal</b> and displays "Dear &lt;customername&gt;, your &lt;policy name&gt; insurance, has now been renewed successfully.</i>
<i>Alternate courses</i>	N/A	
<i>Exceptions</i>	N/A	
<i>Includes</i>	<i>Existing policies</i>	
<i>Priority</i>	<i>High</i>	
<i>Frequency of Usage</i>	<i>Anytime</i>	
<i>Business Rules</i>	<i>None</i>	
<i>Special Requirements</i>	N/A	
<i>Assumptions</i>	1. <i>Customer is already enrolled on FBN USSD service</i> 2. <i>The phone number being used by the customers are same as that registered against customer's account at FBN</i>	
<i>Notes and Issues</i>	N/A	

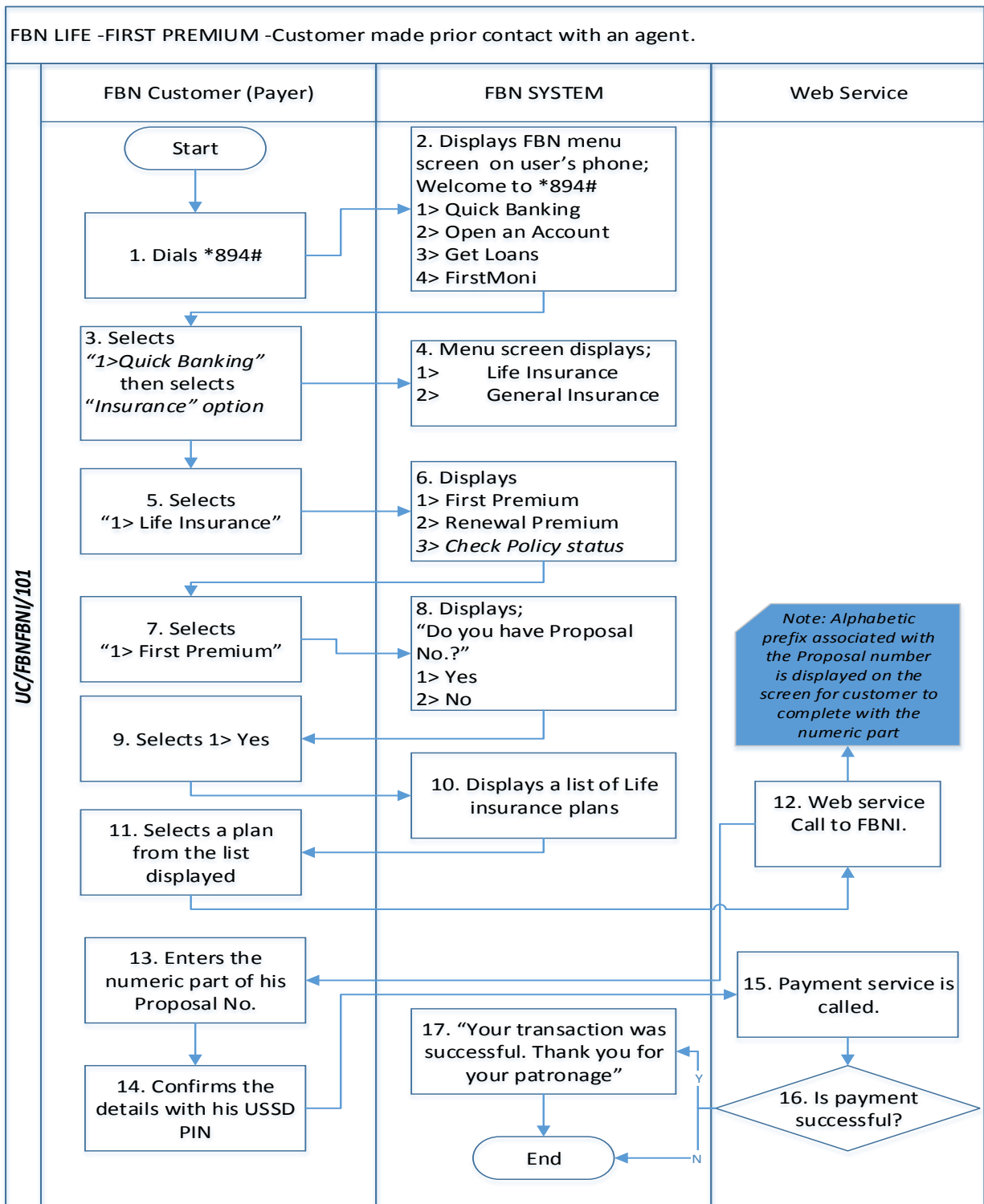
<b>Use Case ID</b>	<b>UC/FBNFBNGI/106</b>	
<b>Use Case Name</b>	FBN General Insurance - Policy Status Check	
<b>Description</b>	This allows customers check their policy status	
<b>Actors</b>	<i>Primary actor – FBN &amp; FBNGI Customer</i> <i>Secondary actor - FBN System</i>	
<b>Pre-conditions</b>	<i>Customer must be a First Bank customer</i> <i>Customer have an existing insurance policy with FBNGI</i>	
<b>Post-conditions</b>	<i>Customer must be able to check policy status</i>	
<b>Normal course of events</b>	<b>Actor Action</b>	<b>System Action</b>
	5. Customer dials *894#	6. System displays FBN menu screen on user's phone; <i>Welcome to *894#</i> 5> Quick Banking 6> Open an Account 7> Get Loans 8> FirstMonie
	7. Customer selects <i>"1&gt; Quick Banking"</i> Then selects <i>"Insurance" option</i>	8. FBNGI menu screen displays; 1> Life Insurance 2> General Insurance
	6. Customer selects <i>"2&gt;General Insurance"</i>	8. The following options are displayed; 1> New Purchase 2> Renewal Purchase 3> Check Policy status

	11. Customer selects <i>"3. Check Policy Status"</i>	12. System fetch all the policies registered/linked to the registered phone number (via <b>FBNGI's API for Policy Status listing</b> )  If no policy exists, it displays <i>"You do not have any policy on this mobile number"</i>  <i>Else lists all policies with necessary Status (Expiry Date).</i>  <i>If Status is expired, option to invoke Renewal Process is appended.</i>
	13. Selects Policy from the list	System displays; <i>"Dear &lt;customername&gt;, you are on &lt;policy name&gt; insurance, expires on &lt;ddmmyyy&gt;</i>  <i>1. Renew</i>  <i>2. Exit menu</i>  <i>If Option 1. <b>Renew</b> is selected, FBNI General Insurance – Policy Renewal process earlier defined is invoked. Else if Option 2.</i>
<i>Alternate courses</i>	N/A	
<i>Exceptions</i>	N/A	
<i>Includes</i>	<i>Existing policies</i>	
<i>Priority</i>	<i>High</i>	

