The Islamic Corporation for the Insurance of Investment and Export Credit (ICIEC)

ICIEC Takaful System

ESKA® Insures – Customer Portal

Business Requirements Document (BRD) & Gap Analysis

ESK/INS-19:0213 Uen

ICIEC

Prepared By

ESKADENIA SOFTWARE

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Scope

Identification

This document shall be referred to hereafter as the business requirements and gap analysis document of **ESKA® Insures – Customer Portal**.

Purpose

The purpose of this document is to provide an overview of **ESKA® Insures – Customer Portal**, highlighting the main features and functionalities of the system and obtain the associated stakeholders' approval on the provided requirements as a confirmation prior to development.

Document Overview

This document divides the system into components; a categorisation made solely for the readability of this document, which does not necessarily reflect the actual modularity of the system. The document is written under the assumption that the reader is familiar with the general context of **Credit Insurance Business.**

Definitions, Acronyms and Abbreviations

The list below contains the definitions, acronyms and abbreviations used throughout the document:

Abbreviation	Definition
UI	User Interface
UX	User Experience
ESKA	ESKADENIA Software
CMS	Content Management System

Fields colouring symbolism:

- White fields indicate optional entry.
- Red fields indicate mandatory and process cannot be completed unless filled.
- Yellow fields indicate disabled and automatically generated/retrieved.

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1 ROLES DEFINITION

- **Super Admin (SA)**: Special user account created for CMS administration purposes, granted full access and authority levels to control the content and the design of the landing (lead-capture) page.
- **Privileged Users**: Leads and clients accessing the online portal with varying degrees of authority associated with the relevant user's activity.

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2 OVERVIEW

ESKA® Insures – Customer Portal reflects the accurate understanding of automation requirements of the modern credit insurance industry. It fully supports a wide range of commercial and political risks that exist in most economic sectors in compliance with Sharia to fulfil the various needs of clients on all levels.

Embracing its activities from NBI and application generation through underwriting and policy issuance to administration, claims processing and reinsurance, **ESKA® Insures – Customer Portal** keeps insurance corporations competitive while facilitating business ventures into new and niche markets.

Nevertheless, products that can become available for subscription at **ESKA® Insures – Customer Portal** by customers are merely a different representation of the original products defined under **ESKA® Insures – Credit Insurance** whereby all the setup configurations (e.g. insurance classes, policy types, cover types, pricing tables, conditions and terms, fees, discounts etc.) are derived and retrieved from there and reflected at **ESKA® Insures – Customer Portal** wherever and whenever applicable.

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3 KEY FEATURES

Modularity and Integration

ESKA® Insures – Customer Portal is characterized by its modular design where all modules are fully integrated with each other and with:

- **ESKA® Insures – Credit Insurance**
- **ESKA® Business Manager (Financial System)**
- **ESKA® CRM**
- **ESKA® Documents Management System**
- **ESKA® Notification and Approval**

Parameterization

A large set of parameters can be defined and altered by the authorised users via simple yet user-friendly graphical interfaces.

Security

On both access and functionality levels, permissions can be set and enforced. The administrator can dynamically configure access rights to the different parts of the system. In addition, while allowing multiple users' access to the system, the incorporated functionalities can be limited to the authorised ones and only, being granted the requisite credentials.

It is worth mentioning that **ESKA® Insures – Customer Portal** is programmed to time out after a certain pre-determined period of inactivity. This feature is in place for security purposes and we apologize for any inconvenience it may cause.

Multi-Currency & Bi-lingual Capabilities

Multiple currency definitions are supported, allowing for automatic conversion of monetary amounts into the insurance company's preset default currency. The bi-lingual feature is additionally supported, providing the ability to select amongst the available insurance company's languages of communication, coupled with the ability to edit the system's dictionary by those with the granted credentials, whenever needed.

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User Friendly

ESKA® Insures – Customer Portal is a web-based solution that supports cross-browsing, mobile and tablets responsive with an intuitive, robust and visually appealing user-friendly interface. The interface is built based on advanced and dynamic UI and UX features as:

- Menu-driven
- Dynamic fields' creation and re-arrangement
- Fields' style amendment (e.g. optional, mandatory)
- Drag and Drop facility
- Edit Labels
- Wizard oriented processes

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4 Dynamic Setup

4.1. Form Builder

Dynamic products' configuration supports the design, definition and management of the insurance company's products through a single interface. It facilitates the formation of the basic features, details and information configuring them in different ways to enable the implementation of the various insurance products via a combination of insurance class, policy type and applicable coverage along with the related premium rating consideration. Form builder facilitates the configuration and preparation of the various re-usable components that will be implemented during the online customer journey.

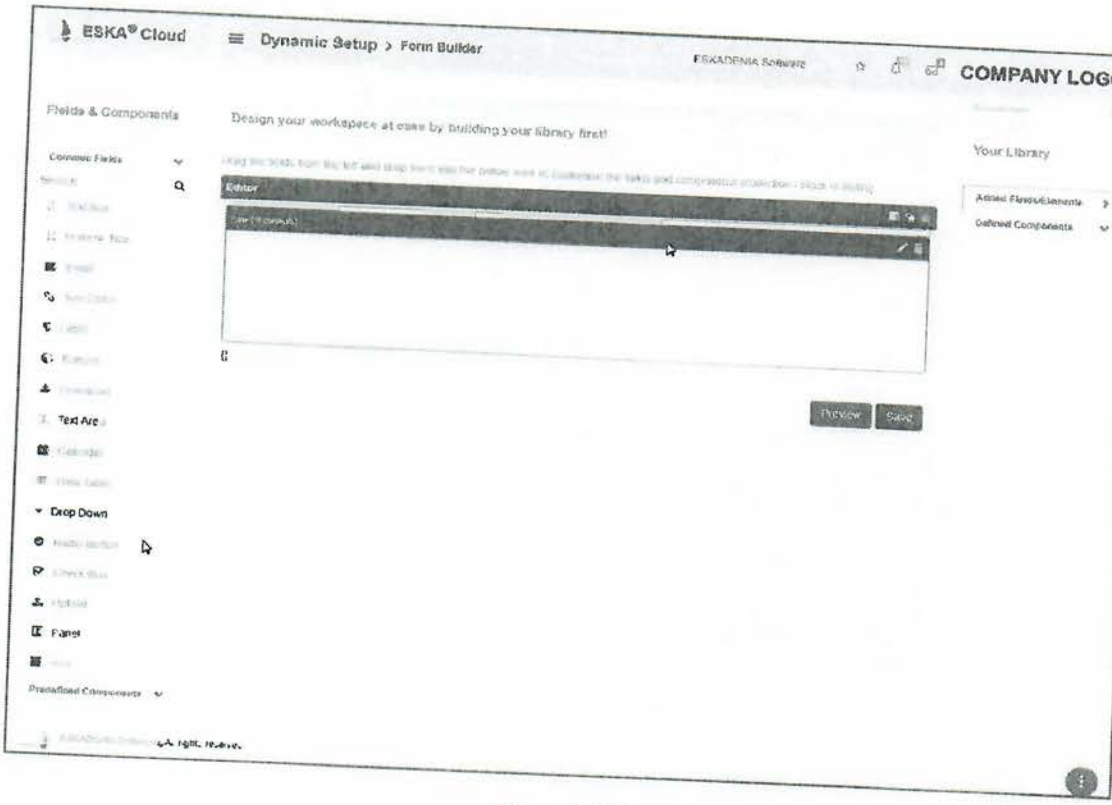

Figure 4-1 (Form Builder)

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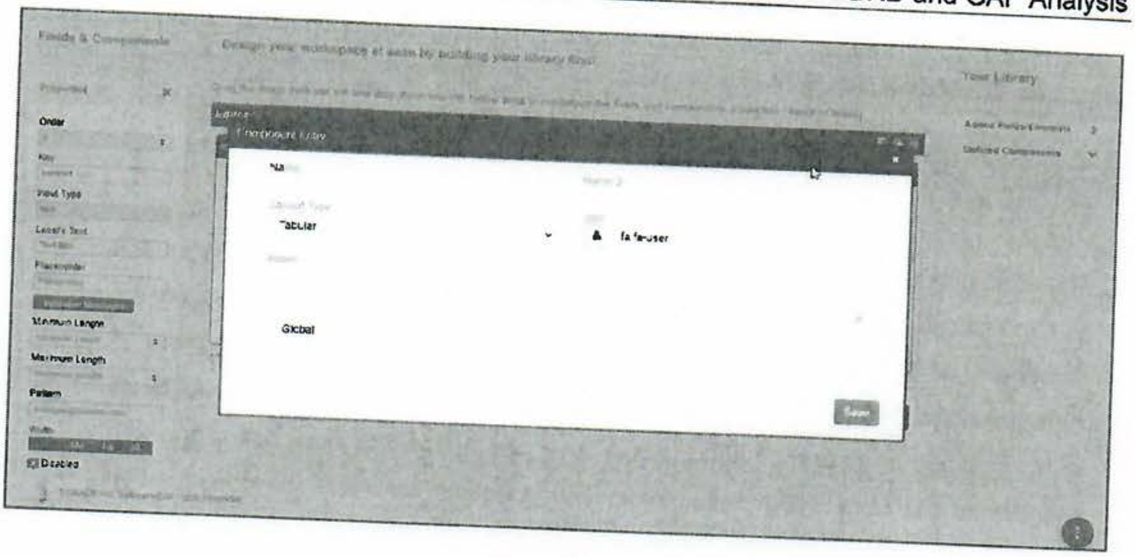

Figure 4-2 (Form Builder)

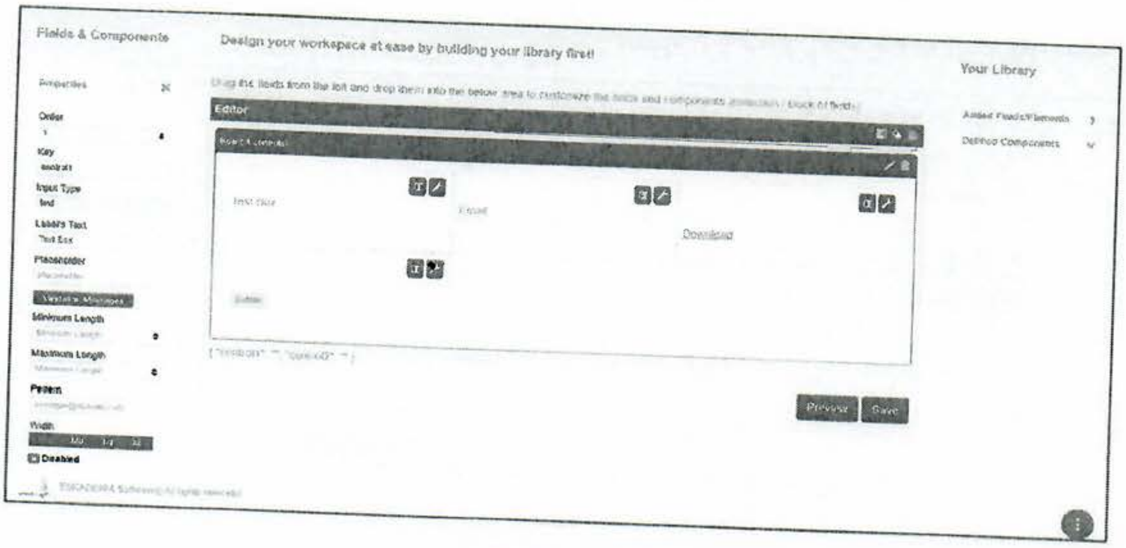

Figure 4-3 (Form Builder)

4.2. Rule Builder

Along with the various online products definition, configuration and management, association of business rules (e.g. maximum/ minimum limits, dates validity etc.) is also supported through a dynamic and flexible feature whereby conditions to be met can be specified and respectively actions to be performed. Such business rules can be defined via a basic editor or advanced one, where formulae can be structure in combination of various trigonometric, arithmetic, mathematical or relational operators.

