Interface Specification Doc

Stanbic IBTC RedBox – Insurance API

Version 1.0

Date	Version	Change Description	Author
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Stanbic IBTC Insurance API Specifications

INCOMING MESSAGE (Clients-To-Stanbic IBTC):

The web service implements a REST protocol over HTTPS. The incoming message format is expected to be JSON. Furthermore, all clients' requests are expected to include a security token, kindly contact Stanbic IBTC integration team to obtain a test token or any token related issues.

OUTGOING MESSAGE (Stanbic IBTC-To-Clients):

The response is relayed as a plain text message via same entry protocol.

BASE URL for UAT
SERVICE URL: https://xxx.xxx.xxx.xxx:8443/uat/redbox/services/insurance

SYSTEM AUTHENTICATION

To send requests, 2 header parameter-value pair will accompany the requests. The headers are contained table 1.0.

Header Name	Header value	Description
authorization	To be given by the Stanbic Ibtc integration team	Authentication and Authorization token
module_id	To be given by the Stanbic Ibtc integration team	A token that uniquely identifies a request source.

RESOURCES

1. Policies

POST

https://xxx.xxx.xxx.xxx:8443/uat/redbox/services/insurance/v1/policies

RESOURCE DESCRIPTION	This resource is for Insurance Policies management.			
REQUEST PARAMETER DESCRIPTION				
Field Name	**DataType**	**Length**	**Required**	**Description**
actionRequired	Integer	NA	Mandatory	Specifies the management action to be performed.
businessClassId	Alphanumeric	50	Conditional	The insurance product designated business class
customerId	Alphanumeric	50	Conditional	The customer's unique identifier
currencyCode	Alphanumeric	50	Conditional	The insurance product designated currency code
exchangeRate	Numeric	20,2	Conditional	The exchange rate for non-naira denominated insurance product
policyId	Alphanumeric	50	Conditional	The insurance policy's unique identifier
policyDescription	Alphanumeric	100	Conditional	A brief description of the insurance policy
policyEndDate	Alphanumeric		Conditional	The insurance policy end date
policyStartDate	Alphanumeric		Conditional	The insurance policy start date
policyRenewalDate	Alphanumeric		Conditional	The insurance policy renewal date
riskTypeId	Alphanumeric	50	Conditional	The insurance product risk type
sumInsured	Numeric	20,2	Conditional	The insured asset value
RESPONSE PARAMETER DESCRIPTION				
Field Name	**DataType**	**Length**	**Required**	**Description**
lifeTimeId	Alphanumeric	20		A system generated reference
responseCode	Alphanumeric	3		Response code showing outcome of processing. 000 = SUCCESS, 800 =

				TIMEOUT/PENDING/UNKNOWN, Others = FAILED
responseStatus	Alphanumeric			Response status showing outcome of processing.
responseDescription	Alphanumeric			Response description for the outcome of processing.
requestType	Alphanumeric			Specifies the description of the management action to be performed.

Policy Business Class Enquiry Sample Request:

```
{
  "actionRequired": 5
}
```

Policy Business Class Enquiry Sample Response:

```
{
  "actionRequired": 5,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "OJL02516890B",
  "requestType": "POLICY_BUSINESS_CLASS_ENQUIRY",
  "businessClasses":   [
      {
      "businessClassId": "PAC",
      "businessClassName": "PACKAGED POLICY"
    },
      {
      "businessClassId": "PL",
      "businessClassName": "Public Liability"
    },
      {
      "businessClassId": "D&O Plus PI",
      "businessClassName": "D&O Plus PI"
    },
      {
      "businessClassId": "OCCUP",
      "businessClassName": "Occupiers Liability"
    },
      {
      "businessClassId": "F/BURG",
      "businessClassName": "FIRE & BURGLARY"
    }, ...
```

```
    {
    "businessClassId": "HOC",
    "businessClassName": "HOME OWNERS  "
  },
    {
    "businessClassId": "GPL",
    "businessClassName": "GROUP LIFE "
  },
    {
    "businessClassId": "MAHM",
    "businessClassName": "MARINE HULL AND MACHINERY"
  },
    {
    "businessClassId": "CEAR",
    "businessClassName": "COMPUTER AND ELECTRONICS ALL RISK"
  },
    {
    "businessClassId": "CYBERCRIME",
    "businessClassName": "CYBERCRIME"
  },
    {
    "businessClassId": "GCP",
    "businessClassName": "GROUP SCHEME POLICY"
  },
    {
    "businessClassId": "GPA",
    "businessClassName": "GROUP PERSONAL ACCIDENT"
  }
 ]
}
```