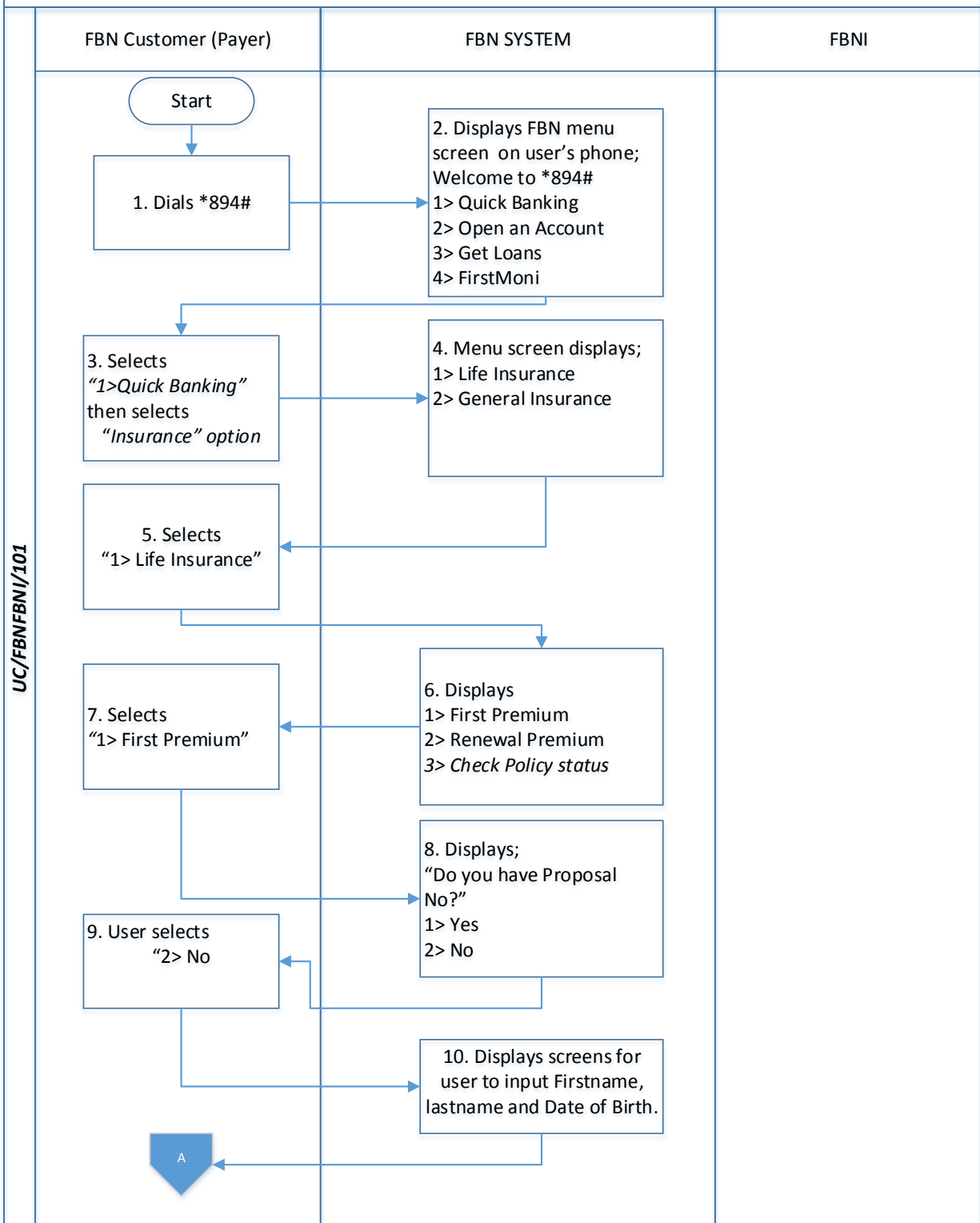
<i>Frequency of Usage</i>	<i>Anytime</i>
<i>Business Rules</i>	<i>None</i>
<i>Special Requirements</i>	<i>N/A</i>
<i>Assumptions</i>	<i>1. Customer is already enrolled on FBN USSD service 2. The phone number being used by the customers are same as that registered against customer's account at FBN</i>
<i>Notes and Issues</i>	<i>N/A</i>