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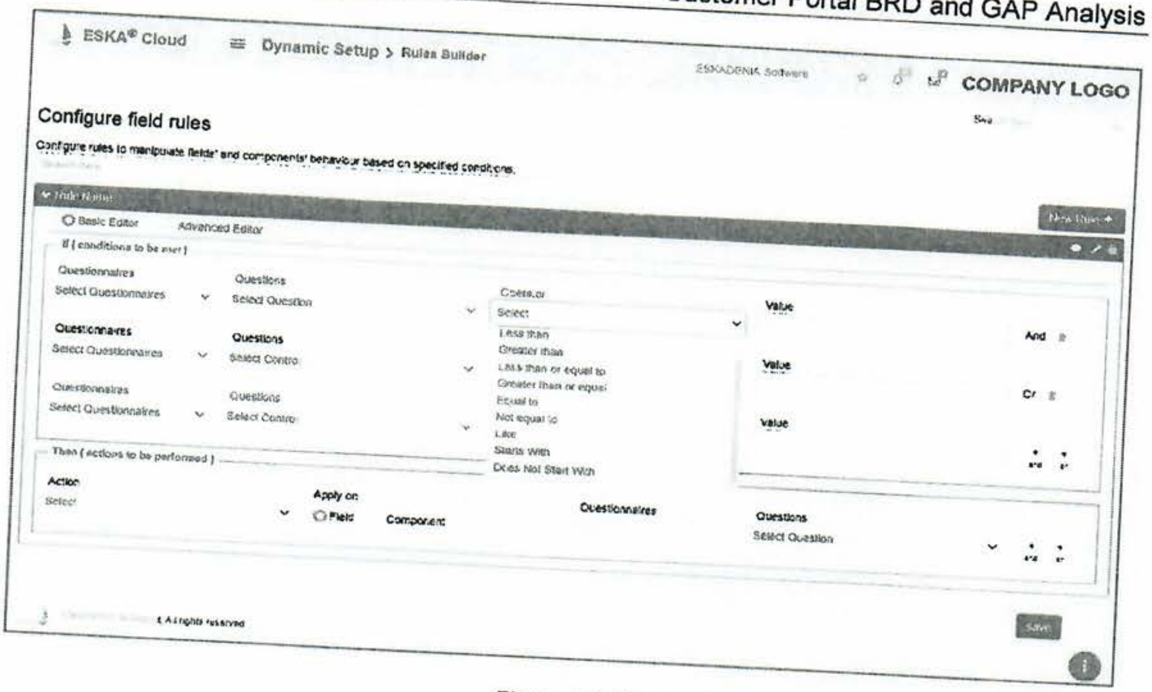

Figure 4-4 (Rule Builder)

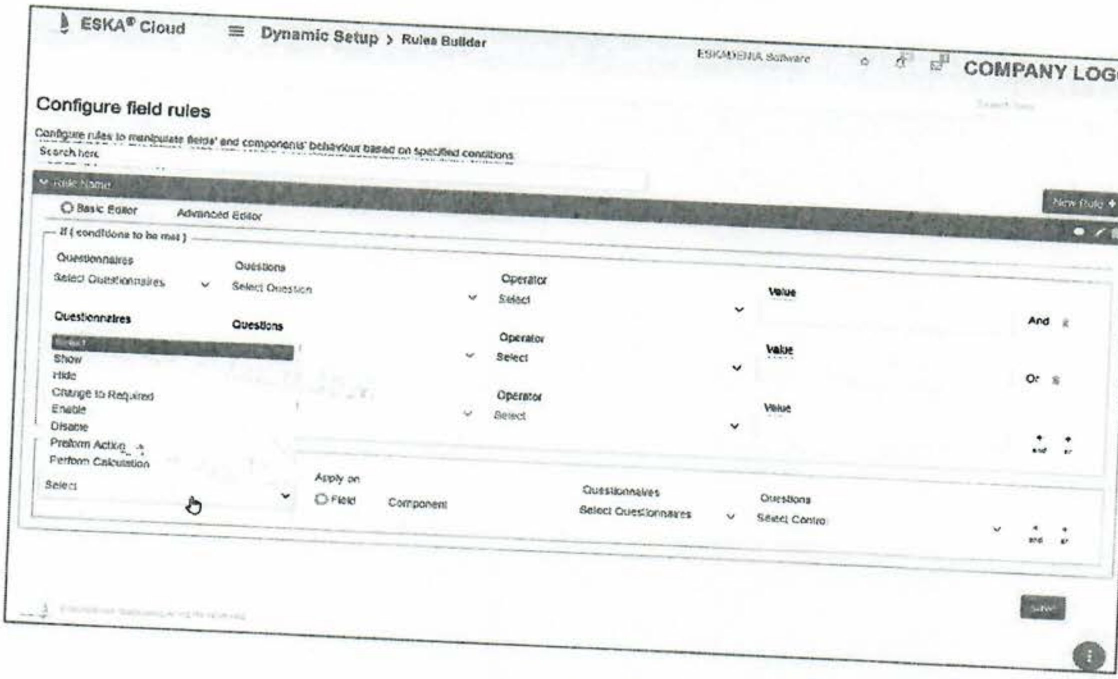

Figure 4-5 (Rule Builder)

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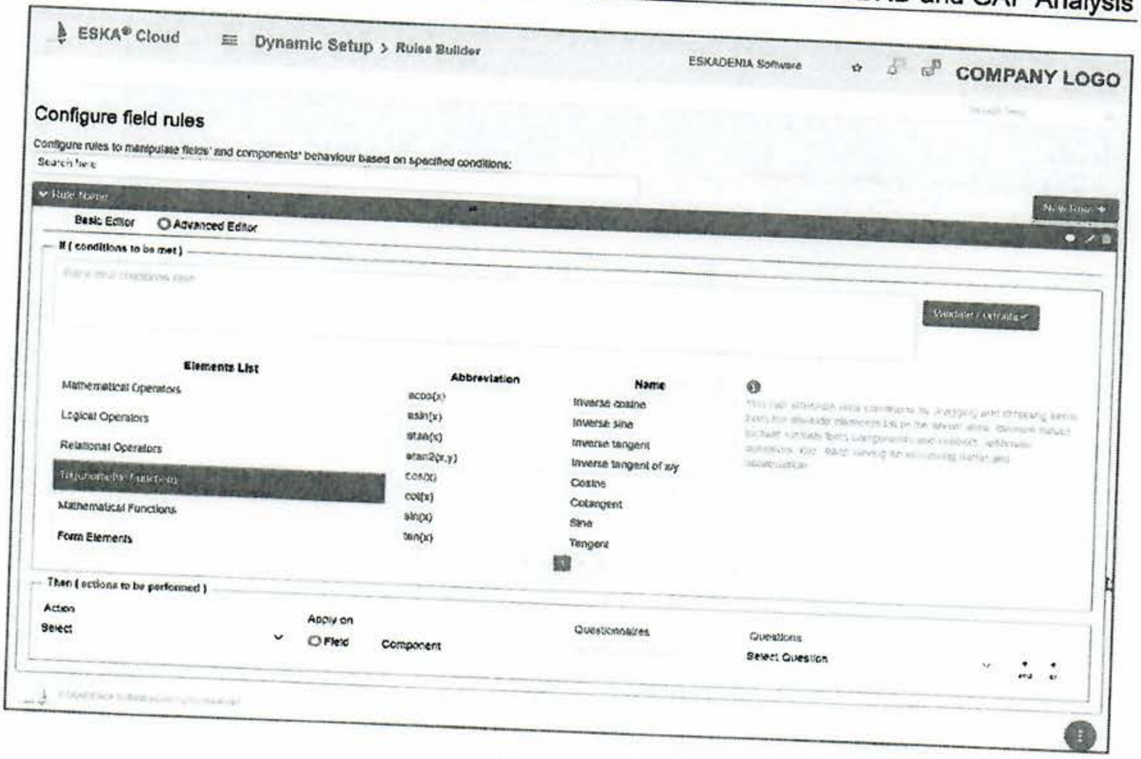

Figure 4-6 (Rule Builder)

4.3. Questionnaires

Dynamic and engaging questionnaires' templates can be structured and defined, serving different purposes to deliver more accurate data per insurance class and policy type. A set of questions, answers and subsequent driven actions can be flexibly defined.

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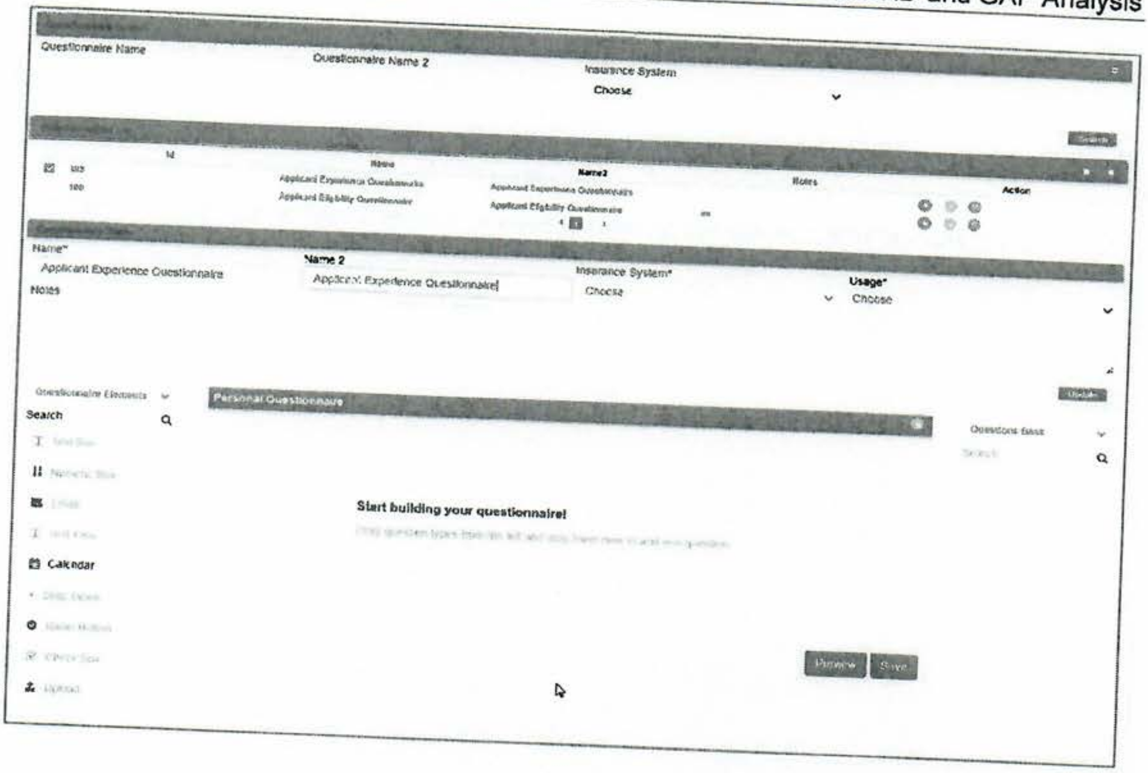

Figure 4-6 (Questionnaires)

4.4. Product Builder

Dynamic products' configuration represents a product catalogue with all information relating to insurance products that can be subscribed to by customers through origination along with the ability to hold and manage the manipulation (define, copy, paste, modify and delete) of these products bearing in mind that the products defined at **ESKA® Insures – Customer Portal is just a reflection and representation of the products defined at ESKA® Insures – Credit Insurance.**

Last but not least, it facilitates the initiation and modification of associated workflows with the insurance product that drives origination and the various decisions required to enable customer subscription to that product. This includes associating user interface screens with steps and roles involved in the business process.

Examples on such products are:

- Trade Credit Insurance (Direct Business) insurance class

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- Comprehensive Short-Term Policy (CSTP): covers exporters against the risk of non-payment by their buyers due to commercial or political reasons.
- Specific Transaction Policy (STP): covers single non-recurring transactions, simple export transaction for a single time.
- Specific Transaction Policy Contract Frustration (STP - CF): covers contractors against the risk of non-payment by the project owner due to commercial or political reasons.
- Bank Master Policy (BMP): provide insurance to banks for their export related financings to customers on an Islamic basis against both commercial and political risks.
- Documentary Credit Insurance Policy (DCIP): provides insurance to banks for their confirmation on Letters of Credit for exports from member countries.

- Foreign Investment Insurance (Direct Business)
  - Equity Investment Insurance Policy (FIPE): provides insurance coverage for cross border equity investment by any individual or company against political risks.
  - Financing Facility Insurance Policy (FIPF): provides insurance coverage for cross border financing by banks and financial institutions against political risks.
  - Non-Honouring of Sovereign Obligations (NHSO): provides insurance coverage against the default of governments and government-owned entities in meeting their sovereign obligations.