Policy Risk Type Enquiry Sample Request:

```
{
 "actionRequired": 6
}
```

Policy Risk Type Enquiry Sample Response:

```
{
  "actionRequired": 6,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "UVC025170N6G",
```

```
 "requestType": "POLICY_RISK_TYPE_ENQUIRY",
 "riskTypes":   [
       {
     "businessClassId": "PAR",
      "riskTypeId": "PAR",
      "riskName": "PLANT ALL RISK"
   },
       {
     "businessClassId": "FG",
      "riskTypeId": "FG",
      "riskName": "FIDELITY GUARANTEE"
   },
       {
     "businessClassId": "SME",
      "riskTypeId": "FRB",
      "riskName": "FIRE & BURGLARY(STOCK)"
   },
...
       {
     "businessClassId": "CYBERCRIME",
      "riskTypeId": "Theft",
      "riskName": "Theft"
   },
       {
     "businessClassId": "GCP",
      "riskTypeId": "LIFE",
      "riskName": "LIFE"
   },
       {
     "businessClassId": "CBP",
      "riskTypeId": "FIRE, BURG, PAR & GIT",
      "riskName": "FIRE, BURG, PAR & GIT"
   },
       {
     "businessClassId": "MAHM",
      "riskTypeId": "MHM",
      "riskName": "HULL&MACHINERY"
   },
       {
     "businessClassId": "FBP",
      "riskTypeId": "FBPlus",
      "riskName": "FAMILY BENEFIT PLUS"
   }
 ]
}
```

Policy Risk Type Enquiry by Business Class Sample Request:

```json
{
  "actionRequired": 6,
  "businessClassId": "MOT"
}
```

Policy Risk Type Enquiry by Business Class Sample Response:

```json
{
  "actionRequired": 6,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "H11025173502",
  "requestType": "POLICY_RISK_TYPE_ENQUIRY",
  "riskTypes":   [
       {
      "businessClassId": "MOT",
      "riskTypeId": "COMPREHENSIVE",
      "riskName": "MOTOR COMPREHENSIVE"
    },
       {
      "businessClassId": "MOT",
      "riskTypeId": "CTC Motor Ins",
      "riskName": "CTC Motor Ins"
    },
       {
      "businessClassId": "MOT",
      "riskTypeId": "MOTOR CYCLE",
      "riskName": "MOTOR CYCLE"
    },
       {
      "businessClassId": "MOT",
      "riskTypeId": "THIRDPARTY",
      "riskName": "MOTOR THIRD PARTY"
    },
       {
      "businessClassId": "MOT",
      "riskTypeId": "VAF Motor Comprehensive",
      "riskName": "VAF Motor Comprehensive"
    }
  ]
}
```

Purchase Policy Sample Request:

```
{
  "actionRequired": 1,
  "businessClassId": "MOT",
  "riskTypeId": "Comprehensive",
  "sumInsured": 5000000,
  "policyStartDate": "2017-09-07",
  "policyEndDate": "2017-09-08",
  "customerId": "CUS/16/4420",
  "policyDescription": "Health Insurance"
}
```

Purchase Policy Sample Response:

```
{
  "actionRequired": 1,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "UOY063278JR7",
  "requestType": "POLICY_PURCHASE"
}
```

Get Customer Purchased Policy Sample Request:

```
{
  "actionRequired": 3,
  "customerId": "CUS/16/138"
}
```