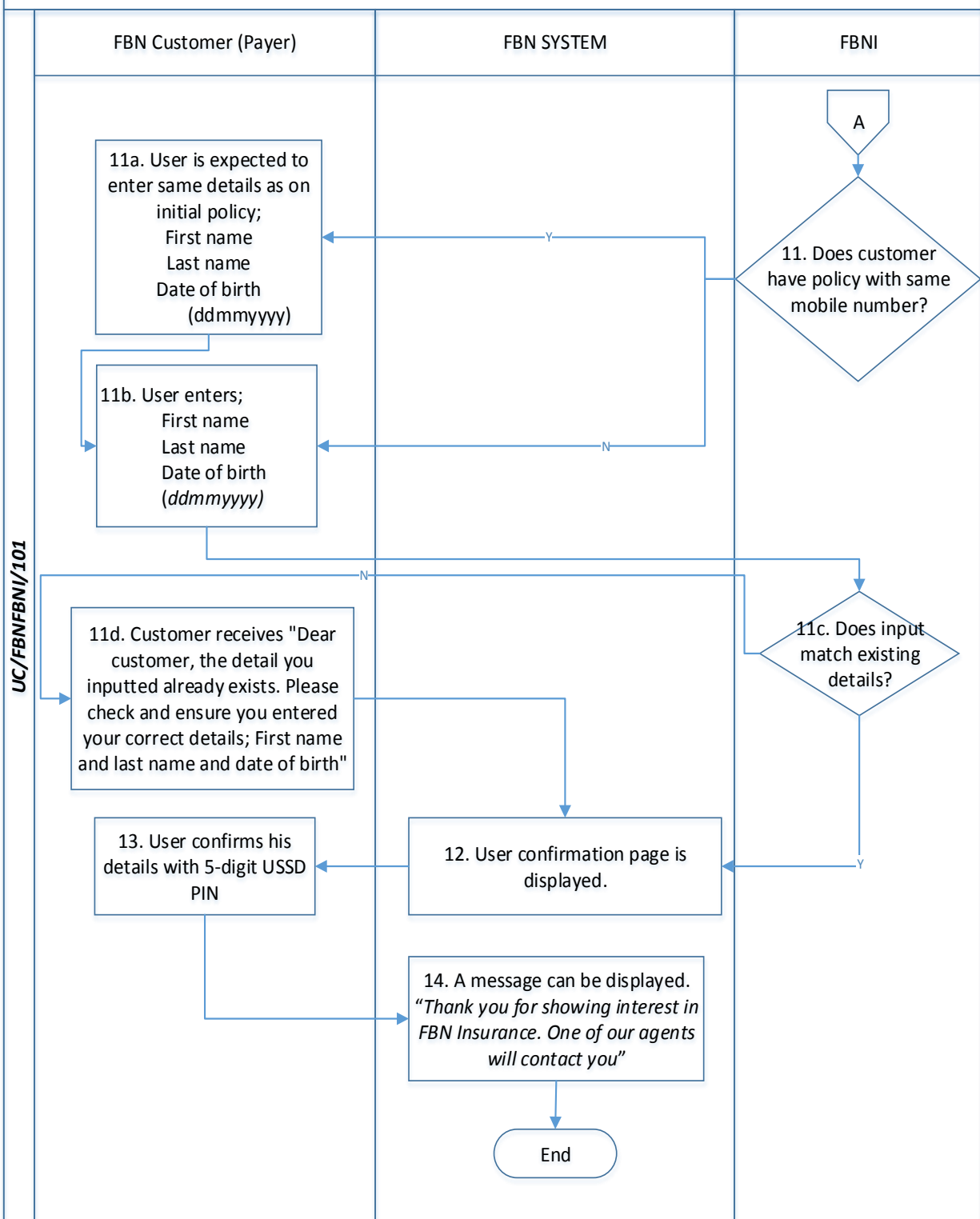
#### 4. PROCESS FLOW

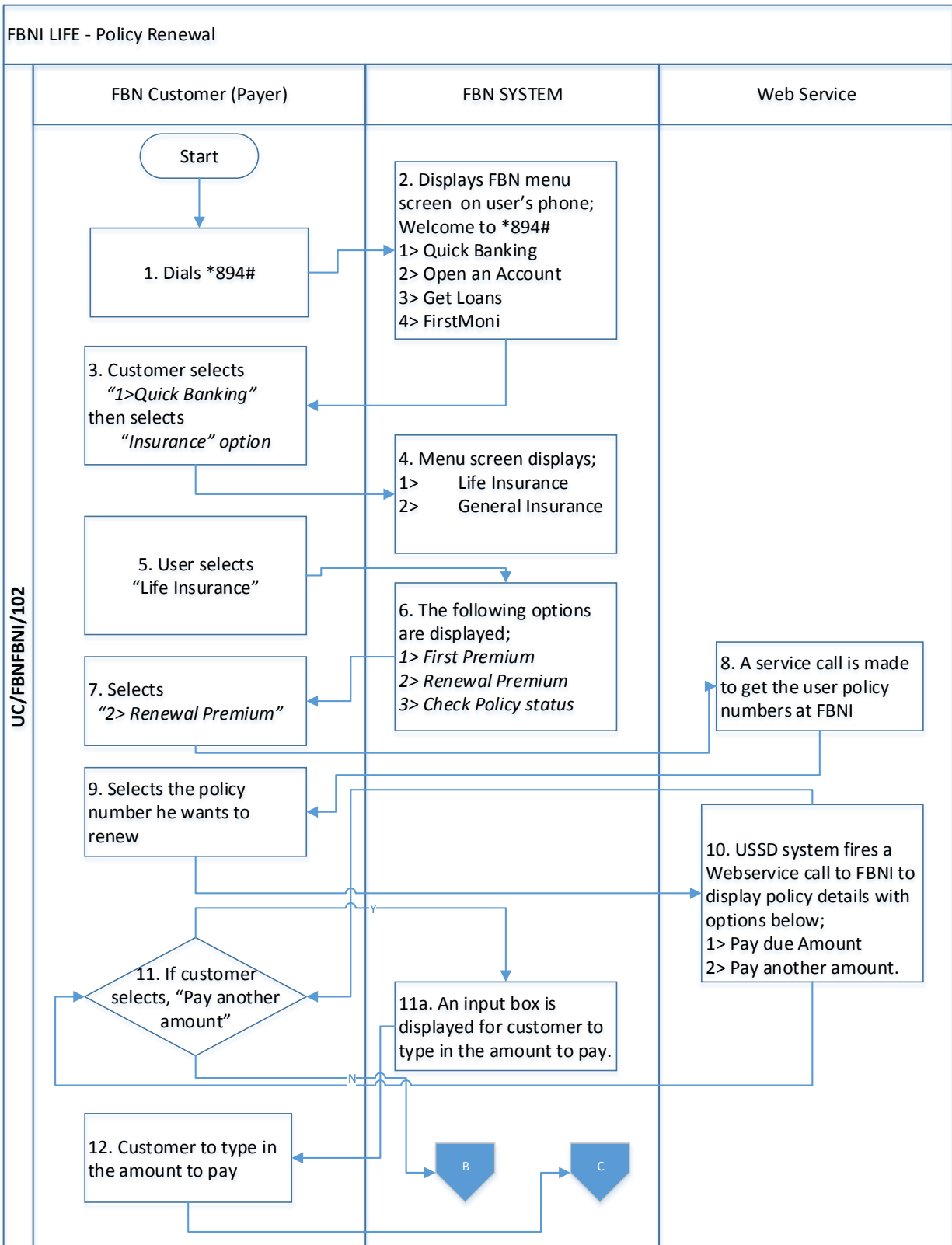


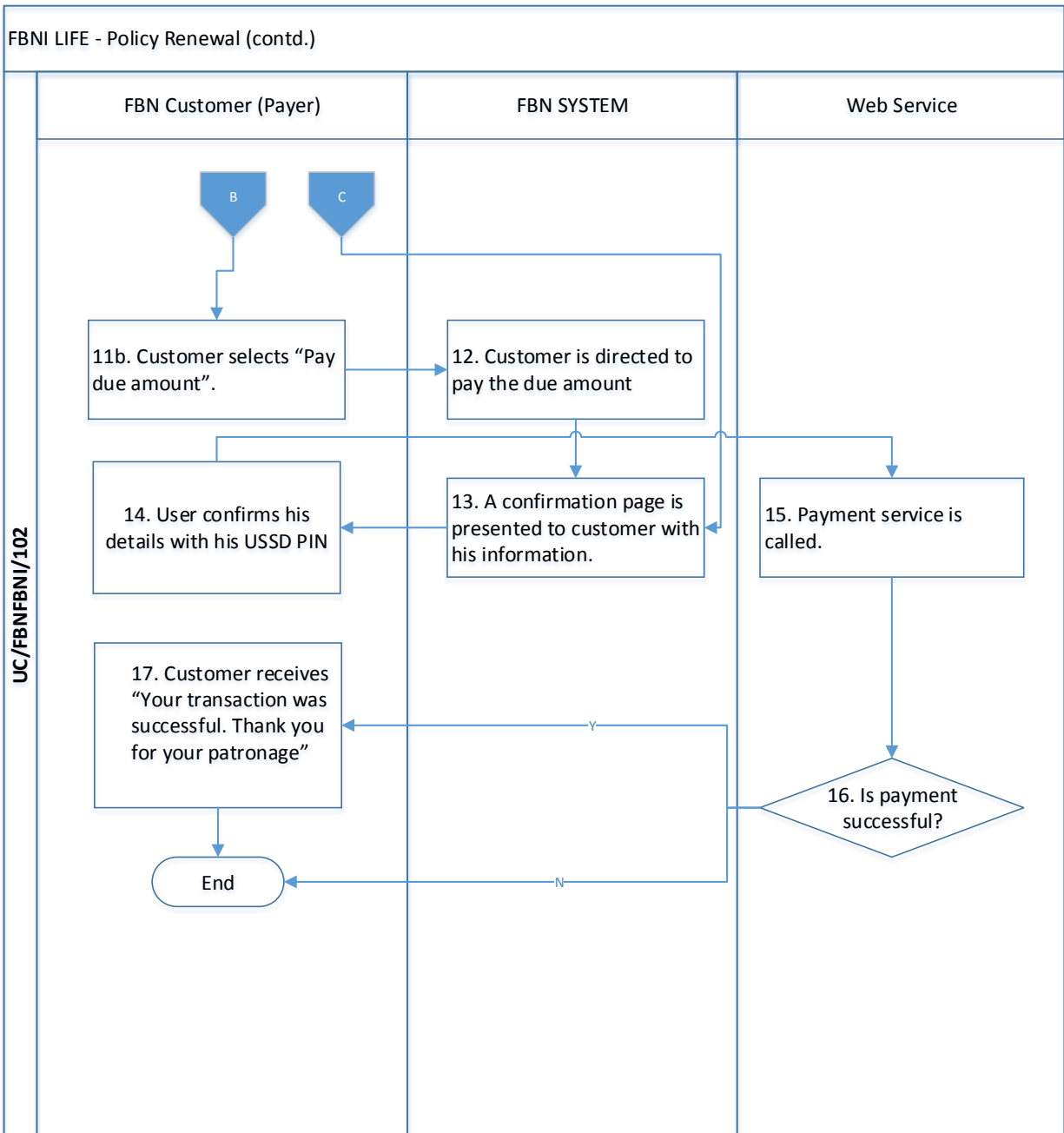
FBN LIFE -FIRST PREMIUM (Alternate Flow) – Customer made no prior contact with an agent.