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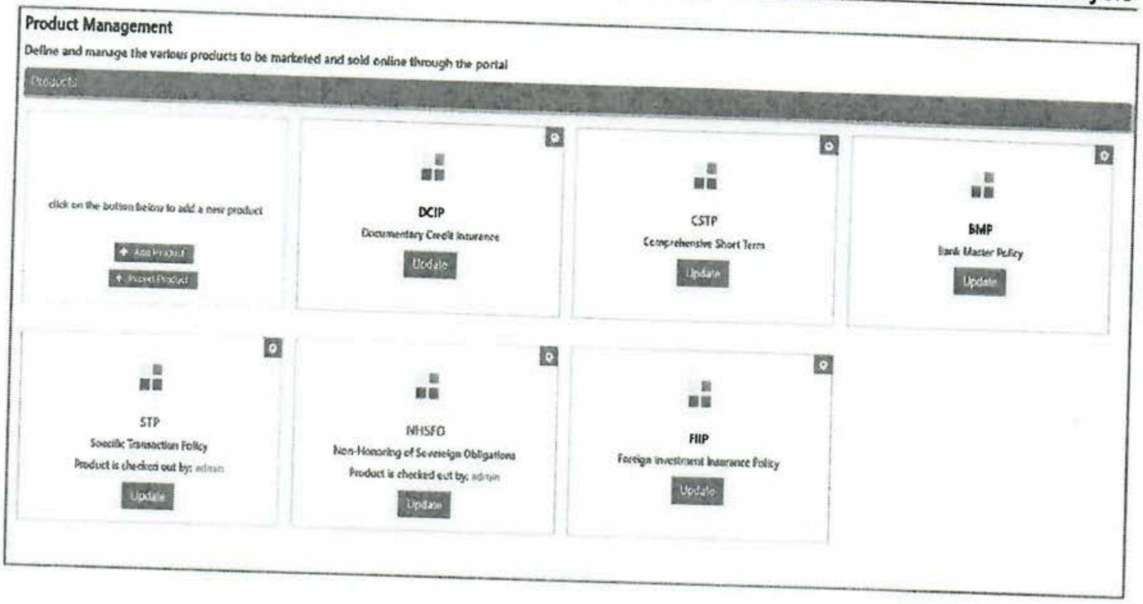

Figure 4-7 (Product Builder)

A range of options and features are available along with the products' configuration as following:

- Preview Product: defined products can be previewed prior to activation and launching.
- Design Product: configuration of the product's details, fields arrangement and specification
- Copy Product: rather than going through the whole process of defining a new product with its relevant details, copy product feature provides the facility to create a new product carrying forward the details and characteristics of an existing one.
- Delete Product
- Check-Out & Check-In Product: in order to avoid conflict and interference upon amendments on the same product by multiple users, check-out facility is available to apply possible changes exclusively by a single user and upon finalization, check-in can be performed to confirm the changes.
- Export Product: export products' details to migrate and transfer products from an environment to another is also available.

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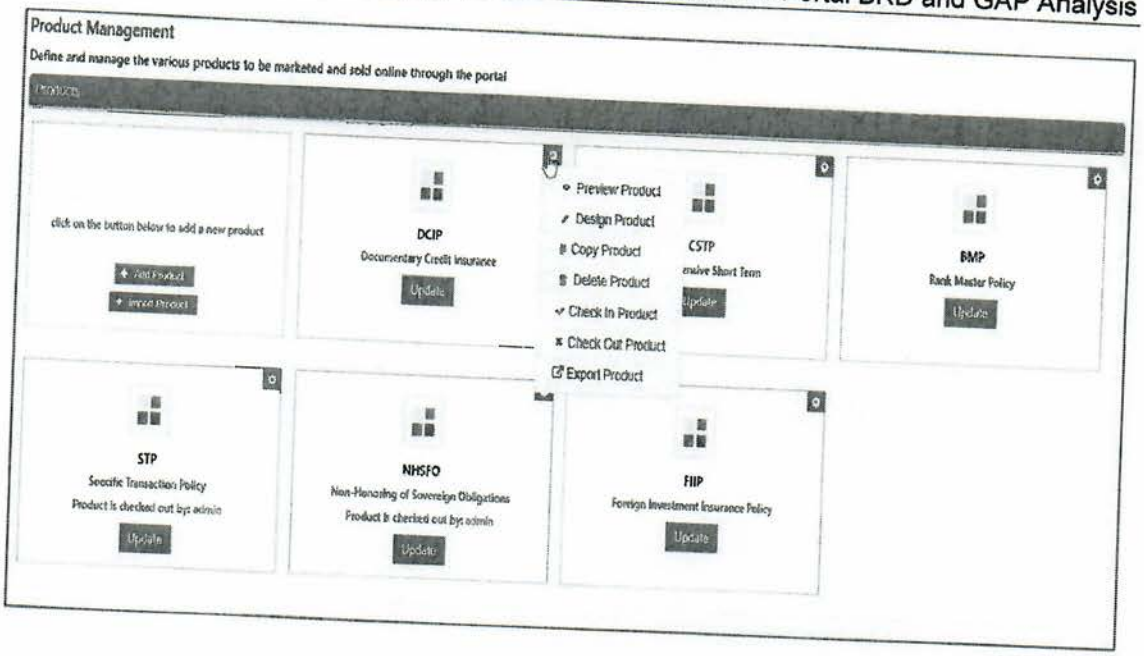

Figure 4-8 (Product Builder)

Upon configuration of product's details, customer's journey can also be specified whereby the various phases and series of steps that will guide the user to successful transaction are identified along with the relevant details.

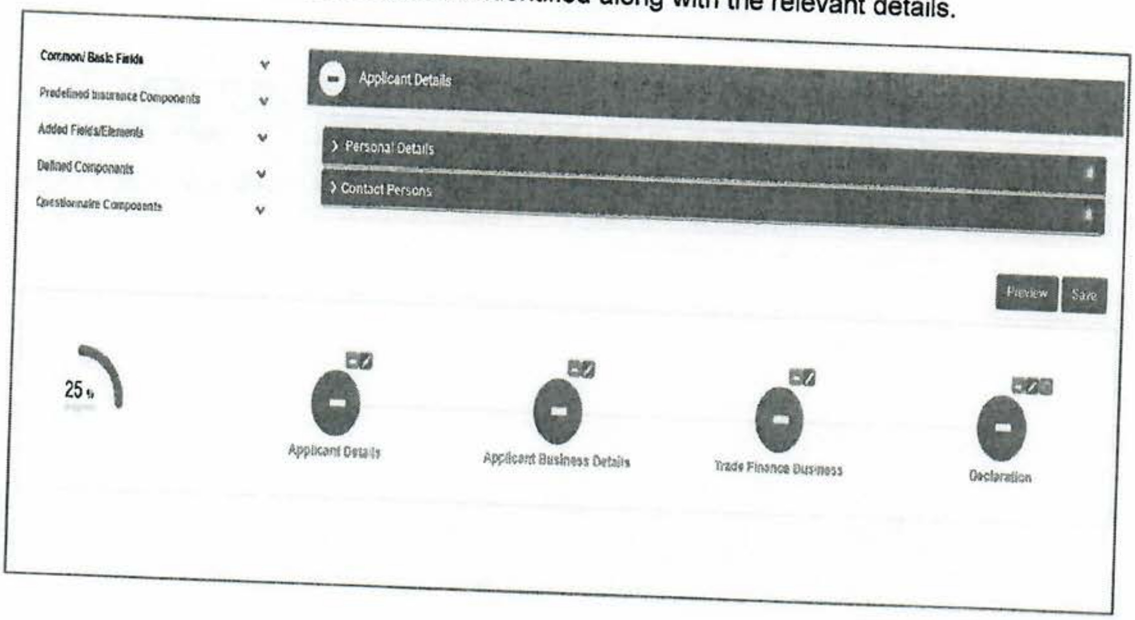

Figure 4-9 (Product Builder)

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4.5. Customer Portal Integrations

As exchange of information from and to the customer portal may take place with several parties (internal and external), integration is facilitated through interfaces (APIs) whereby technical specifics and parameters (request and response) are defined and configured in a dynamic manner.

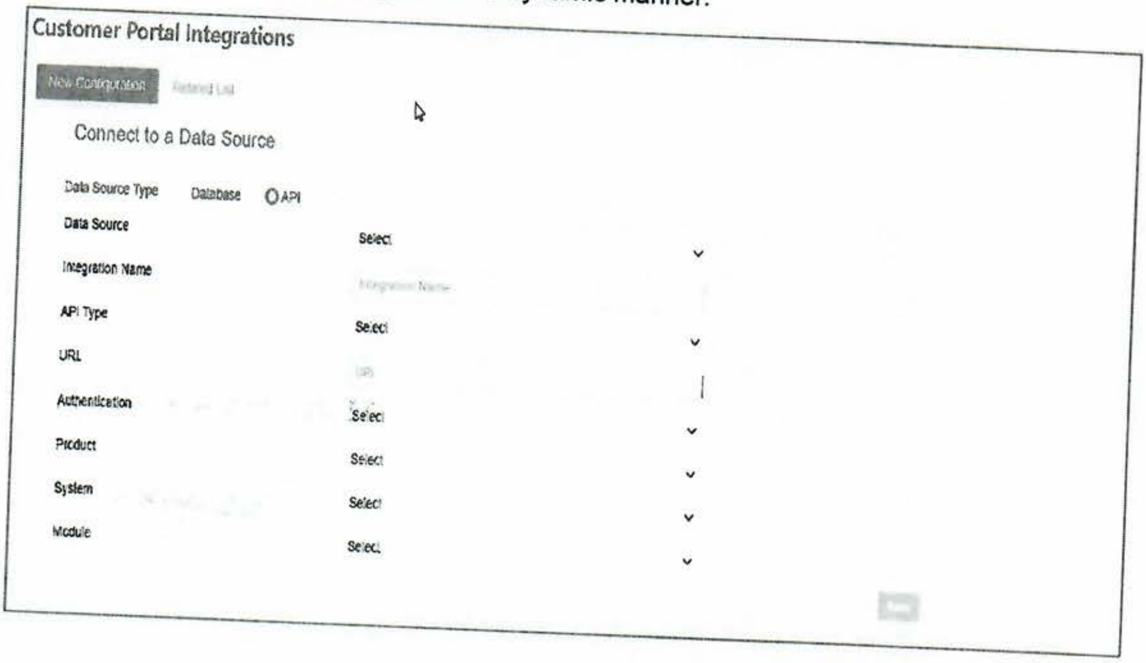

Figure 4-10 (Customer Portal Integrations)

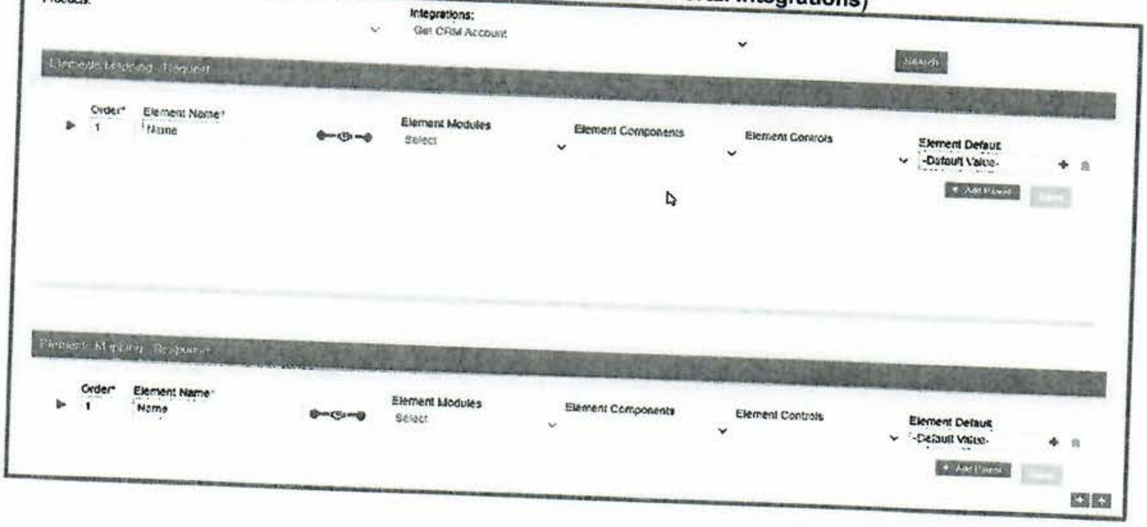

Figure 4-11 (Customer Portal Integrations)

Activity logs for all of the integrations and transactions that take place are registered and maintained for auditing and statistical purposes with full details of the transaction date, status (Failed/Successful), request and response times etc.