Get Customer Purchased Policy Sample Response:

```
{
  "actionRequired": 3,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "XMI0633752FU",
  "requestType": "POLICY_ENQUIRY",
  "policies":   [
      {
```

```
            "customerId": null,
            "businessClassId": "MOT",
            "riskTypeId": null,
            "policyId": "SIIB/190",
            "policyDescription": "BEING COVERED FOR MOTOR INSURANCE",
            "sumInsured": 0,
            "policyStartDate": "2016-02-22T00:00:00+01:00",
            "policyEndDate": "2017-02-21T00:00:00+01:00",
            "policyRenewalDate": "2017-02-22T00:00:00+01:00",
            "currencyCode": "",
            "exchangeRate": 0,
            "premiumAmount": 435000,
            "actionRequired": 0
        },
        {
            "customerId": null,
            "businessClassId": "VLPP",
            "riskTypeId": null,
            "policyId": "SIIB/3451",
            "policyDescription": "BEING PREMIUM FOR VLPP",
            "sumInsured": 0,
            "policyStartDate": "2016-09-02T00:00:00+01:00",
            "policyEndDate": "2017-09-01T00:00:00+01:00",
            "policyRenewalDate": "2017-09-02T00:00:00+01:00",
            "currencyCode": "",
            "exchangeRate": 0,
            "premiumAmount": 3500,
            "actionRequired": 0
        },
        {
            "customerId": null,
            "businessClassId": "VLPP",
            "riskTypeId": null,
            "policyId": "SIIB/447",
            "policyDescription": "VEHICLE LOAN PROTECTION PLAN",
            "sumInsured": 0,
            "policyStartDate": "2016-03-10T00:00:00+01:00",
            "policyEndDate": "2017-03-09T00:00:00+01:00",
            "policyRenewalDate": "2017-03-10T00:00:00+01:00",
            "currencyCode": "",
            "exchangeRate": 0,
            "premiumAmount": 38500,
            "actionRequired": 0
        },
        {
            "customerId": null,
            "businessClassId": "MOT",
            "riskTypeId": null,
            "policyId": "SIIB/6291",
            "policyDescription": "BEING VAF MOTOR INSURANCE COVER",
```

```
        "sumInsured": 0,
        "policyStartDate": "2017-02-24T00:00:00+01:00",
        "policyEndDate": "2018-02-23T00:00:00+01:00",
        "policyRenewalDate": "2018-02-24T00:00:00+01:00",
        "currencyCode": "",
        "exchangeRate": 0,
        "premiumAmount": 391500,
        "actionRequired": 0
    },
        {
        "customerId": null,
        "businessClassId": "MOT",
        "riskTypeId": null,
        "policyId": "SIIB/899",
        "policyDescription": "BEING COVERED FOR MOTOR INSURANCE",
        "sumInsured": 0,
        "policyStartDate": "2016-03-11T00:00:00+01:00",
        "policyEndDate": "2017-03-10T00:00:00+01:00",
        "policyRenewalDate": "2017-03-11T00:00:00+01:00",
        "currencyCode": "",
        "exchangeRate": 0,
        "premiumAmount": 15000000,
        "actionRequired": 0
    },
        {
        "customerId": null,
        "businessClassId": "MOT",
        "riskTypeId": null,
        "policyId": "SIIB/900",
        "policyDescription": "BEING COVERED FOR MOTOR INSURANCE",
        "sumInsured": 0,
        "policyStartDate": "2016-04-11T00:00:00+01:00",
        "policyEndDate": "2017-04-10T00:00:00+01:00",
        "policyRenewalDate": "2017-04-11T00:00:00+01:00",
        "currencyCode": "",
        "exchangeRate": 0,
        "premiumAmount": 15000,
        "actionRequired": 0
    }
  ]
}
```

Renew Purchased Policy Sample Request:

```
{
  "actionRequired": 2,
  "customerId": "CUS/16/138",
```

```
  "policyId": "SIIB/190"
}
```

Renew Purchased Policy Sample Response:

```
{
  "actionRequired": 2,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "AC5063387QNL",
  "requestType": "POLICY_RENEWAL"
}
```

Request Purchased Policy Certificate Sample Request:

```
{
  "actionRequired": 4,
  "customerId": "CUS/16/138",
  "policyId": "SIIB/190"
}
```

Request Purchased Policy Certificate Sample Response:

```
{
  "actionRequired": 4,
  "responseCode": "996",
  "responseDescription": "Failed",
  "responseStatus": "FAILURE",
  "lifeTimeId": "RJO06339489M",
  "requestType": "POLICY_CERTIFICATE_ENQUIRY"
}
```

