

Test Cases: Customer Onboarding

TC001: Successful Account Opening

****Preconditions:**** Customer has valid KYC documents

****Steps:****

1. Enter personal details
2. Upload KYC documents
3. Validate OTP
4. Link bank account

****Expected Result:**** Account created successfully

TC002: Missing Document Upload

****Expected Result:**** System should show “Document required” error.

TC003: Invalid Mobile OTP

****Expected Result:**** System should show “Invalid OTP”.

TC004: High-Risk Customer Flow

****Expected Result:**** Enhanced due diligence workflow triggered.

TC005: Bank Account Linking Failure

****Expected Result:**** Show error and allow retry.