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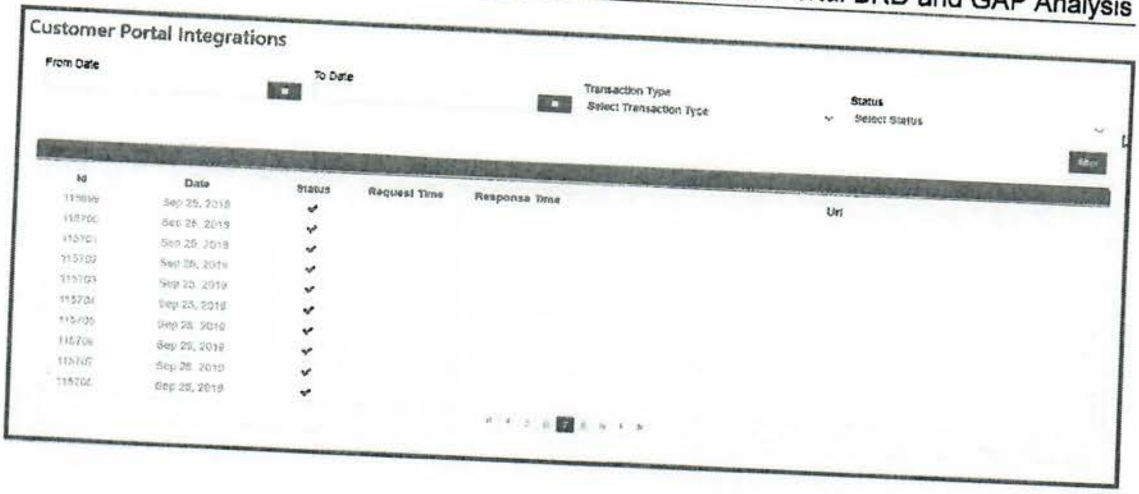

Figure 4-12 (Customer Portal Integrations Log)

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5 ONLINE CUSTOMER PORTAL

These days, many people prefer self-service support options over contacting customer support through phone or email therefore the best way to help customers find these self-service support options is through an online customer portal - a one-stop shop for online support which increases employee efficiency while maximizing customer satisfaction. Online customer portal provides a space for customers to create and manage their portfolio, review documents and policies, download statements of account, offer letters, view and update contact details online, view and download scanned documents etc.

Please bear in mind that all of the below functionalities and enclosed details (steps/phases, fields, questions, tables, documents' upload etc.) are just proposed samples for the sake of clarification which can be dynamically configured and easily updated according to business needs.

5.1. Online Portal

Offer your clients the convenience of accessing their estimates, invoices, and timesheets in a single place bearing in mind that branding, theme and images are customized to fit the insurance company's. Below is just a sample bearing in mind that content, images and layout can all be adjusted according to ICIEC preference.

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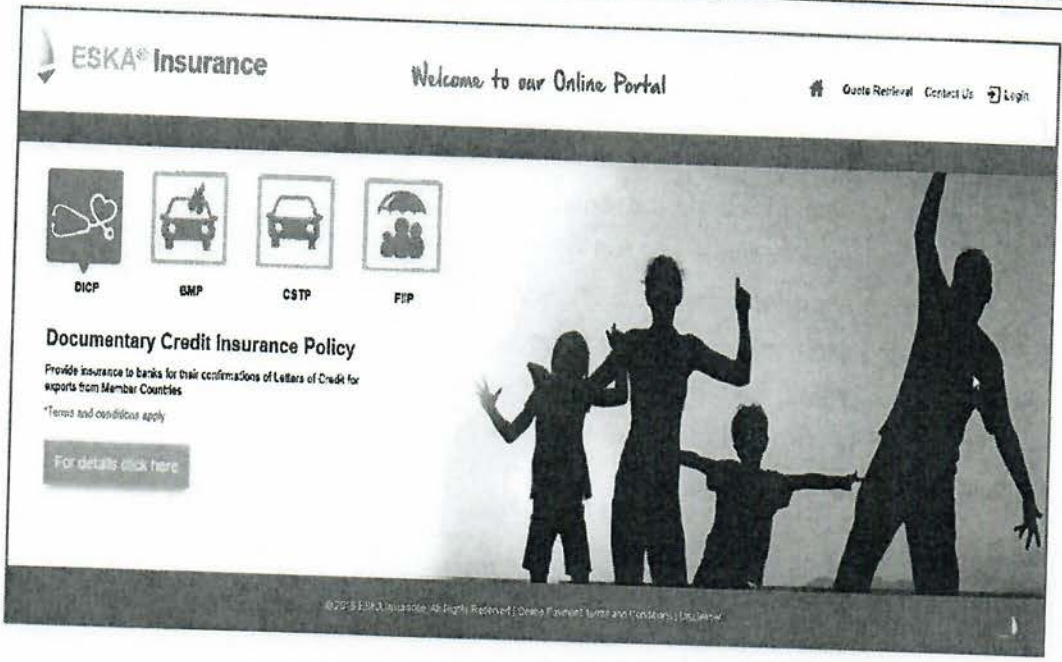

Figure 5-1 (Online Portal)

5.2. Online Login

Existing and prospective customers of ICIEC may conduct a range of transactions through the corporate's website at their own convenience providing eligibility and registration criteria have been met whereby authorized users can access a variety of services maintaining protection from suspicious login attempts.

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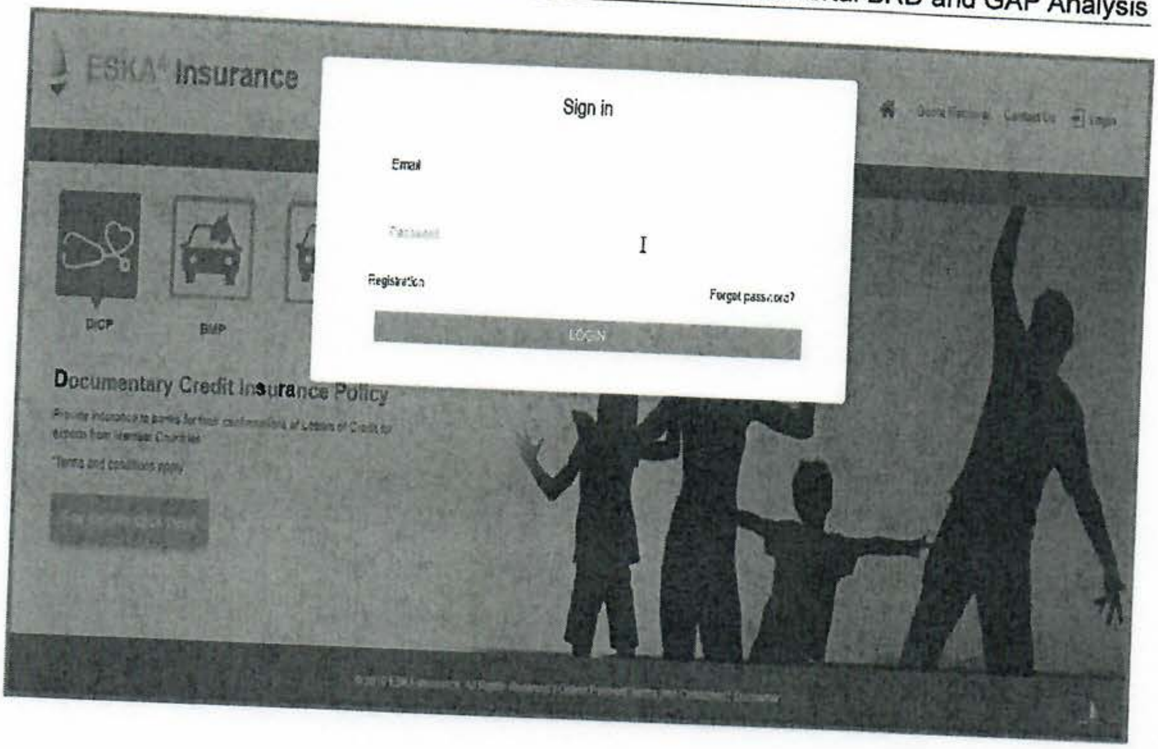

Figure 5-2 (Online Login)

5.3. Online Registration

Registration is the process by which a prospect client, lead or an opportunity details the particulars of their corporation including a description of its business and services, to gain access to a range of online services and transactions offered by ICIEC. Upon successful registration, clients' details are automatically captured, recorded in ICIEC records and registered in ESKA® CRM.

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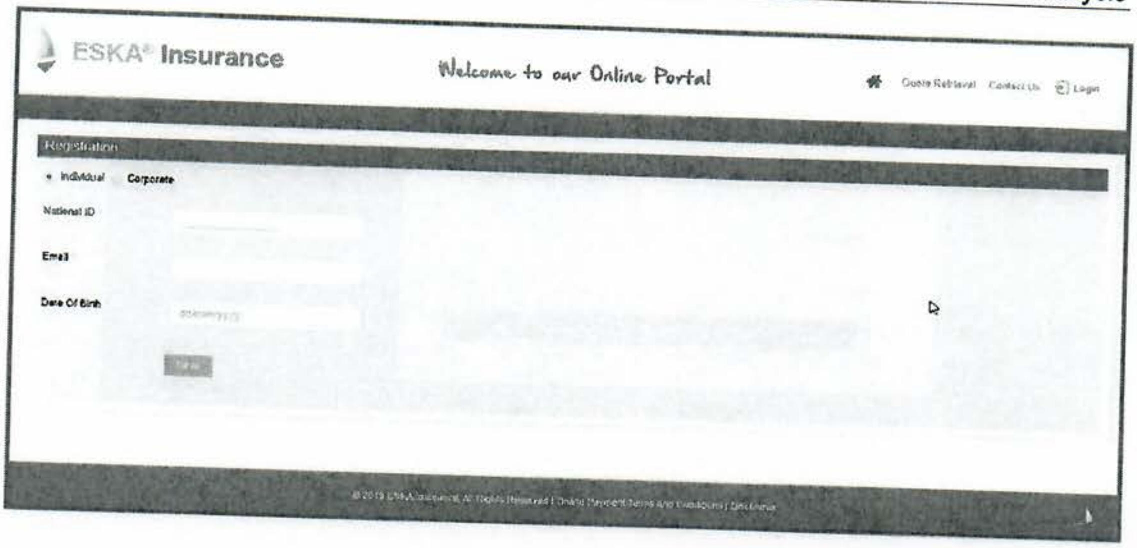

Figure 5-3 (Online Registration)

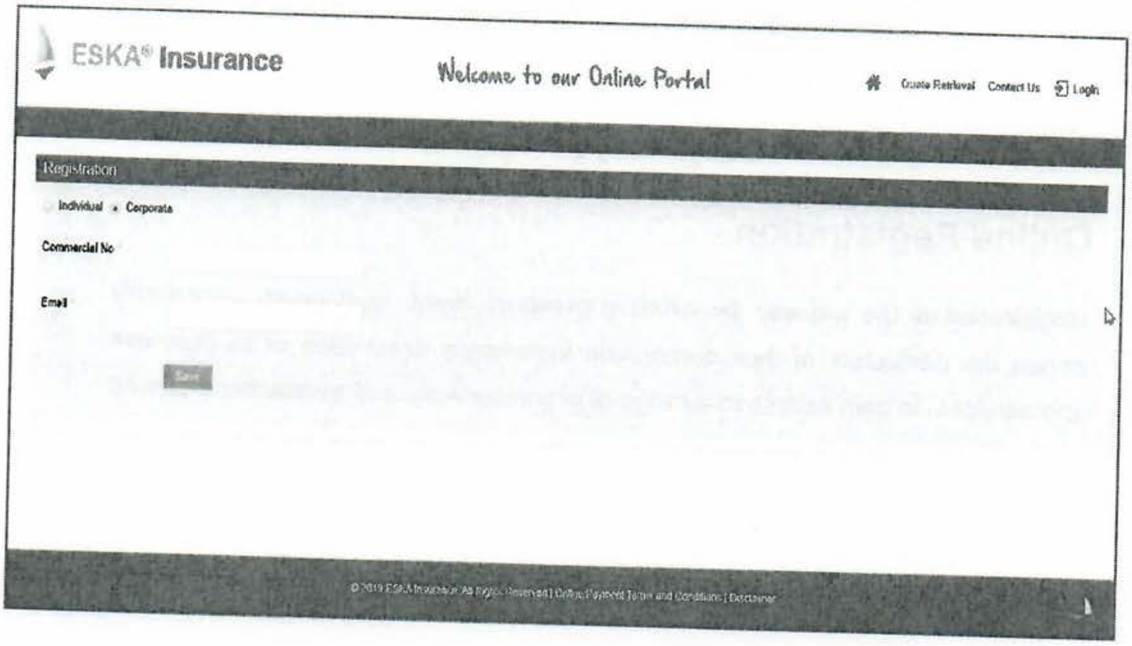

Figure 55-4 (Online Registration)

5.4. Online Enquiry

Existing clients, prospects and leads can review the products and services offered by ICIEC in order to identify what better matches and fulfils their needs through enquiry-based activities that take place online and direct communication with ICIEC professionals.