2. Customers

POST

https://xxx.xxx.xxx.xxx:8443/uat/redbox/services/insurance/v1/customers

RESOURCE DESCRIPTION	This resource is for Customers management			
REQUEST PARAMETER DESCRIPTION				
Field Name	**DataType**	**Length**	**Required**	**Description**
actionRequired	Integer	NA	Mandatory	Specifies the management action to be performed.
address	Alphanumeric	100	Conditional	The customer's address
confirmNewPassword	Alphanumeric	50	Conditional	A confirmation of the customer's new password while changing password
countryOfResidence	Alphanumeric	50	Conditional	The customer's country of residence
customerId	Alphanumeric	50	Conditional	The customer's unique identifier
customerName	Alphanumeric	100	Conditional	The customer's name
email	Alphanumeric	50	Conditional	The customer's email address
gender	Alphanumeric	10	Conditional	The customer's gender: Male, Female, Others
nationality	Alphanumeric	50	Conditional	The customer's nationality
newPassword	Alphanumeric	50	Conditional	The customer's new password while changing password
oldPassword	Alphanumeric	50	Conditional	The customer's old password while changing password
password	Alphanumeric	50	Conditional	The customer's password
phoneNumber	Alphanumeric	20	Conditional	The customer's phone number
RESPONSE PARAMETER DESCRIPTION				
Field Name	**DataType**	**Length**	**Required**	**Description**
lifeTimeId	Alphanumeric	20		A system generated reference
responseCode	Alphanumeric	3		Response code showing outcome of processing. 000 = SUCCESS, 800 =

				TIMEOUT/PENDING/UNKNOWN, Others = FAILED
responseStatus	Alphanumeric			Response status showing outcome of processing.
responseDescription	Alphanumeric			Response description for the outcome of processing.
requestType	Alphanumeric			Specifies the description of the management action to be performed.

Create Customer Sample Request:

```
{
 "actionRequired": 2,
 "customerName": "CUSTOMER AB12345",
 "address": "ADDRESS AB12345",
 "phoneNumber": "08045512345",
 "email": "CUSTOMER.AB12345@YAHOO.COM",
 "password": "customer@AB12345"
}
```

Create Customer Sample Response:

```
{
 "customerId": "CUS/16/4450",
 "actionRequired": 2,
 "responseCode": "000",
 "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
 "responseStatus": "SUCCESS",
 "lifeTimeId": "HZJ025166SO5",
 "requestType": "CREATE_CUSTOMER"
}
```

Update Customer Sample Request:

```
{
 "actionRequired": 4,
 "customerName": "CUSTOMER C12345",
 "address": "ADDRESS C12345",
 "phoneNumber": "08041231231",
 "email": "CUSTOMER.C1234@YAHOO.COM",
 "countryOfResidence": "NIGERIA",
 "password": "customer@B1234"
}
```

Update Customer Sample Response:

```
{
  "actionRequired": 4,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "1VT059130T20",
  "requestType": "CUSTOMER_UPDATE"
}
```

Change Customer's Password Sample Request:

```
{
  "actionRequired": 1,
  "customerId": "CUS/16/4423",
  "oldPassword": "customer@B1234",
  "newPassword": "customer@C1234",
  "confirmNewPassword": "customer@C1234"
}
```

Change Customer's Password Sample Response:

```
{
  "actionRequired": 1,
  "responseCode": "996",
  "responseDescription": "Failed",
  "responseStatus": "FAILURE",
  "lifeTimeId": "E6E059133YE1",
  "requestType": "CHANGE_PASSWORD"
}
```

Get Customer Information by Id Sample Request:

```
{
  "actionRequired": 3,
  "customerId": "CUS/16/4433"
}
```

Get Customer Information by Id Sample Response:

```json
{
  "actionRequired": 3,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "31L025227NTE",
  "requestType": "CUSTOMER_ENQUIRY",
  "customers": [  {
    "customerName": "John Smith",
    "address": "Lagos",
    "phoneNumber": "080555554444",
    "email": "jsmith@abc.com",
    "customerId": "CUS/16/4433",
    "actionRequired": 0
  }]
}
```

Get Customer Information by Email Sample Request:

```json
{
  "actionRequired": 3,
  "email": "CUSTOMER.A123@YAHOO.COM"
}
```

Get Customer Information by Email Sample Response:

```json
{
  "actionRequired": 3,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "2AS025228J79",
  "requestType": "CUSTOMER_ENQUIRY",
  "customers": [  {
    "customerName": "CUSTOMER A123",
    "address": "ADDRESS A123",
    "phoneNumber": "08012312312",
    "email": "CUSTOMER.A123@YAHOO.COM",
    "customerId": "CUS/16/4420",
    "actionRequired": 0
  }]
}
```

Get Customer Information by Phone Number Sample Request:

```
{
  "actionRequired": 3,
  "phoneNumber": "08012312312"
}
```

Get Customer Information by Phone Number Sample Response:

```
{
  "actionRequired": 3,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "QE60252304CL",
  "requestType": "CUSTOMER_ENQUIRY",
  "customers": [  {
    "customerName": "CUSTOMER A123",
    "address": "ADDRESS A123",
    "phoneNumber": "08012312312",
    "email": "CUSTOMER.A123@YAHOO.COM",
    "customerId": "CUS/16/4420",
    "actionRequired": 0
  }]
}
```

