

20.05.2019

## Use Case

Closing/Booking of a travel insurance

## Description

Client is going to book a travel insurance in addition to travel booking first time via internet

## Request Data

Step	Parameters	mandatory	not mandatory	comment
1	<b>GUIDANCE: YES/NO</b>	x		YES - go to step 3 NO - go to step 17
2	<b>YES</b>	x		
3	number of adults <69	x		
4	number of adults >69	x		
5	children <23	x		
6	travel start	x		
7	travel end	x		
8	booking date	x		
9	travel price	x		
10	one or more travel(s)	x		yes/no
11	one travel	x		choice between the tariffs of a one time insurance "Basic" or "Basic Travel" or "Basic Health" or an annual insurance "All in One"
12	choose the tariff	x		go to step 17 - 40
13	more travels	x		choice between the tariffs for an annual insurance: "All in One" or different "Flexible" tariffs incl. Travel & Home module
14	choose the tariff	x		go to step 17 - 40
15	<b>GUIDANCE YES / NO</b>	x		
16	<b>NO</b>	x		
17	gender	x		
18	title		x	
19	firstname	x		
20	lastname	x		
21	street	x		
22	zip	x		
23	city	x		
24	country iso	x		
25	birthdate	x		
26	telephone		x	
27	e-mail address	x		
28	Additional fields for co-insured person(s)	x		
29	firstname	x		
30	lastname	x		
31	birthdate	x		
32	trainee		x	
33	bank type	x		direct debit or remittance
34	Additional fields for direct debit			
35	bank iban	x		
36	bank bic	x		
37	account owner	x		
38	country of destination	x (Basic)	x (AIO, Flexible)	<b>counts only for GUIDANCE YES</b>
39	insurance fees	x		<b>counts only for GUIDANCE YES</b>
40	offer (with guidance)	x		<b>counts only for GUIDANCE YES</b> client is asking for an offer in written via e-mail, which includes: - Brochure for choosen tariff - IPID according to choosen tariff - information about offering company (Erstinformation) - offer letter with all details - record of guidance (Beratungsprotokoll)
41	accept YES / NO	x		<b>counts only for GUIDANCE YES</b>
42	YES (jetzt kostenpflichtig abschließen)			<b>counts only for GUIDANCE YES</b> insurance contract will be sent via e-mail
43	NO (zurück)			<b>counts only for GUIDANCE YES</b> back to step 17
44	insurance type	x		choice between the following insurance types: "Basic" (one time insurance) or "All in One" (annual insurance) or "Flexible" (annual insurance with different moduls to choose)
45	Number of insured persons	x		single / family-partner

<b>Additional fields for an "one time insurance"</b>			
46	travel country	x	
47	booking date	x	
48	travel start	x	
49	travel end	x	
50	tariff	x	choice between "Basic" or "Basic Travel" or "Basic-Health" (all are one time insurances with different moduls)
51	tariff basic	x	travel cancellation /curtailment insurance rebooking fee insurance
52	tariff basic travel	x	travel cancellation curtailment insurance rebooking fee insurance foreign travel insurance incl. transport costs foreign country incl. transport costs inland travel support and Assistance efforts 24-hours emergency calls baggage insurance
53	tariff basic health	x	foreign travel insurance incl. transport costs foreign country incl. transport costs inland travel support and assistance efforts 24-hours emergency calls
54	insurance fees	x	
<b>Additional fields for "an annual insurance with all moduls available" (see tariff basic travel)</b>			
55	travel premium	x	yes/no deductables
56	travel tah	x	yes/no (additional modul Travel & Home)
57	insurance fees	x	
<b>Additional fields for "an annual insurance with special moduls to select"</b>			
58	flexible rates	x	foreign travel insurance travel cancellation /curtailment insurance all in one insurance (all moduls) travel liability / accident insurance travel & home (additional insurance)
59	insurance fees	x	
60	offer (without guidance)	x	client is asking for an offer in written via e-mail, which includes: - Brochure for choosen tariff - IPID according to choosen tariff - information about offering company (Erstinformation) - offer letter with all details -waiver declaration re/guidance (Verzichtserklärung w/Beratung)
61	accept YES / NO	x	
62	YES (jetzt kostenpflichtig abschließen)		insurance contract will be sent via e-mail
63	NO (zurück)		back to step 17

## Response Data

The result will be a completion of a travel insurance on two levels

- 1.) external level: insurance contract will be sent to the client via e-mail
- 2.) internal level: all details of the contract will be stored automatically in the backoffice system