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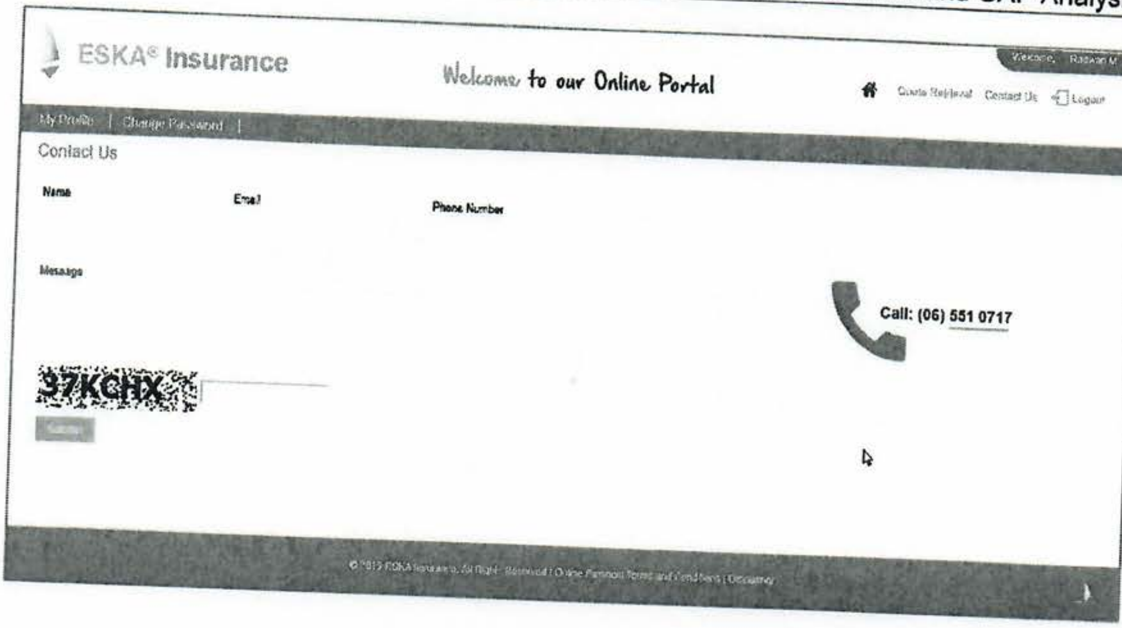

Figure 5-5 (Online Enquiry)

5.5. Online Application

To keep things simple, clients can review available products and offered services through the single portal which promotes standardisation and clarity, acquire insights and details of the products' specifications in order to make the right decision. Upon product selection, all necessary details and information gathering along with required documents upload shall take place in order to properly and accurately assess the risks and evaluate the submitted case by ICIEC staff.

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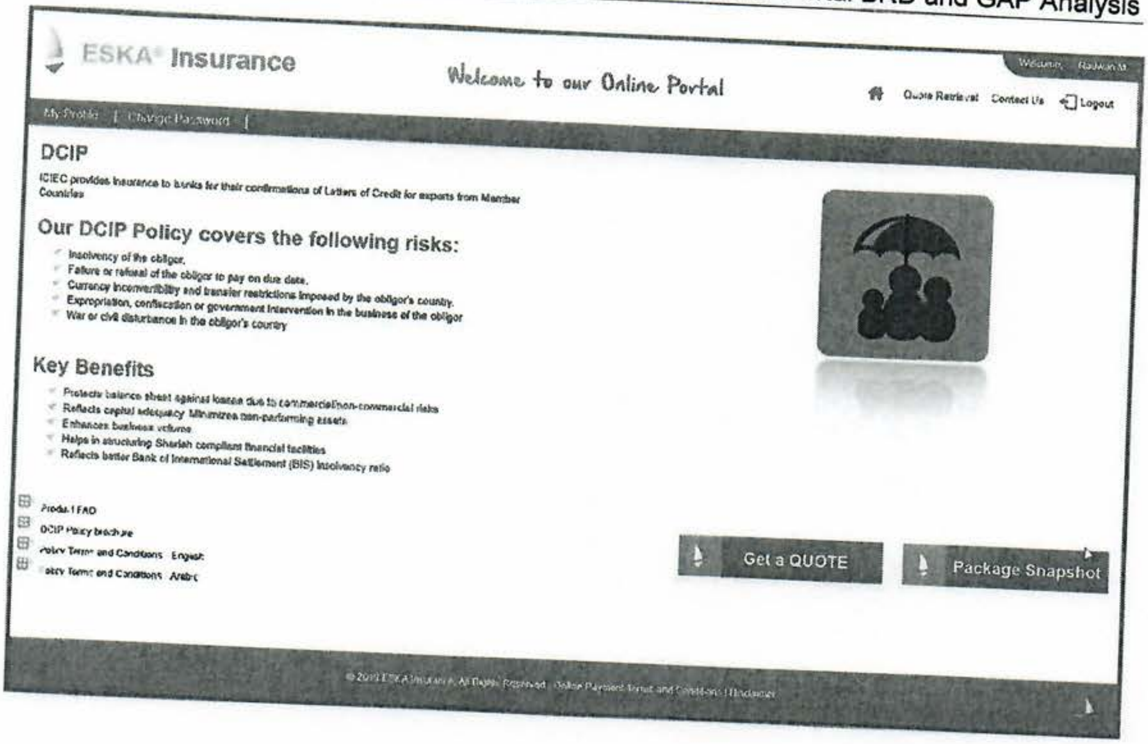

Figure 5-6 (Online Application)

Below screenshots are just a sample of the products and respective policy application details that can be dynamically configured and made available at online portal for customers to access and follow through a series of steps and guided wizard in order to fill an online application form.

Applicant details will be automatically retrieved for logged-in users from ICIEC records and displayed directly at the screen. Registered users do not have to fill them every time they apply for an online application yet can review and amend the details, if any variation.

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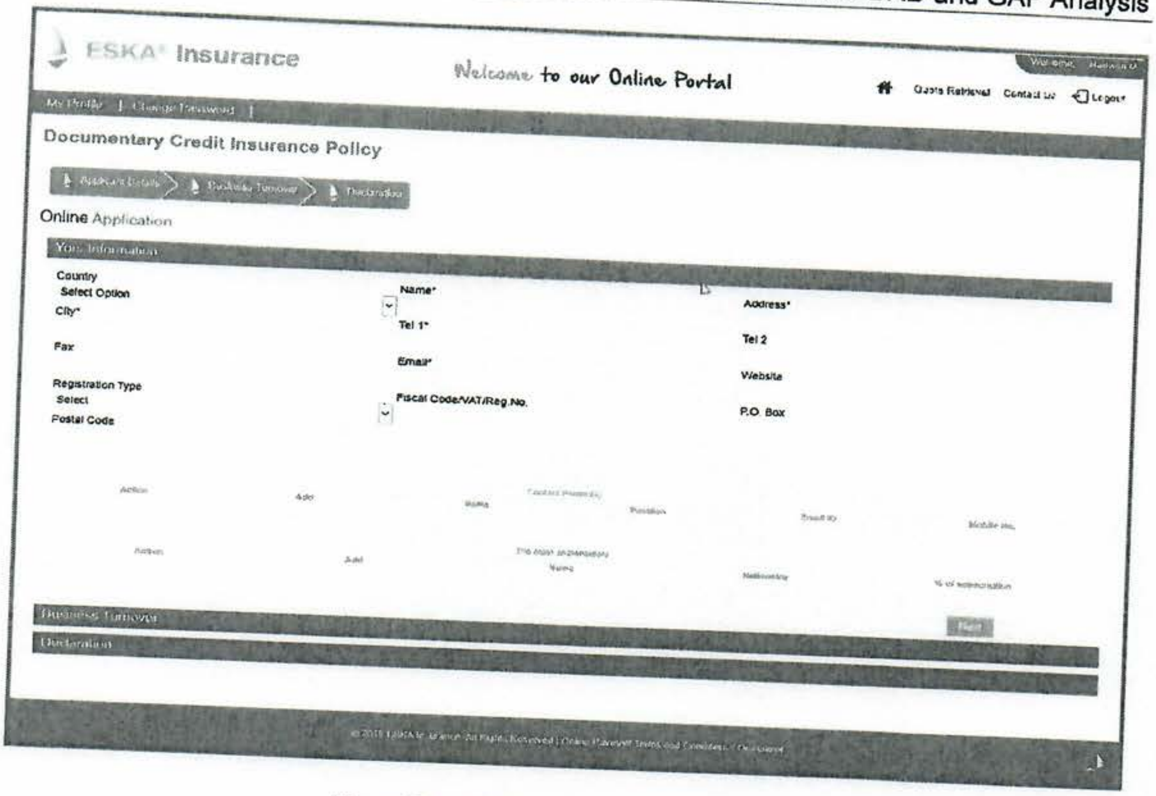

Figure 55-7 (DCIP Online Application – Applicant Details)

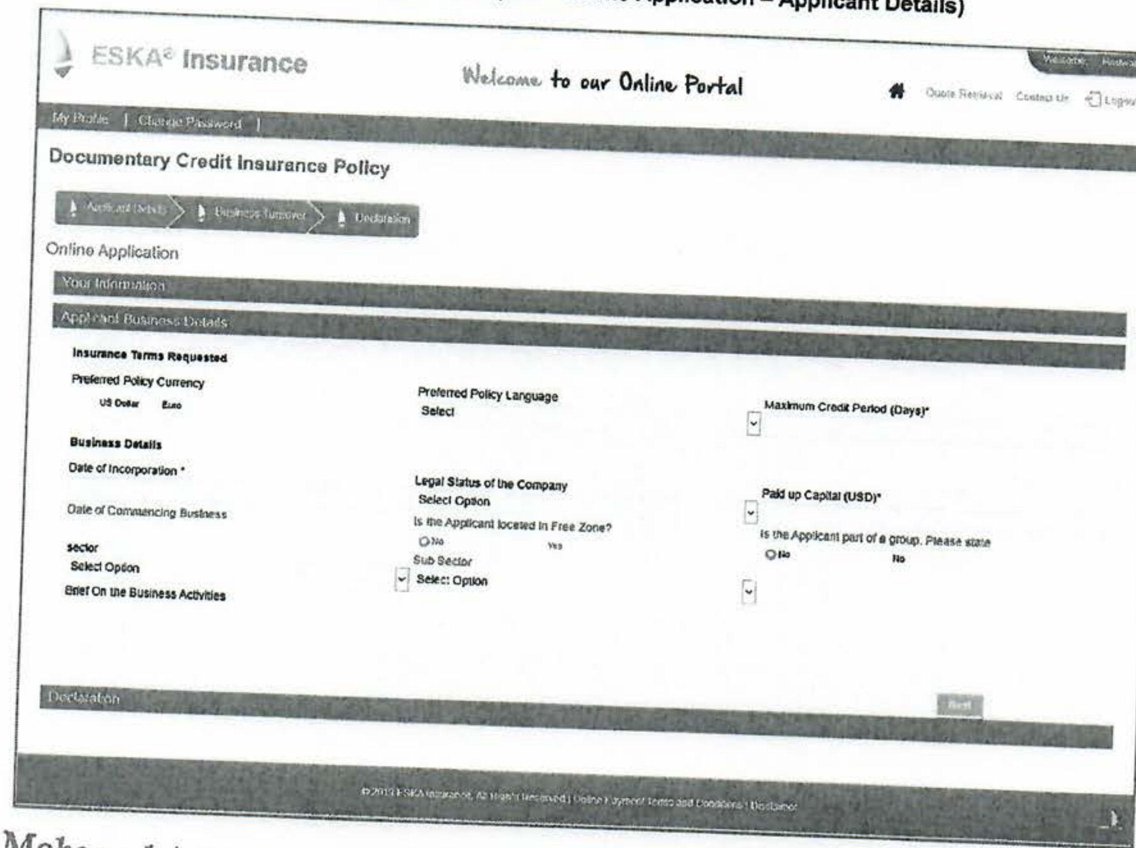

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Figure 55-8 (DCIP Online Application – Applicant Business Details)