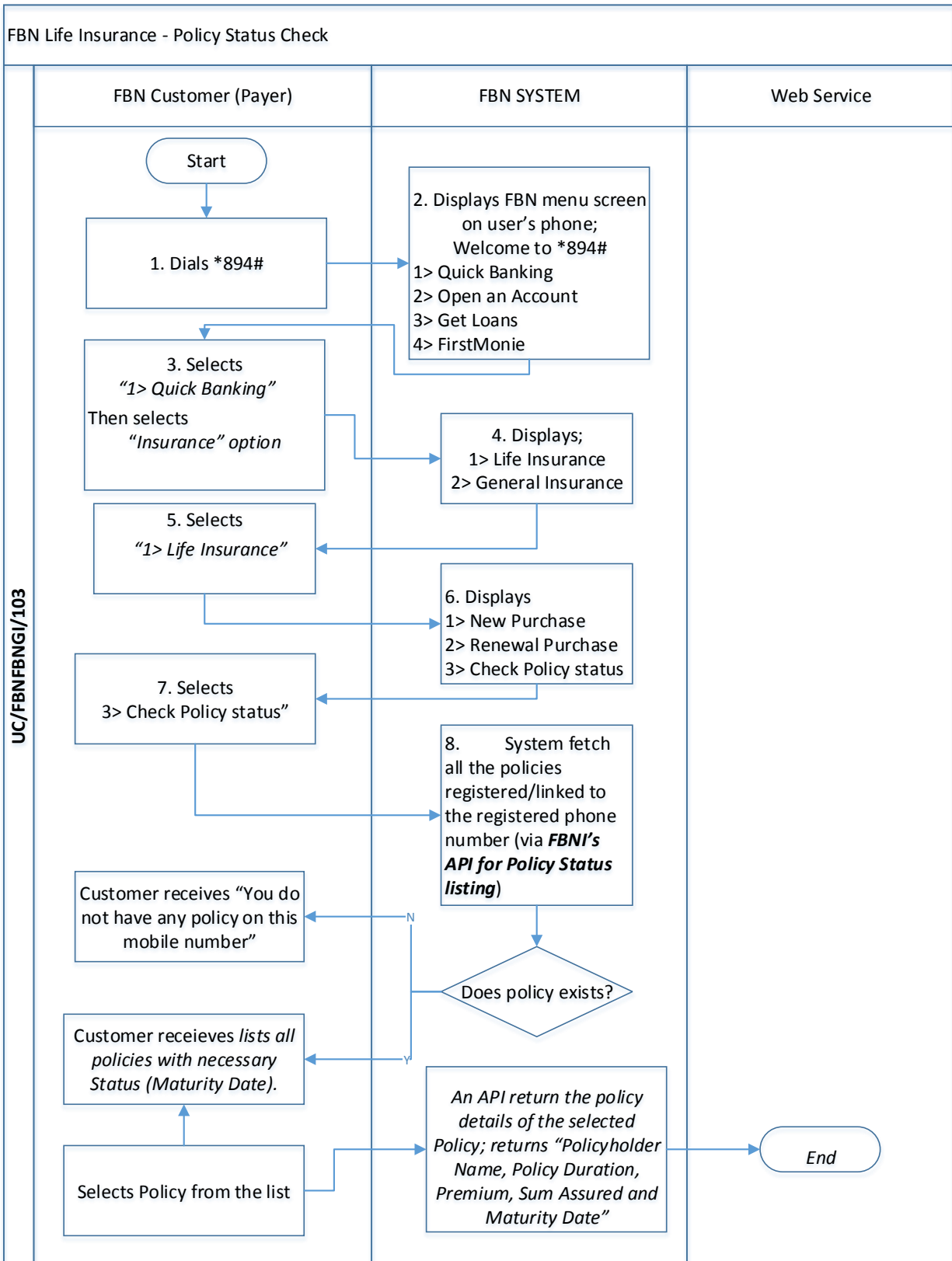


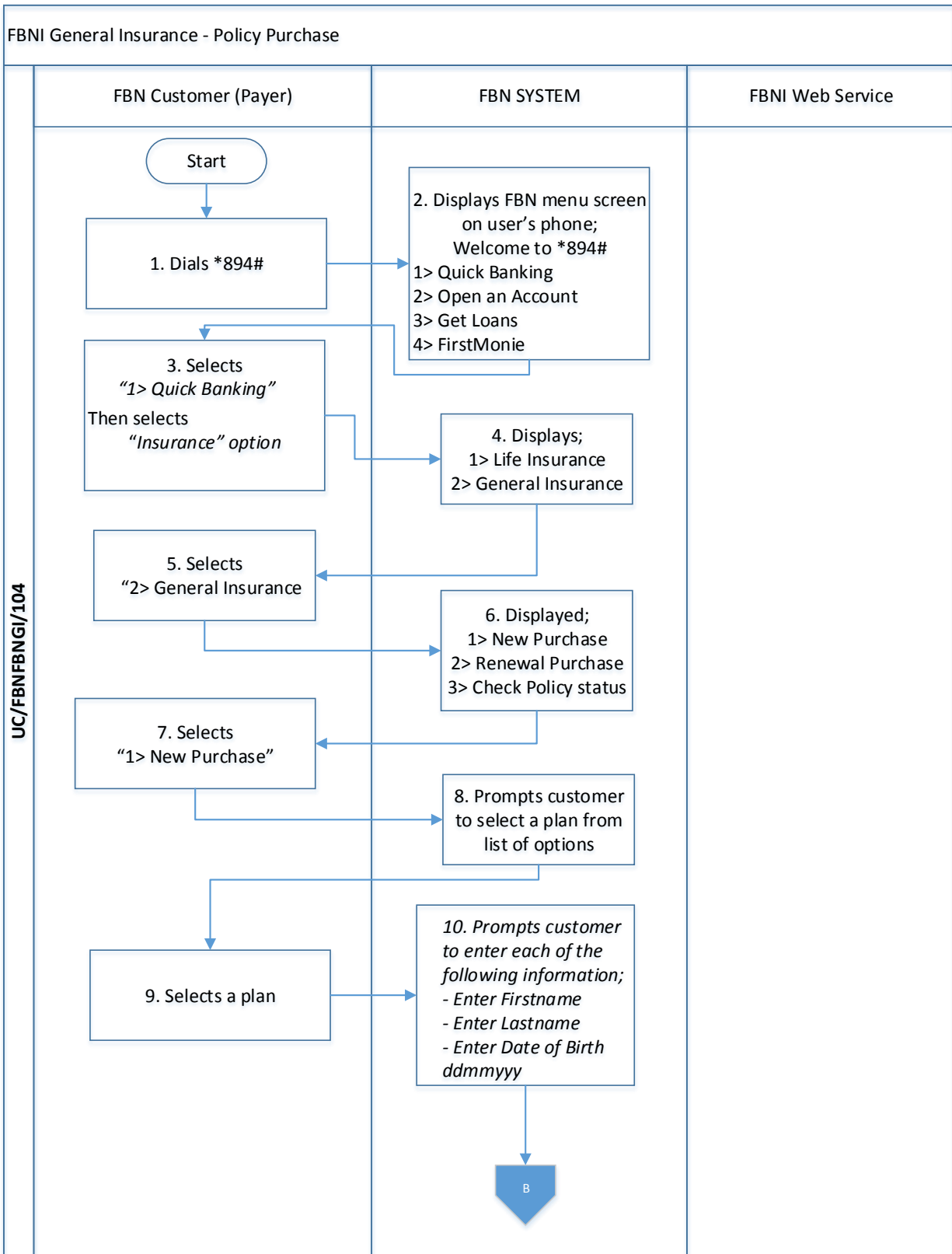
FBN LIFE -FIRST PREMIUM (Alternate Flow) – Customer made no prior contact with an agent (contd.)

