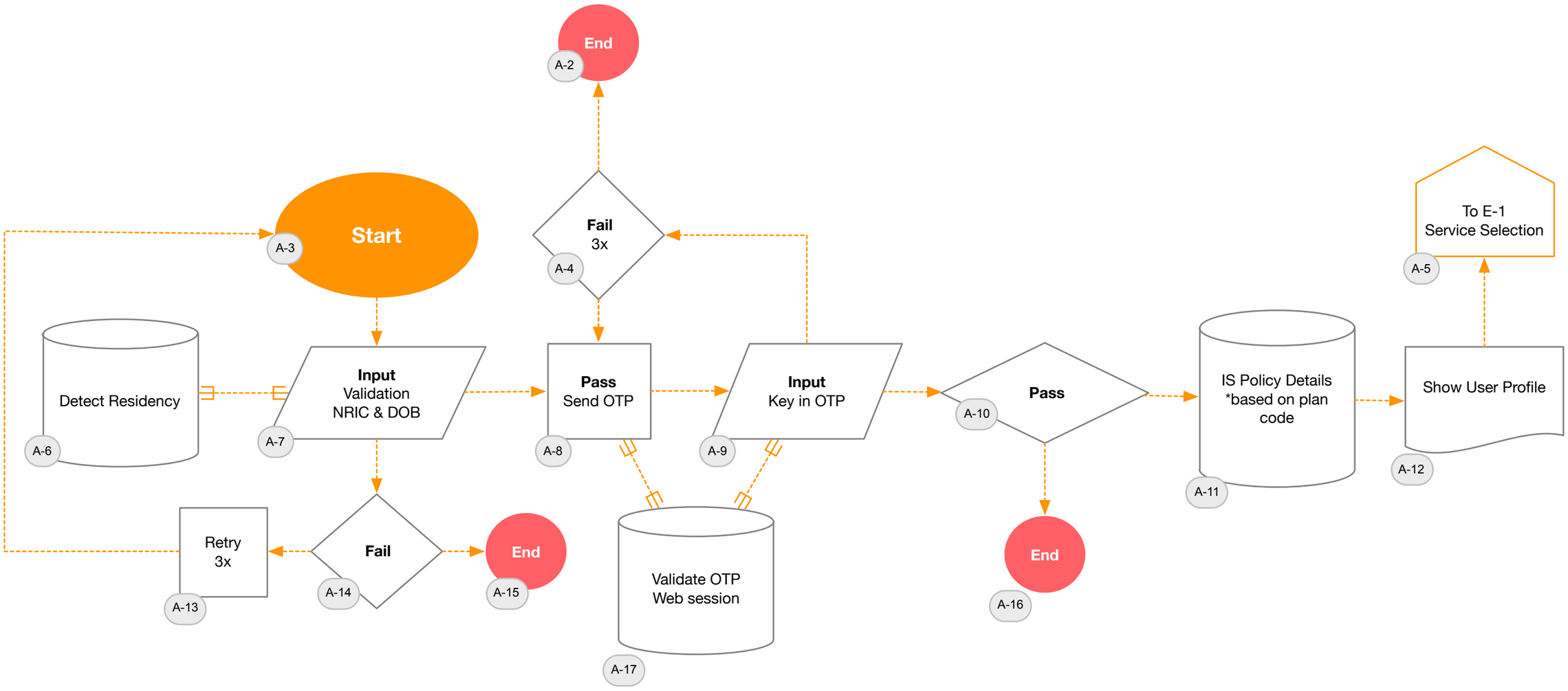
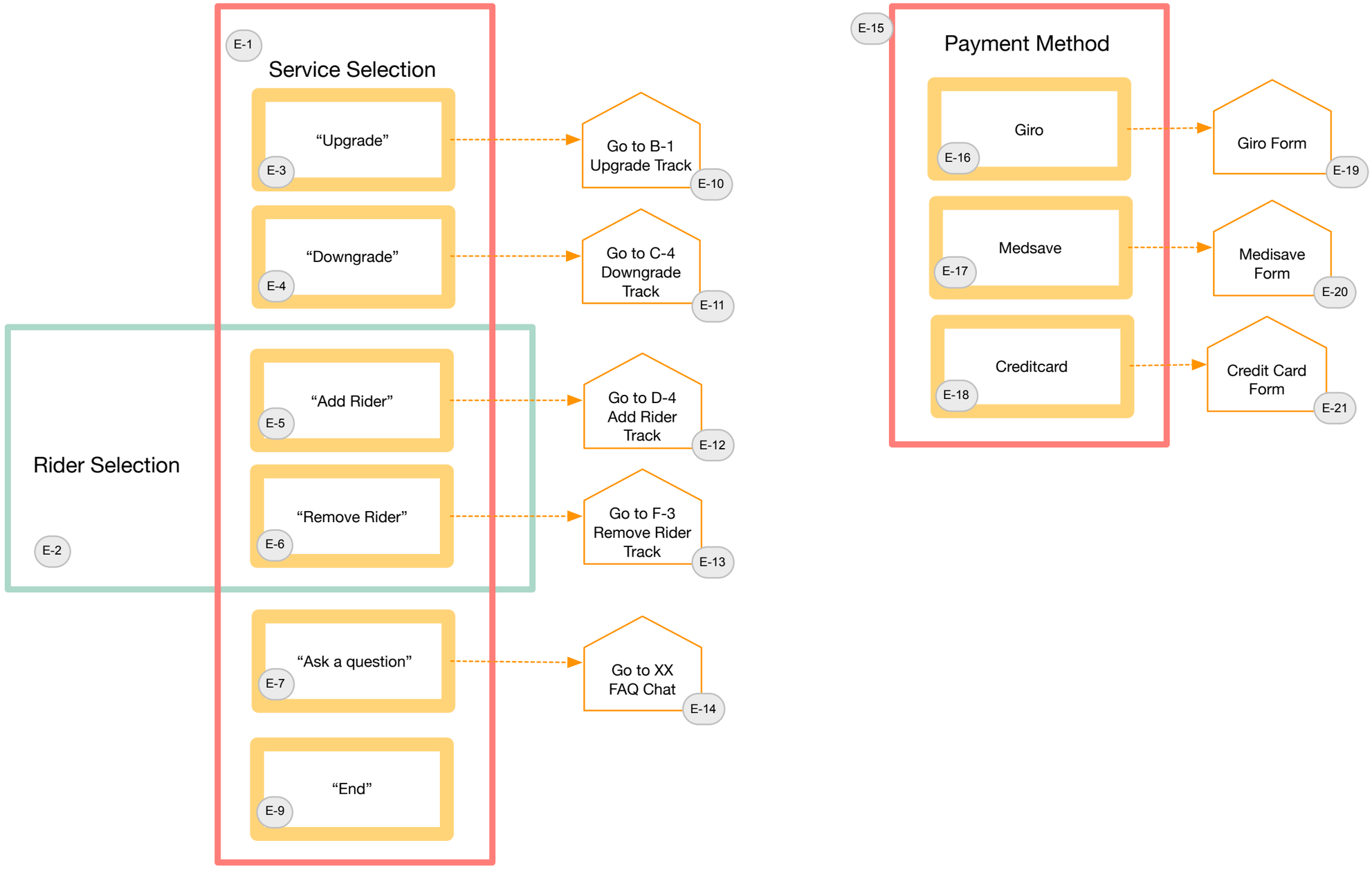
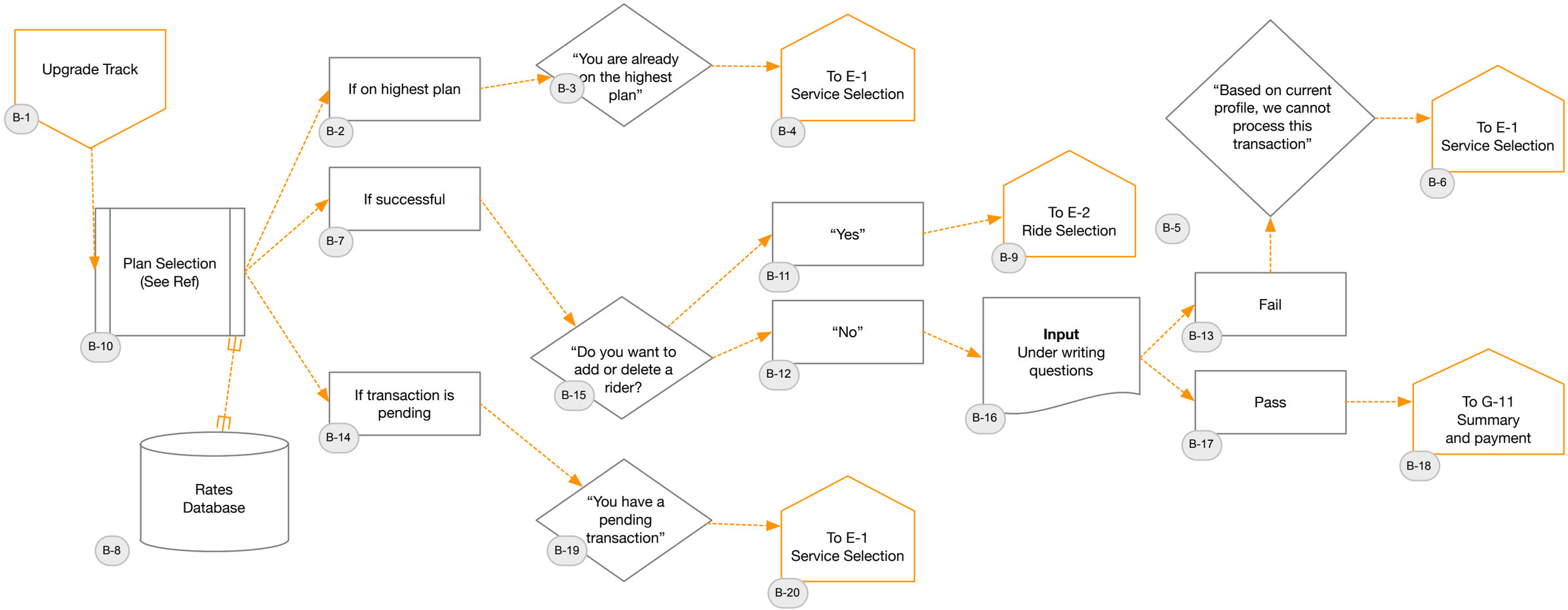
VALIDATION


End
A-2
Start
A-3
Fail
3x
A-4
To E-1
Service Selection
A-5
Detect Residency
A-6
Input
Validation
NRIC & DOB
A-7
Pass
Send OTP
A-8
Input
Key in OTP
A-9
Pass
A-10
IS Policy Details
*based on plan
code
A-11
Show User Profile
A-12
Retry
3x
A-13
Fail
A-14
End
A-15
Validate OTP
Web session
A-17
End
A-16

SELECTIONS


E-1
Service Selection
“Upgrade”
E-3
Go to B-1
Upgrade Track
E-10
“Downgrade”
E-4
Go to C-4
Downgrade
Track
E-11
Rider Selection
E-2
“Add Rider”
E-5
Go to D-4
Add Rider
Track
E-12
“Remove Rider”
E-6
Go to F-3
Remove Rider
Track
E-13
“Ask a question”
E-7
Go to XX
FAQ Chat
E-14
“End”
E-9
E-15
Payment Method
Giro
E-16
Giro Form
E-19
Medsave
E-17
Medisave
Form
E-20
Creditcard
E-18
Credit Card
Form
E-21

UPGRADE TRACK