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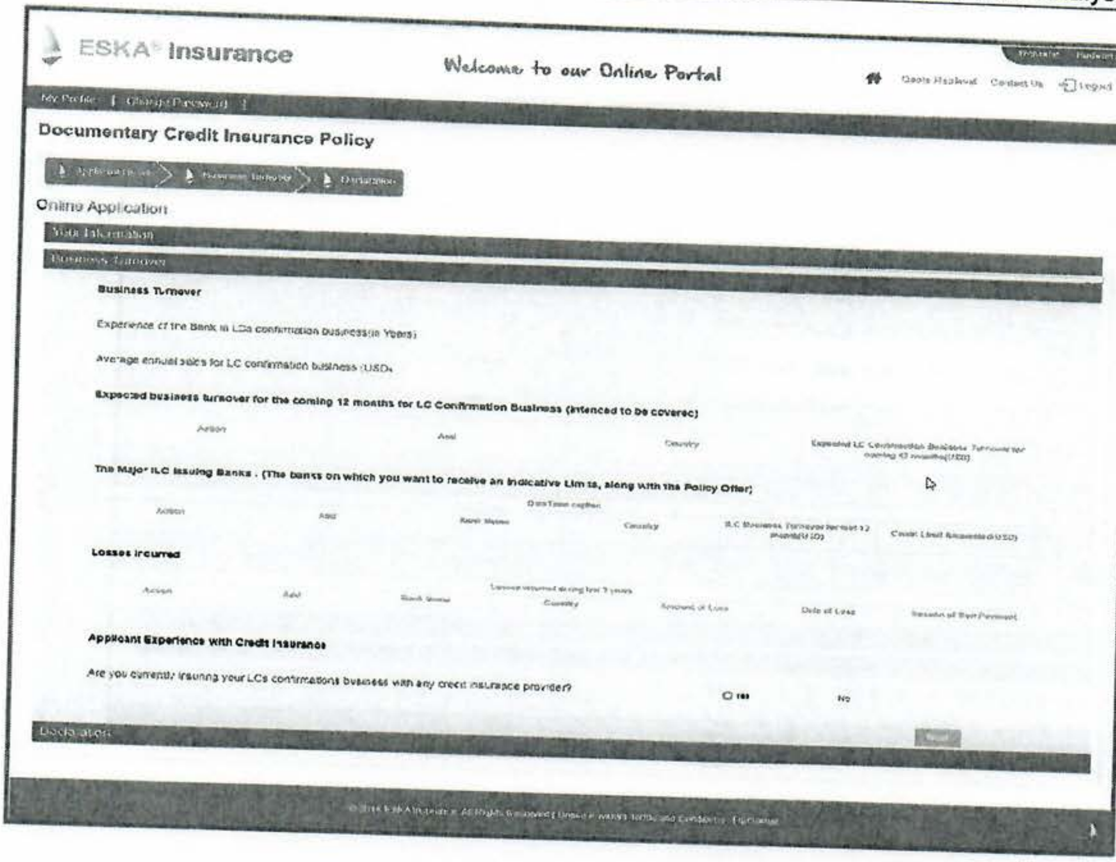

Figure 55-9 (DCIP Online Application – Business Turnover)

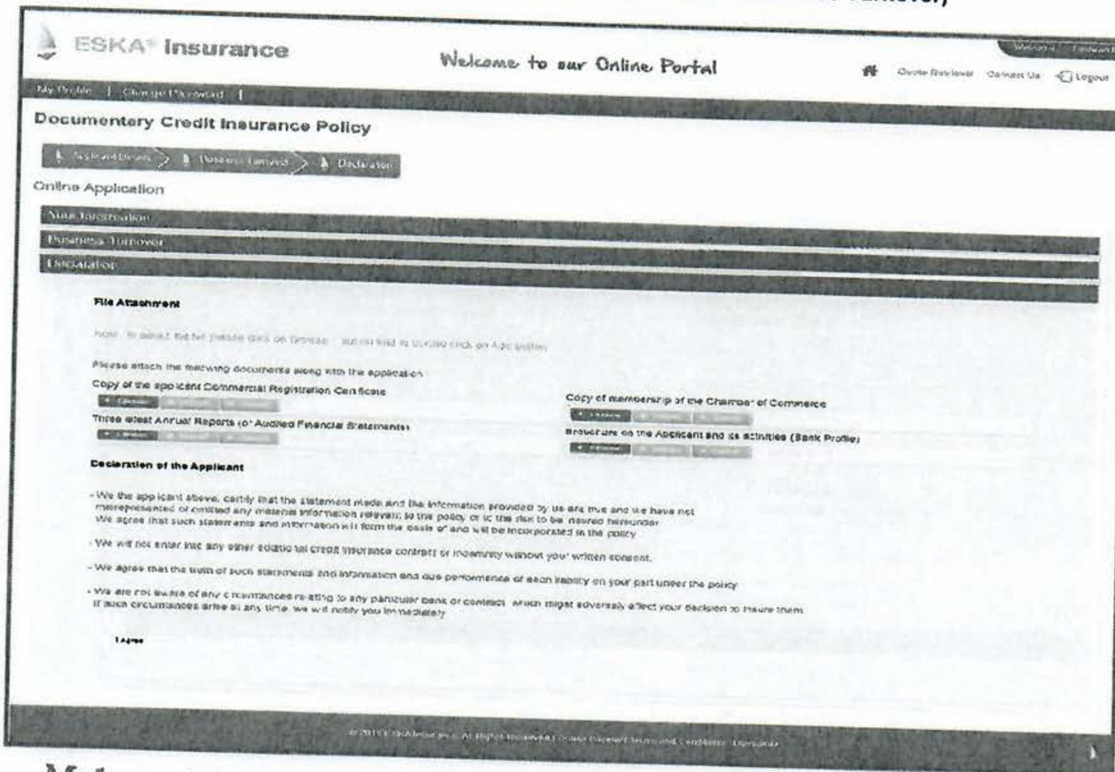

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Figure 5-10 (DCIP Online Application - Declaration)

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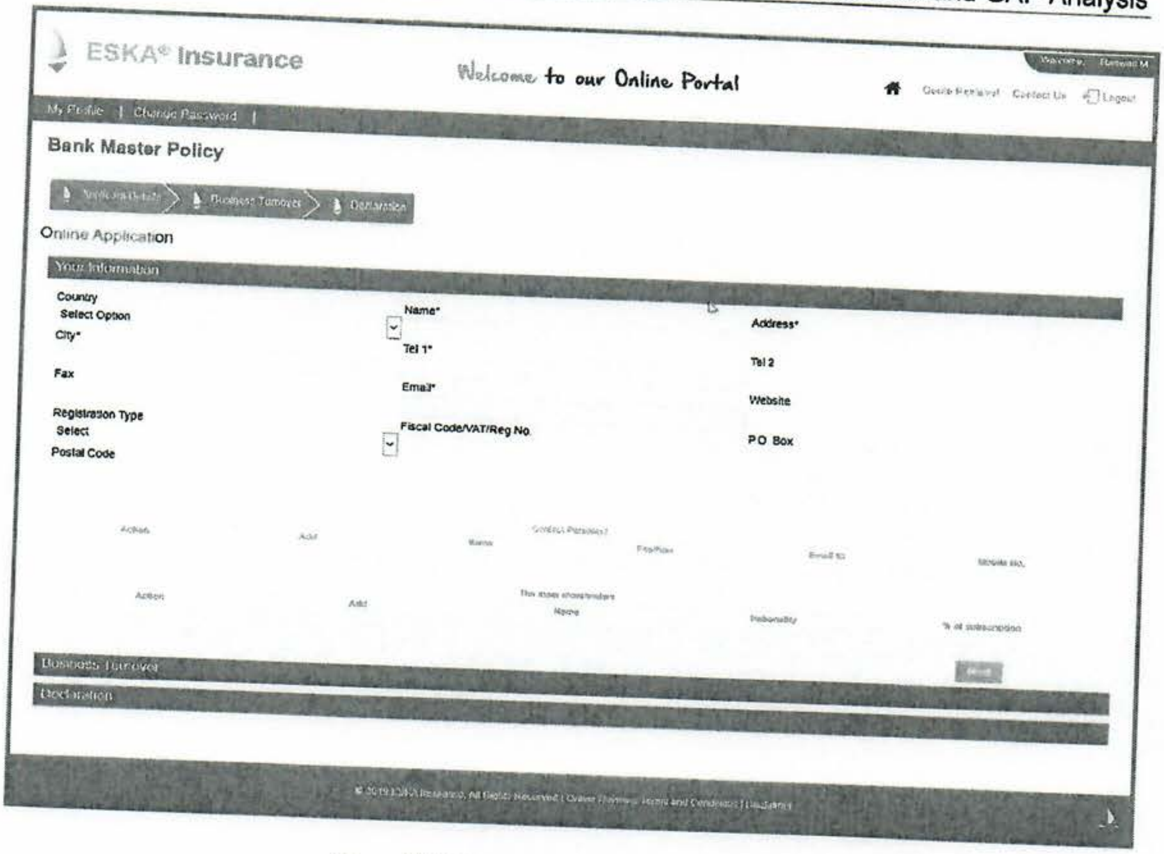

Figure 55-11 (BMP Online Application – Applicant Details)

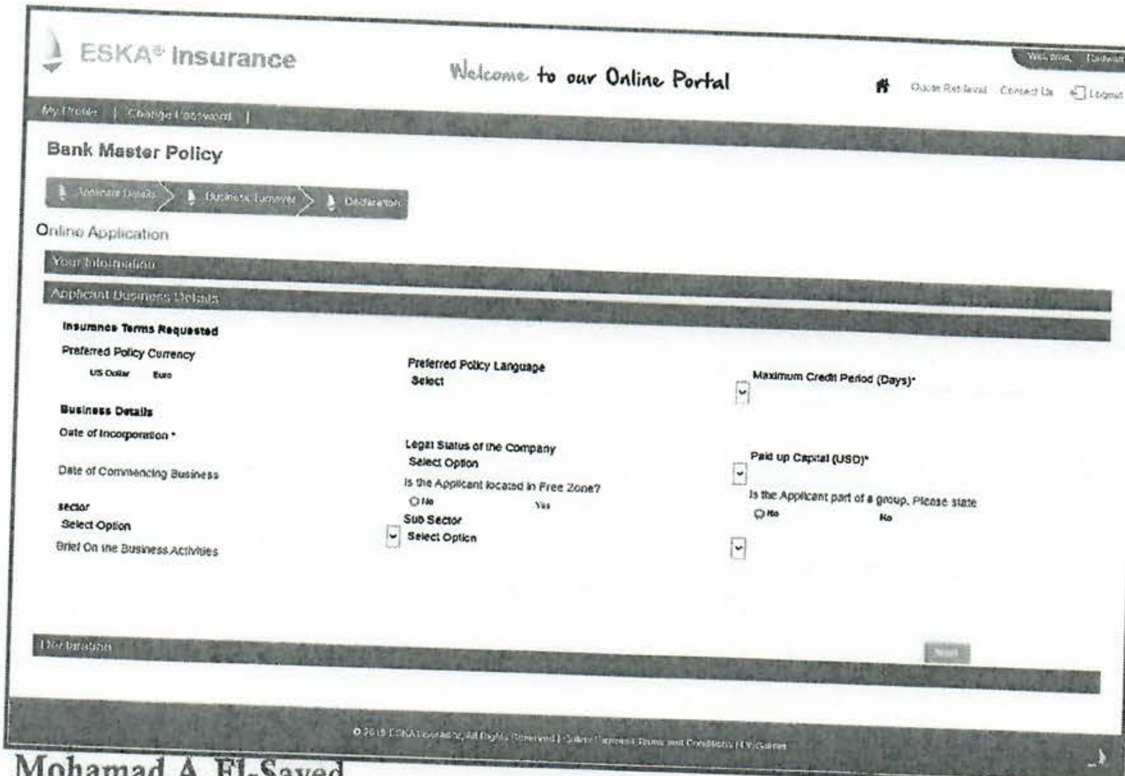

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Figure 55-12 (BMP Online Application – Applicant Business Details)