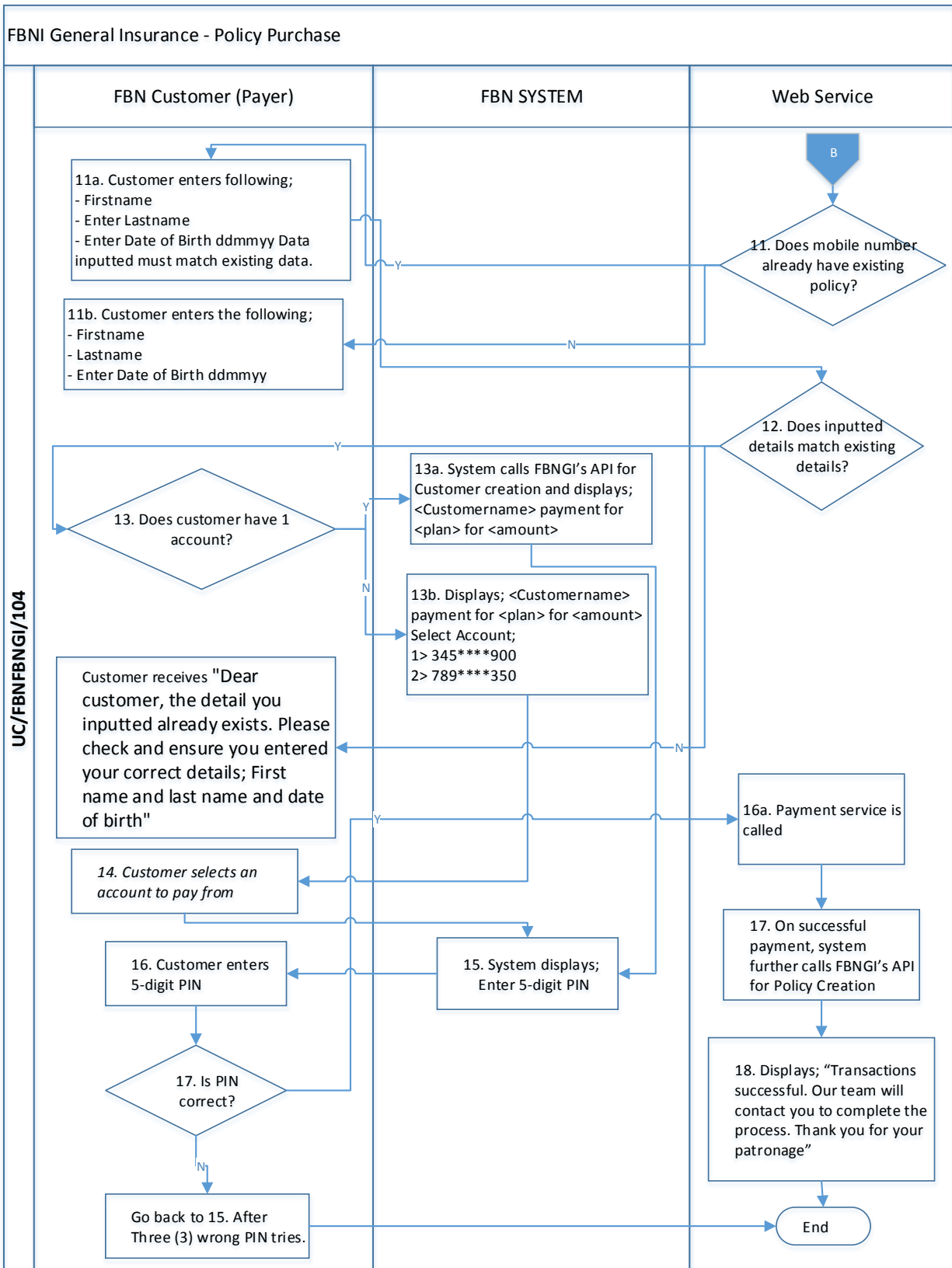




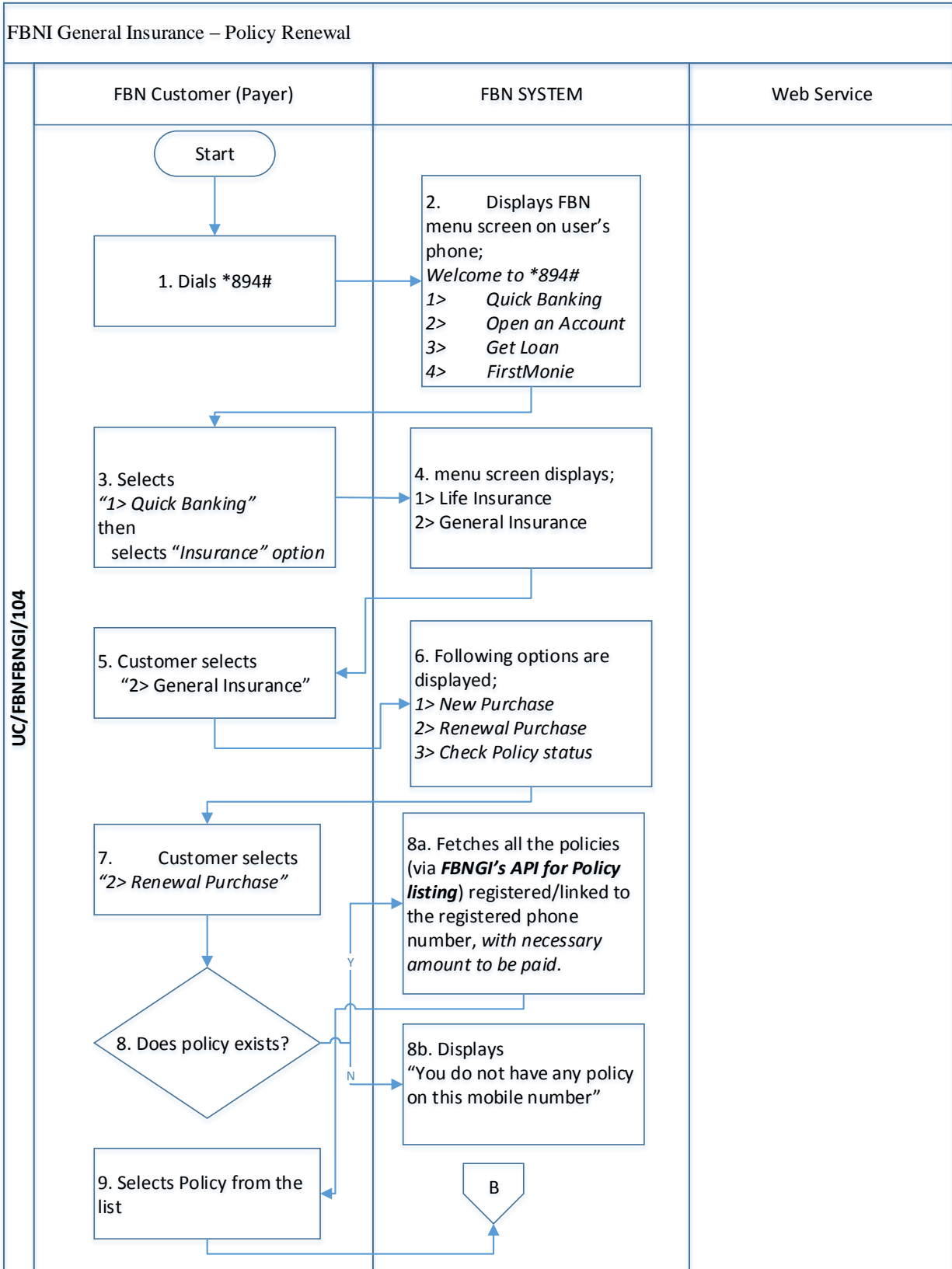


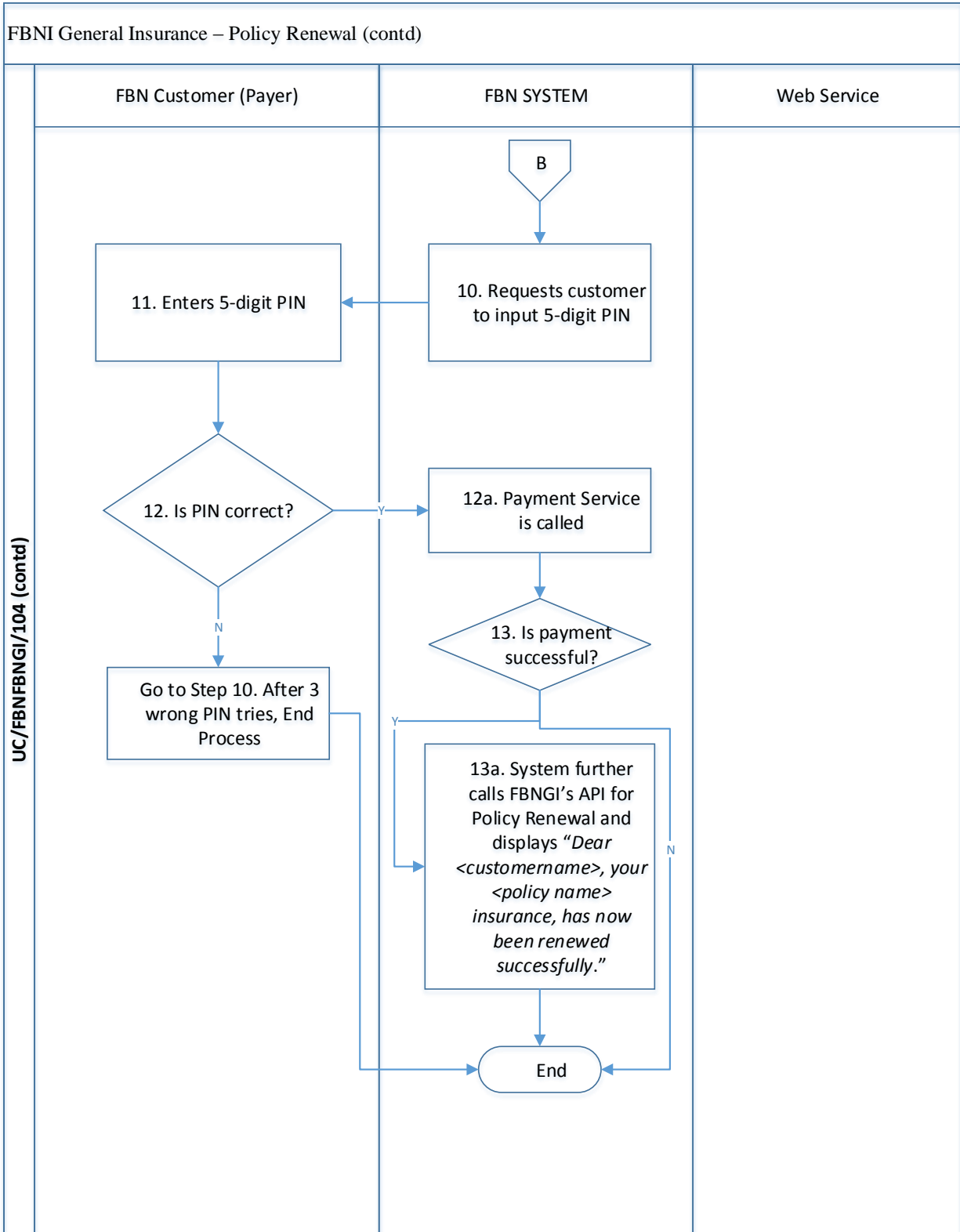


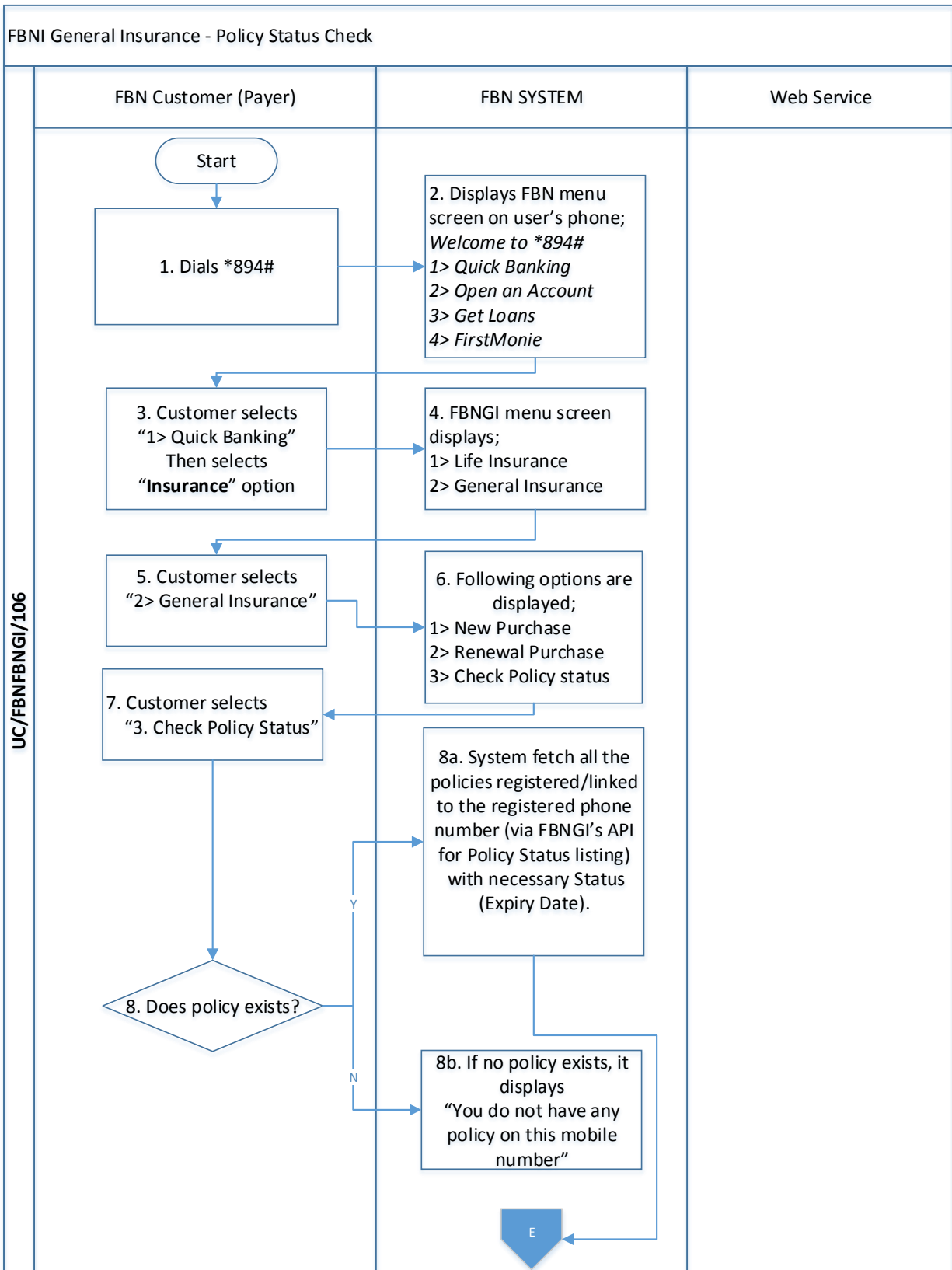


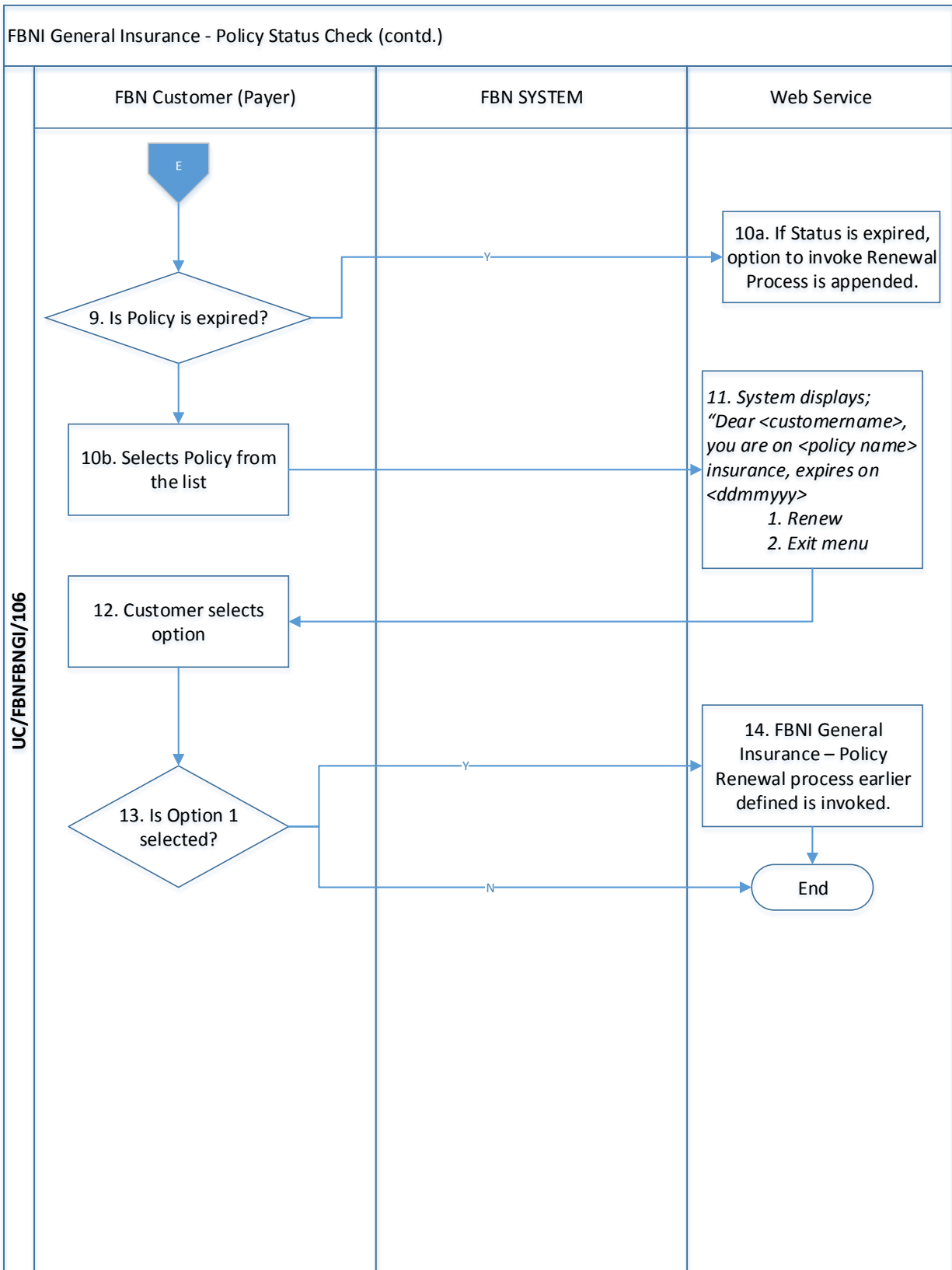












## 5. FUNCTIONAL REQUIREMENTS

### 5.1 GENERAL REQUIREMENTS

ID no	Requirement
FR001	Ability to purchase new business for; <ul style="list-style-type: none"> <li>- Life Insurance</li> <li>- General Insurance</li> </ul>
FR002	Ability to perform renewal for; <ul style="list-style-type: none"> <li>- Life Insurance</li> <li>- General Insurance</li> </ul>
FR003	Ability to perform Policy Status check (validate policy details) on <ul style="list-style-type: none"> <li>- Life Insurance</li> <li>- General Insurance</li> </ul>
FR004	Ability to distinguish payments via USSD from payments via other payment platforms in the report. Narration format: <i>USSD894/PolicyNumber/PhoneNumber/[FP]/LI</i> <i>USSD894/PolicyNumber/PhoneNumber/[FP]/GI</i> FP – First Premium      RP – Renewal Premium GI – General Insurance    LI – Life Insurance
FR005	<b>FBN-MIS</b> Reporting feature (details/templates on section 2d)