Customer Login by Phone & Email Sample Request:

```
{
  "actionRequired": 5,
  "phoneNumber": "08045544321",
  "email": "CUSTOMER.AB1235@YAHOO.COM",
  "password": "customer@AB1235"
}
```

Customer Login by Phone & Email Sample Response:

```
{
  "actionRequired": 5,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
```

```
  "lifeTimeId": "A0H021354NJC",
  "requestType": "CUSTOMER_LOGIN"
}
```

Customer Login by Customer Id Sample Request:

```
{
 "actionRequired": 6,
 "email": "CUS/16/4420",
 "password": "customer@AB1235"
}
```

Customer Login by Customer Id Sample Response:

```
{
  "actionRequired": 6,
  "responseCode": "996",
  "responseDescription": "INVALID USER CREDENTIALS.",
  "responseStatus": "FAILURE",
  "lifeTimeId": "3NS021357NYT",
  "requestType": "CUSTOMER_LOGIN"
}
```

3. Premiums

POST

https://xxx.xxx.xxx.xxx:8443/uat/redbox/services/insurance/v1/premiums

RESOURCE DESCRIPTION	This resource is for Insurance Premiums management.			
REQUEST PARAMETER DESCRIPTION				
Field Name	**DataType**	**Length**	**Required**	**Description**
actionRequired	Integer	NA	Mandatory	Specifies the management action to be performed.
assetCategory	Alphanumeric	50	Conditional	The category of asset to be insured. Possible values are: Car; Bus; Truck;
assetPrice	Numeric	20,2	Conditional	The insured asset value
assetValue	Numeric	20,2	Conditional	The insured asset value
insurancePrice	Numeric	20,2	Conditional	The premium amount for the insured asset
riskTypeId	Alphanumeric	50	Conditional	The insurance product risk type
RESPONSE PARAMETER DESCRIPTION				
Field Name	**DataType**	**Length**	**Required**	**Description**
lifeTimeId	Alphanumeric	20		A system generated reference
responseCode	Alphanumeric	3		Response code showing outcome of processing. 000 = SUCCESS, 800 = TIMEOUT/PENDING/UNKNOWN, Others = FAILED
responseStatus	Alphanumeric			Response status showing outcome of processing.
responseDescription	Alphanumeric			Response description for the outcome of processing.
requestType	Alphanumeric			Specifies the description of the management action to be performed.

Get Insurance Premium Amount Sample Request:

```
{
  "actionRequired": 1,
  "assetCategory": "Car",
  "riskTypeId": "Comprehensive",
```

```
  "assetValue": 5000000
}
```

Get Insurance Premium Amount Sample Response:

```
{
  "actionRequired": 1,
  "riskTypeId": "Comprehensive",
  "assetCategory": "Car",
  "assetValue": 0,
  "insurancePrice": 100000,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "Y80063546NGD",
  "requestType": "PREMIUM_AMOUNT_ENQUIRY"
}
```

4. Vehicle Licenses

POST

https://xxx.xxx.xxx.xxx:8443/uat/redbox/services/insurance/v1/vehicles/licenses

RESOURCE DESCRIPTION	This resource is for Vehicle Licenses management.			
REQUEST PARAMETER DESCRIPTION				
Field Name	**DataType**	**Length**	**Required**	**Description**
actionRequired	Integer	NA	Mandatory	Specifies the management action to be performed.
chasisNumber	Alphanumeric	100	Conditional	The vehicle chasis number
color	Alphanumeric	100	Conditional	The vehicle color
expiryDate	Alphanumeric	100	Conditional	The vehicle license expiry date
issueDate	Alphanumeric	100	Conditional	The vehicle license issue date
model	Alphanumeric	100	Conditional	The vehicle model
name	Alphanumeric	100	Conditional	The vehicle name
registrationNumber	Alphanumeric	100	Conditional	The vehicle registration number
vehicleStatus	Alphanumeric	100	Conditional	The vehicle license status
RESPONSE PARAMETER DESCRIPTION				
Field Name	**DataType**	**Length**	**Required**	**Description**
lifeTimeId	Alphanumeric	20		A system generated reference
responseCode	Alphanumeric	3		Response code showing outcome of processing. 000 = SUCCESS, 800 = TIMEOUT/PENDING/UNKNOWN, Others = FAILED
responseStatus	Alphanumeric			Response status showing outcome of processing.
responseDescription	Alphanumeric			Response description for the outcome of processing.
requestType	Alphanumeric			Specifies the description of the management action to be performed.