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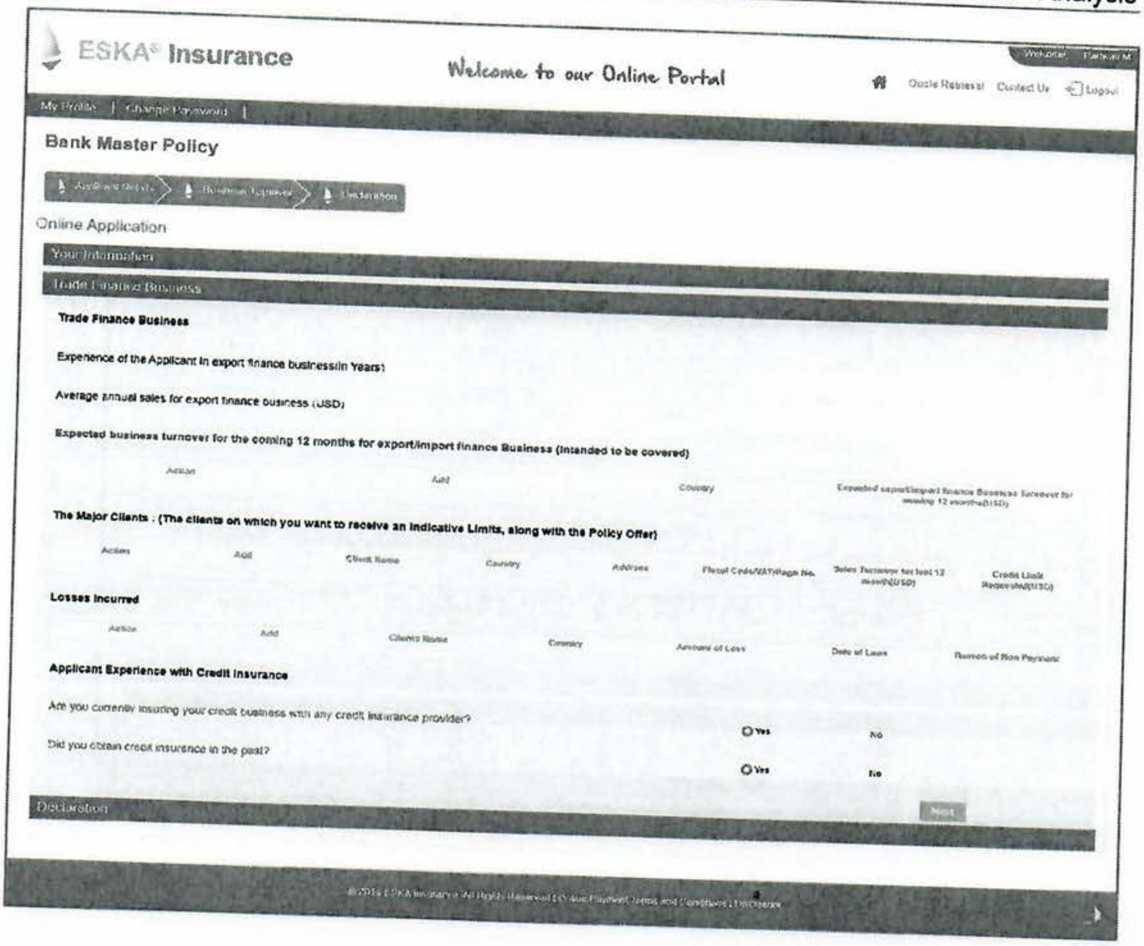

Figure 55-13 (BMP Online Application – Trade Finance Business)

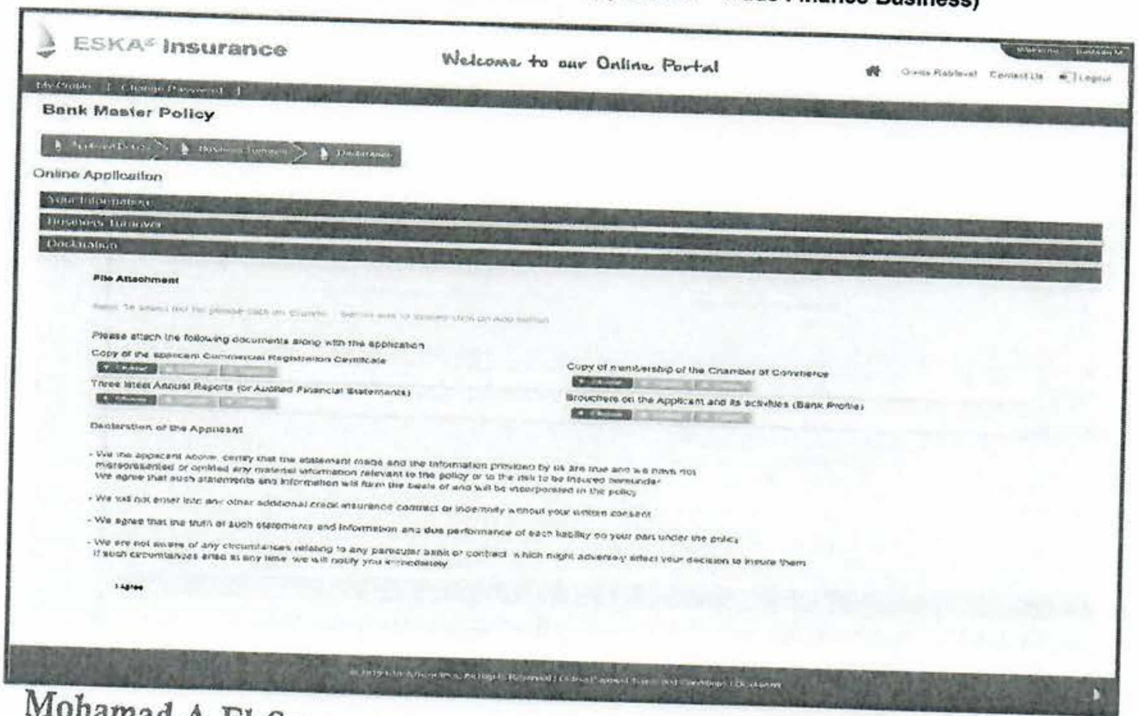

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Figure 5-14 (BMP Online Application - Declaration)

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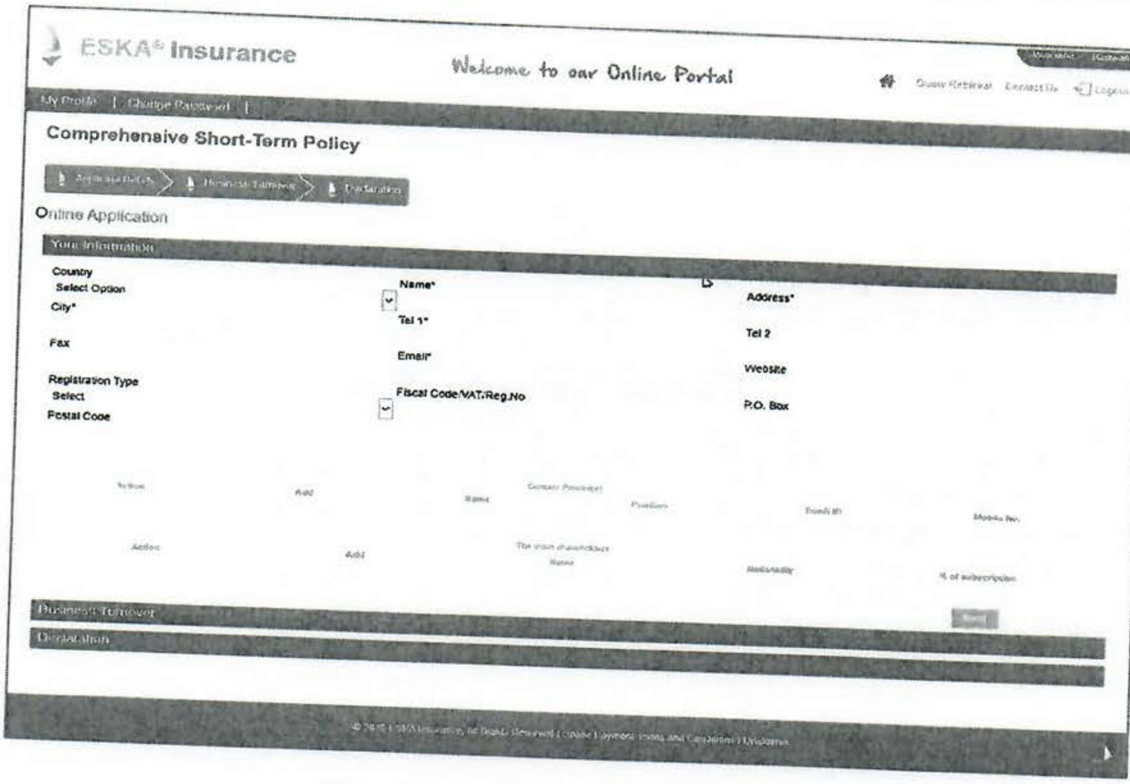

Figure 55-15 (CSTP Online Application – Applicant Details)

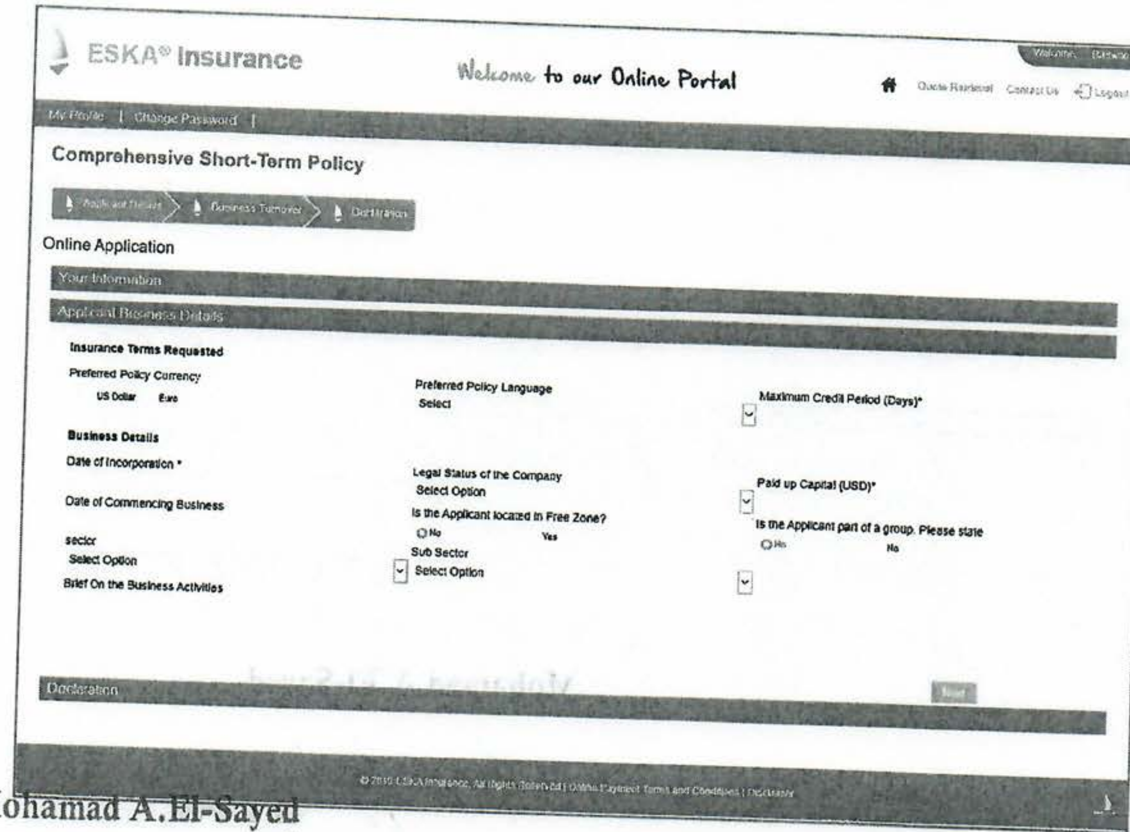

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Figure 55-16 (CSTP Online Application – Applicant Business Details)

