LIFE INSURANCE MANAGEMENT SYSTEM – COMPLETE WORKFLOW

1. HOMEPAGE FLOW

Homepage Contains:
- About Company
- Life Insurance Statistics
- Why Choose Us
- Login
- Register (New User)
- Footer (Contact / Email / Social Media / Address)

Workflow:
1. Visitor opens homepage.
2. Can:
   - Read about company & statistics.
   - Register as new customer.
   - Login (Customer / Agent / Admin / Claims Officer).
3. After login → Redirected to Role-based Dashboard (JWT authentication applied).

2. AUTHENTICATION & SECURITY FLOW

Module: User & Security Management
- Registration
- Login
- Password Hashing
- JWT Authentication
- Role-Based Access Control
- Secure APIs

Flow:
1. User registers.
2. Password stored using hashing.
3. On login:
   - Credentials validated.
   - JWT token generated.
4. Token used to access secure APIs.

5. Dashboard loads based on role:
   - Admin Dashboard
   - Agent Dashboard
   - Customer Dashboard
   - Claims Officer Dashboard

3. ADMIN WORKFLOW

A. User & Role Management
Admin can:
- Add / Edit / Delete Users
- Register Agents
- Register Claims Officers
- Assign roles

B. Plan Management (Plan ≠ Policy)
Admin creates Life Insurance Plans.

Each Plan contains:
- Sum Assured
- Premium Calculation Logic
- Tenure
- Eligibility Rules
- Available Riders

CRUD Operations:
Create / View / Edit / Delete

C. Business Analytics Dashboard
Admin can view:
- Overall policy count
- Claims status analysis
- Monthly revenue trend
- Policy conversion rate
- Renewal rate
- Grace vs Lapsed policies
- Agent performance
- Rider usage statistics

4. CUSTOMER WORKFLOW

Step 1: View Plans
Customer logs in → Views all life insurance plans.
Can:
- Search
- Filter
- Compare

Step 2: Apply for Policy
1. Select plan.
2. Enter basic details.
3. Add optional riders.
4. Add nominee(s):
   - Multiple nominees allowed
   - Percentage allocation
5. Submit request.

Policy Status:
Draft → Submitted

If not manually picked → System auto-assigns to least-loaded agent.

5. KYC VERIFICATION WORKFLOW

After policy submission:

Customer uploads:
- Government ID Proof
- Address Proof
- PAN / Tax ID
- Income Proof
- Live photo (optional)

KYC Status:
- KYC Pending
- KYC Under Review
- KYC Verified

- KYC Rejected

Agent verifies KYC.

Policy cannot move to Active until KYC Verified.

6. DOCUMENT VERIFICATION STATUS TRACKING

For:
- KYC documents
- Policy documents
- Claim documents

Status:
Uploaded → Under Verification → Verified / Rejected

Customer can track document status in dashboard.

7. AGENT WORKFLOW

Step 1: View Policy Requests
Agent dashboard shows:
- New requests
- Assigned customers

Step 2: Verify Basic Details
Agent checks:
- Age eligibility
- Income criteria
- Rider eligibility

Step 3: KYC Verification
Agent:
- Reviews uploaded documents
- Verifies nominee details
- Approves or rejects KYC

Step 4: Register Policy
After:
- KYC Verified
- Documents Verified

Policy Status:
Draft → Submitted → KYC Verified → Active

Premium calculated dynamically based on:
- Age
- Income
- Riders
- Tenure
- Risk category

Commission calculated using slab system.

Step 5: Maintain Policies
Agent:
- Assists customers
- Helps in renewals
- Updates policy status
- Tracks commissions
- Monitors performance metrics

8. COMMISSION SLAB SYSTEM

- 0–10 policies → 5%
- 11–20 policies → 8%
- 21+ policies → 12%

Auto-calculated and displayed in Agent Dashboard.

9. PREMIUM PAYMENT WORKFLOW

Billing Module:
- Invoice generation
- EMI schedule

- Payment history
- Payment status tracking

Payment Status:
Invoice Generated → Pending → Paid / Failed

10. GRACE PERIOD & LAPSATION LOGIC

If payment not made:

Pending → Grace Period (30 Days)
If paid in grace → Active
If not paid → Suspended
After extended delay → Lapsed

Claims not allowed if Suspended / Lapsed.

11. POLICY ENDORSEMENT / MODIFICATION

After policy becomes Active:

Customer can request:
- Address change
- Nominee change
- Add rider
- Increase sum assured

Flow:
Active → Endorsement Requested → Under Review → Approved → Updated

Premium recalculated if required.

12. CLAIMS WORKFLOW

Customer selects active policy → Raise claim.

Must:

- Enter reason
- Upload supporting documents

Claim Status:
Submitted

If not manually picked → System auto-assigns to least-loaded claims officer.

13. CLAIMS OFFICER WORKFLOW

Step 1: Under Review
Officer verifies:
- Policy validity
- Payment history
- Grace/Lapse status
- Uploaded documents

Status:
Submitted → Under Review

Step 2: Decision
If valid:
Approved → Settled

If invalid:
Rejected

Customer notified automatically.

14. POLICY LIFECYCLE

Draft → Submitted →
KYC Pending → KYC Verified →
Active →
Grace → Suspended → Lapsed →
Renewed / Cancelled

15. CLAIM LIFECYCLE

Submitted → Under Review →
Approved → Settled
OR
Rejected

16. NOTIFICATION SYSTEM

System sends:
- Registration confirmation
- Policy confirmation
- KYC status updates
- Document verification updates
- Payment confirmation
- Grace period reminder
- Renewal reminder
- Claim status updates
- Endorsement updates

COMPLETE END-TO-END FLOW

1. User registers.
2. Logs in using JWT authentication.
3. Customer views life insurance plans.
4. Applies for policy.
5. Adds nominee & optional riders.
6. System auto-assigns to least-loaded agent.
7. Customer uploads KYC documents.
8. Agent verifies KYC & eligibility.
9. Policy becomes Active.
10. Premium invoices generated.
11. Grace period logic applied if unpaid.
12. Commission slab calculated automatically.
13. Customer may request endorsement.
14. Customer raises claim.
15. System auto-assigns to least-loaded claims officer.
16. Claims officer verifies and approves/rejects.
17. Admin monitors analytics dashboard.
18. Notifications triggered at every stage.