#### A. USABILITY REQUIREMENTS

*As exist in the USSD solution*

#### B. PERFORMANCE REQUIREMENTS

*As exist in the USSD solution*

#### C. SUPPORTABILITY REQUIREMENTS

*As exist in the USSD solution*

**D. SECURITY REQUIREMENTS**

As exist in the USSD solution

**E. INTERFACE REQUIREMENTS**

As exist in the USSD solution

**F. ASSUMPTIONS / CONSTRAINTS**

Assumptions in 2.1

## 6. NON-FUNCTIONAL REQUIREMENTS

This section will highlight the non-functional requirements that the application will be expected to provide.

### A. HARDWARE REQUIREMENTS

As exist in the USSD solution

### B. SOFTWARE REQUIREMENTS

As exist in the USSD solution

### C. PERFORMANCE REQUIREMENTS

As exist in the USSD solution

### D. SUPPORTABILITY REQUIREMENTS

As exist in the USSD solution

### E. SECURITY REQUIREMENTS

As exist in the USSD solution

### F. INTERFACE REQUIREMENTS

As exist in the USSD solution

### G. AVAILABILITY REQUIREMENTS

As exist in the USSD solution

### H. ASSUMPTIONS / CONSTRAINTS

As stated in 2.1

## 5.1 COMPLIANCE REQUIREMENTS

N/A

**ASSUMPTIONS / CONSTRAINTS**

As stated in 2.1



## 7. ACCOUNTING ENTRIES

**Settlement:** T+1 (next day) for Amount Less than N10,000

### 1. FBN General Insurance

Online Real time	Debit	Customer	XXXXXXXXXX	Amount + N20
	Credit	Emerging Channels Merchants Payable A/C	48934389000601	Amount
	Credit	USSD Income Account A/c at Branch	XXX55090003901	(95% of N20) X 92.5%
	Credit	Ebiz VAT A/c	48933104000101	(95% of N20) X 7.5%
	Credit	USSD Aggregator A/C	3118210134	5% of N20
Next Day Settlement	Debit	Emerging Channels Merchants Payable A/C	48934389000601	Amount
	Credit	FBN General Insurance- Retail Collection Account	2032934500	Amount

### 2. FBN Life Assurance

Online Real time	Debit	Customer	XXXXXXXXXX	Amount + N20
	Credit	Emerging Channels Merchants Payable A/C	48934389000601	Amount
	Credit	USSD Income Account A/c at Branch	XXX55090003901	(95% of N20) X 92.5%
	Credit	Ebiz VAT A/c	48933104000101	(95% of N20) X 5%
	Credit	USSD Aggregator A/C	3118210134	7.5% of N20
Next Day Settlement	Debit	Emerging Channels Merchants Payable A/C	48934389000601	Amount
	Credit	FBN Life Assurance Ltd - Individual Life Claims	2017174914	Amount

**Settlement:** T+1 (next day) for Amount Greater Than or Equal Than N10,000

### 1. FBN General Insurance

Online Real time	Debit	Customer	XXXXXXXXXX	Amount and fee
	Credit	Emerging Channels Merchants Payable A/C	48934389000601	Amount – 50
	Credit	USSD Income Account A/c at Branch	XXX55090003901	(95% of N20) X 92.5%
	Credit	Emerging Channels Income A/C	48955090000501	(97.5% of N50)x 92.5%

	Credit	Ebiz VAT A/c	48933104000101	(95% of N20 ) X 7.5%
	Credit	Ebiz VAT A/c	48933104000101	(97.5% x N50) x 7.5%
	Credit	USSD Aggregator A/C	3118210134	5% of N20
	Credit	USSD Aggregator A/C	3118210134	2.5% of N50
Next Day Settlement	Debit	Emerging Channels Merchants Payable A/C	48934389000601	Amount – 50
	Credit	FBN General Insurance- Retail Collection Account	2032934500	Amount – 50

## 2. FBN Life Assurance

Online Real time	Debit	Customer	XXXXXXXXXX	Amount and fee
	Credit	Emerging Channels Merchants Payable A/C	48934389000601	Amount – 50
	Credit	USSD Income Account A/c at Branch	XXX55090003901	(95% of N20) X 92.5%
	Credit	Emerging Channels Income A/C	48955090000501	(97.5% of N50)x 92.5%
	Credit	Ebiz VAT A/c	48933104000101	(95% of N20 ) X 7.5%
	Credit	Ebiz VAT A/c	48933104000101	(97.5% x N50) x 7.5%
	Credit	USSD Aggregator A/C	3118210134	5% of Fee
	Credit	USSD Aggregator A/C	3118210134	2.5% of N50
Next Day Settlement	Debit	Emerging Channels Merchants Payable A/C	48934389000601	Amount – 50
	Credit	FBN Life Assurance Ltd - Individual Life Claims	2017174914	Amount – 50

### Fee structure;

- N20 transaction fee to the client/customer making payment.
- N25 Merchant Service Charge will apply to Merchant for amounts received above N5,000 but less than N10,000 (N5,001- N10,000).
- N50 Merchant Service Charge will apply to Merchant for amounts received above N10,000 (N10,001 and above).

**8. REQUIREMENTS TRACEABILITY MATRIX**

ID no	Customer Need	Functional Requirement
R001	BR001	FR001
R002	BR002	FR002
R003	BR003	FR003
R004	BR004	FR004
R005	BR005	FR005

## 9. REQUIREMENTS DEFINITION APPROVAL

The undersigned acknowledge they have reviewed the “USSD (\*894#) IMPLEMENTATION FOR FBN INSURANCE - LIFE AND GENERAL INSURANCE” Functional & Non-Functional Requirements Definition and agree with the approach it presents. Any changes to this Requirements Definition will be coordinated with and approved by the undersigned or their designated representatives.

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Title: \_\_\_\_\_

Role: \_\_\_\_\_

**Appendix A: Key Terms**

The following table provides definitions for terms relevant to this document.

<b>Term</b>	<b>Definition</b>
FBNI	FBN Insurance Life
FBNGI	FBN General Insurance
BVN	Bank Verification Number
USSD	Unstructured Supplementary Service Data