Sample Request:

```
{
 "actionRequired": 1,
 "registrationNumber": "KSF802EC"
}
```

Sample Response:

```
{
 "registrationNumber": "KSF802EC",
 "color": "Grey",
 "model": "Kia  Cerato",
 "name": "Kia ",
 "chasisNumber": "KNAFX411BF5531783",
 "vehicleStatus": "Default",
 "issueDate": "2017-05-04T11:52:15",
 "expiryDate": "2018-05-03T11:52:15",
 "actionRequired": 1,
 "responseCode": "000",
 "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
 "responseStatus": "SUCCESS",
 "lifeTimeId": "7E1059140IVL",
 "requestType": "LICENSE_ENQUIRY"
}
```

5. Claims

POST

https://xxx.xxx.xxx.xxx:8443/uat/redbox/services/insurance/v1/claims

RESOURCE DESCRIPTION	This resource is for insurance claims management.			
REQUEST PARAMETER DESCRIPTION				
Field Name	**DataType**	**Length**	**Required**	**Description**
actionRequired	Integer	NA	Mandatory	Specifies the management action to be performed.
policyId	Alphanumeric	50	Conditional	The insurance policy's unique identifier
customerId	Alphanumeric	50	Conditional	The customer's unique identifier
incidentDate	Alphanumeric		Conditional	The date of occurrence of the incident
narration	Alphanumeric	100	Conditional	A description of the incident
RESPONSE PARAMETER DESCRIPTION				
Field Name	**DataType**	**Length**	**Required**	**Description**
lifeTimeId	Alphanumeric	20		A system generated reference
responseCode	Alphanumeric	3		Response code showing outcome of processing. 000 = SUCCESS, 800 = TIMEOUT/PENDING/UNKNOWN, Others = FAILED
responseStatus	Alphanumeric			Response status showing outcome of processing.
responseDescription	Alphanumeric			Response description for the outcome of processing.
requestType	Alphanumeric			Specifies the description of the management action to be performed.

Sample Request:

```
{
 "actionRequired": 1,
 "customerId": "CUS/16/138",
 "policyId": "SIIB/190",
 "incidentDate": "2017-09-19",
 "narration": "Humpty Dumpty Had A Great Fall."
```

```
}
```

Sample Response:

```
{
  "actionRequired": 1,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "KSR063578HG5",
  "requestType": "CLAIM_CREATION"
}
```

6. Feedback and Complaints

POST

https://xxx.xxx.xxx.xxx:8443/uat/redbox/services/insurance/v1/feedback

RESOURCE DESCRIPTION	This resource is for insurance feedback and complaints management.			
REQUEST PARAMETER DESCRIPTION				
Field Name	**DataType**	**Length**	**Required**	**Description**
actionRequired	Integer	NA	Mandatory	Specifies the management action to be performed.
customerId	Alphanumeric	50	Conditional	The customer's unique identifier
priorityCode	Integer		Conditional	The priority code for the feedback
incidentDate	Alphanumeric		Conditional	The date of occurrence of the incident/feedback
narration	Alphanumeric	100	Conditional	A description of the incident/feedback
RESPONSE PARAMETER DESCRIPTION				
Field Name	**DataType**	**Length**	**Required**	**Description**
lifeTimeId	Alphanumeric	20		A system generated reference
responseCode	Alphanumeric	3		Response code showing outcome of processing. 000 = SUCCESS, 800 = TIMEOUT/PENDING/UNKNOWN, Others = FAILED
responseStatus	Alphanumeric			Response status showing outcome of processing.
responseDescription	Alphanumeric			Response description for the outcome of processing.
requestType	Alphanumeric			Specifies the description of the management action to be performed.

Sample Request:

```
{
 "actionRequired": 1,
 "customerId": "CUS/16/138",
 "priorityCode": "1",
 "narration": "I am happy with the service being provided.",
 "incidentDate": "2017-09-19"
```

```
}
```

Sample Response:

```
{
  "actionRequired": 1,
  "responseCode": "000",
  "responseDescription": "APPROVED OR COMPLETED SUCCESSFULLY",
  "responseStatus": "SUCCESS",
  "lifeTimeId": "C6V063611Z4Y",
  "requestType": "FEEDBACK_CREATION"
}
```