Use Case – Document

Module Name: submit claim

Use Case Name: Customer submit his claim

**ID: 307**

**Name: customer submit his claim**

**Title:**

**Description:**

The use case allows customer to submit his claim for the insurance he has taken. After submitting claim successfully customer will receive confirmatory message from the system.

**Use Case Diagram:**

C:\Users\Administrator\Downloads\Untitled Diagram (9).png

**Pre-Conditions:**

1. The Customer should be able to see all the Insurance policies he has taken.
2. The Customer can claim only those insurance which he has taken.

**Post-Conditions:**

If the use case is successful

1. The Customer will get confirmatory message from the system.

If not then state of the system will remain unchanged.

**Primary Flow:**

The use case starts when the customer chooses to claim the insurance

1. The customer views all the Insurance details which he has taken.
2. The customer chooses to submit claim for the particular insurance.
3. The customer submits claim for the insurance.
4. The customer gets confirmatory message from the system.
5. Use case ends.

**Alternate Flow:**

**Exception Flow:**

**Special Requirements:**

**Data:**

|  |  |  |
| --- | --- | --- |
| Sr. No. | Data | Data Type |
| 1 | Policy Number | Number |
| 2 | Policy Name | Varchar(20) |
| 3 | Policy Type | Number |
| 4 | Premiums | Varchar(20) |
| 5 | Term | Varchar(20) |

**Screen Shots:**