Use Case - Document

Module Name: Claim request

Use Case Name: claim policy on behalf of customer

# ID:205

# Name: Claim Request

# Title: Claim request on behalf of customer

# Description:

Agent should have access to submit claim request on behalf of customer if he has sold policy to him.

# Use Case Diagram:

C:\Users\Administrator\Downloads\claim.png

# Pre-Conditions:

1. Customer need to apply for policy.
2. If a customer has applied for policy through particular agent then agent should have access to submit claim on behalf of him.

# Post-Conditions:

1. Agent Id should be displayed on policy registration page.
2. Customer should be able to view policy details.

# Primary Flow:

1. Customer will apply for a policy through agent.
2. Agent will buy a policy on behalf of customer according to customer details.
3. Agent should have access to submit claim request on behalf of customer if he has sold policy to him.

# Exception Flow:

1. If customer has applied for a particular policy and agent is claiming for other policy.

# Data:

|  |  |  |
| --- | --- | --- |
| Sr. No. | Data | Datatype |
| 1 | CUST\_NAME | VARCHAR2(20) |
| 2 | CUST\_ID | NUMBER(7) |
| 3 | POLICY\_NAME | VARCHAR2(7) |
| 4 | POLICY\_NO | NUMBER(7) |
| 5 | POLICY\_TYPE | VARCHAR(20) |
| 6 | AGENT\_ID | NUMBER(10) |

# Screen Shots:

1. <<Screen 1>>
2. <<Screen 2>>
3. <<Screen 3>>