US1: As a customer, I should be able to download my statement, so that I can check my transactions.

Test1: Given a customer with transactions Rs 500cr, Rs 200db and Rs 1,000cr, when she downloads the statement, then in the PDF file all three transactions must be listed date-wise.

US2: As a customer, I should be able add a beneficiary, so that I can transfer money to them via net banking.

Test1: Given a customer, when he adds a beneficiary (say Sanjay, HDFC a/c xxxx), then he should be able to send Rs 500 to beneficiary.

US3: As a customer, I should be able to easily send messages to a customer care executive, so that I can resolve my doubts easily.

Test1 Given a customer, when she sends a SMS “My account is frozen. Please reset password.”; then then the account password should be reset within 4 hours on a business day.

US4: As a bank customer care executive, I should be able to easily view the customer’s messages, so that I can address their concerns at the earliest.

Test1: Given a customer care executive, when he types in the customer a/c number, then he should be able to see all messages sent by customer sorted by latest date.

US5: As a customer, I should easily be able to request for a new debit card, so that I can receive it and start using it at the earliest.

Test1: Given a bank employee, when a customer requests a new debit card on the application, the application request must be handled and a debit card delivered within 1 week.