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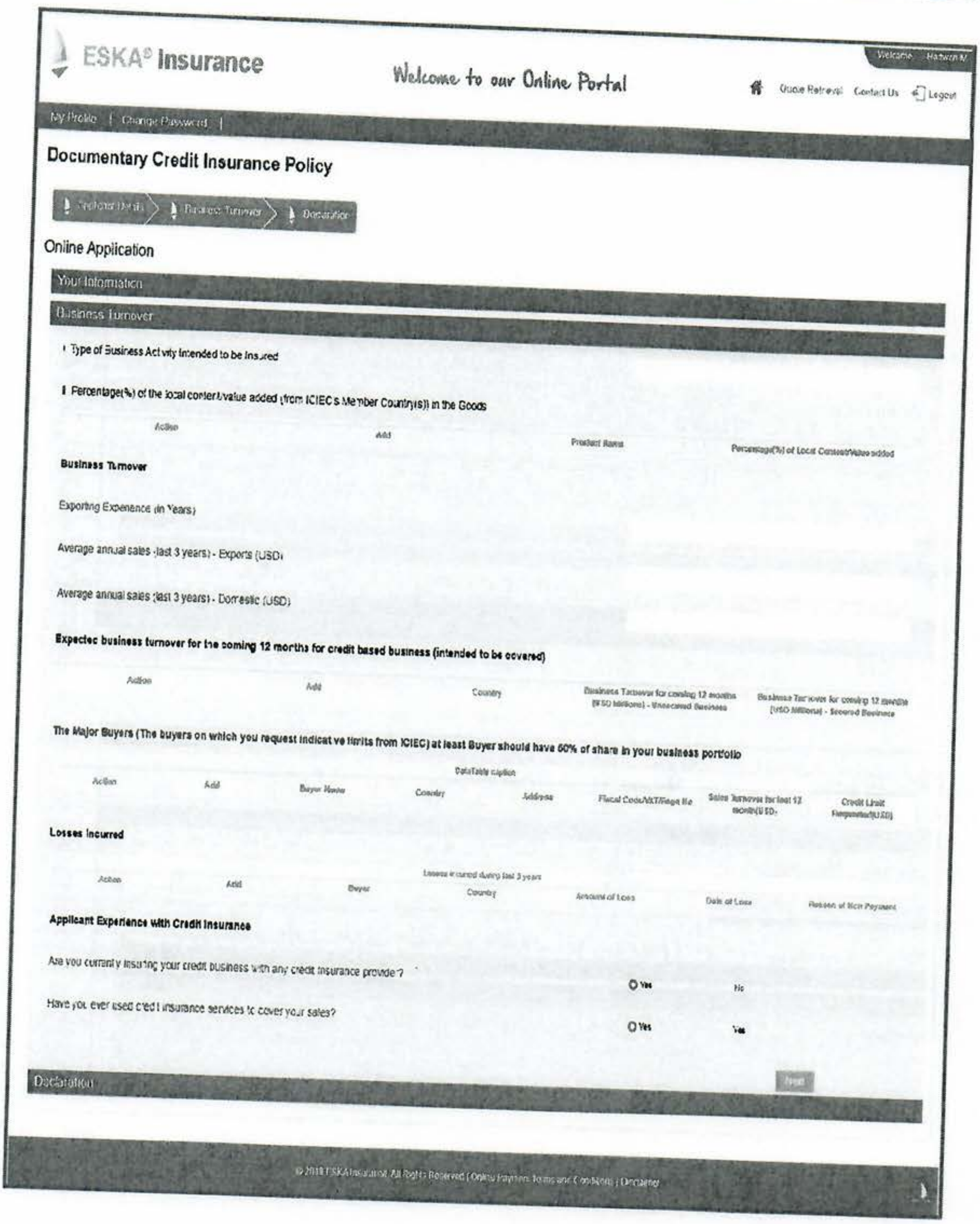

Figure 55-17 (CSTP Online Application – Business Turnover)

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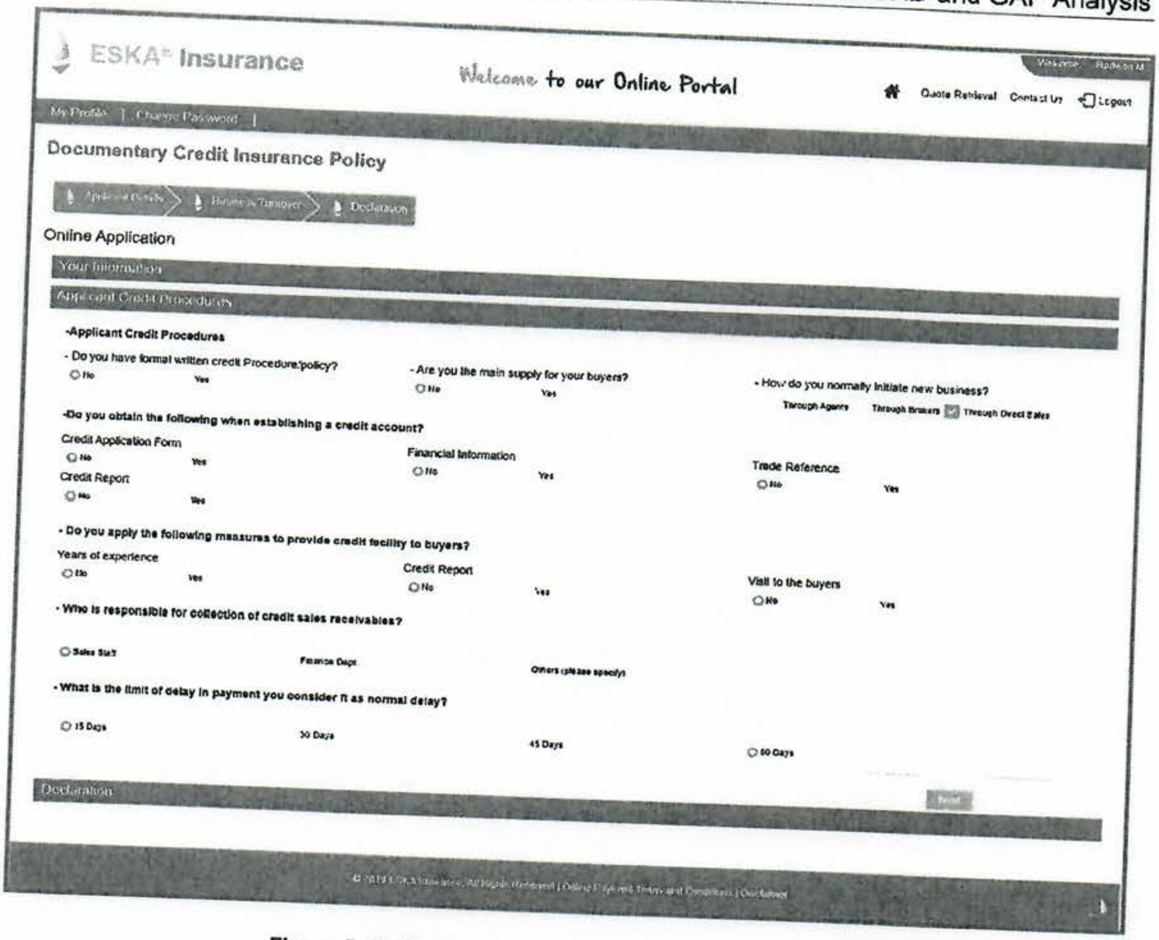

Figure 5-18 (CSTP Online Application – Applicant Credit Procedures)

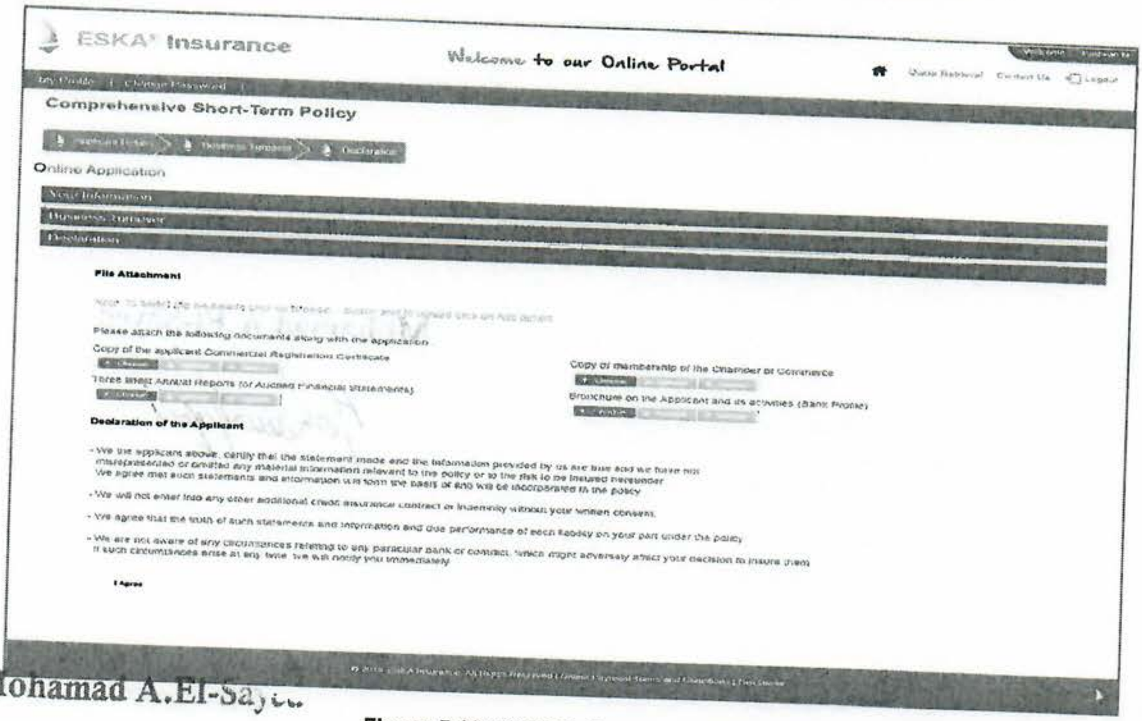

Figure 5-19 (CSTP Online Application - Declaration)

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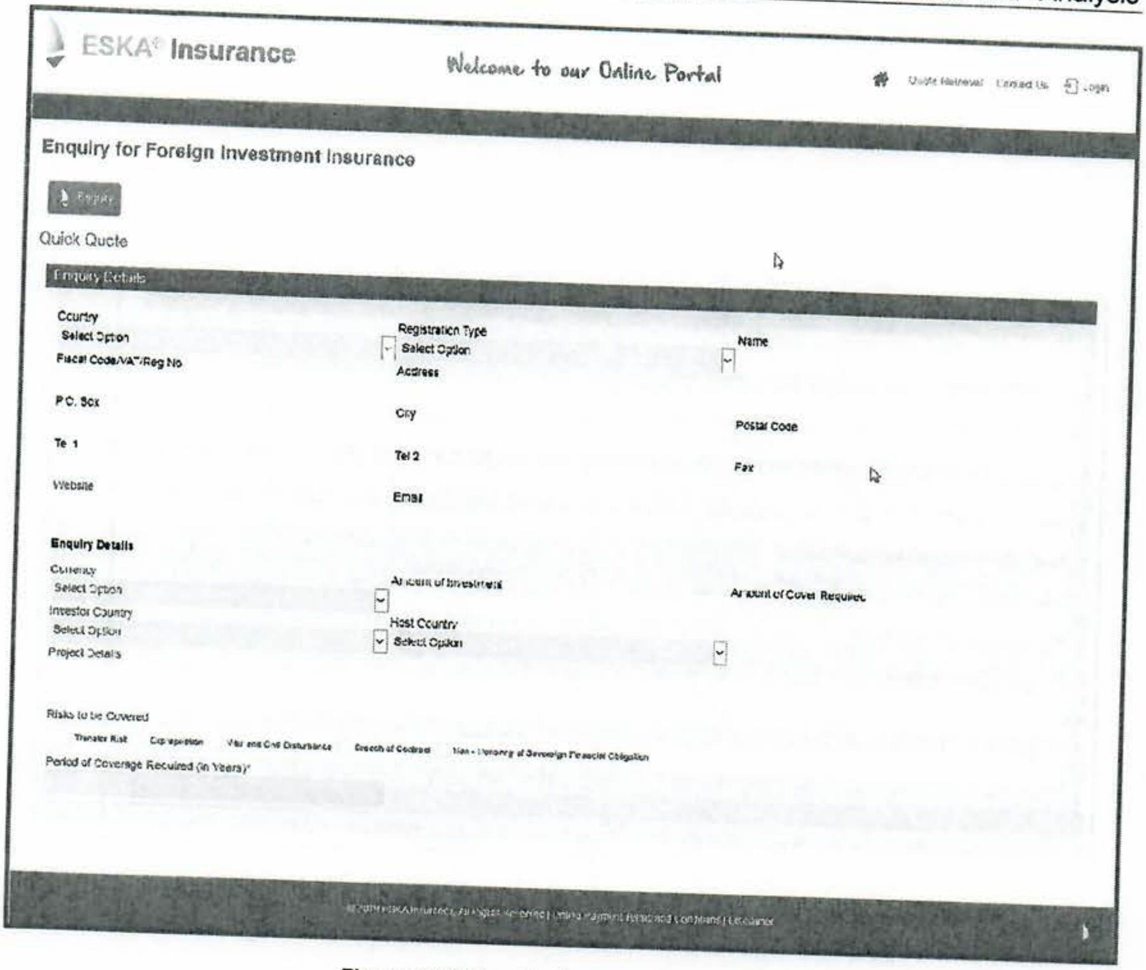

Figure 5-20 (Enquiry for Foreign Investment Insurance)

5.6. Profile

Upon successful login to ICIEC insurance customer portal, users will have the ability to review their profile information and update respective details whenever necessary.

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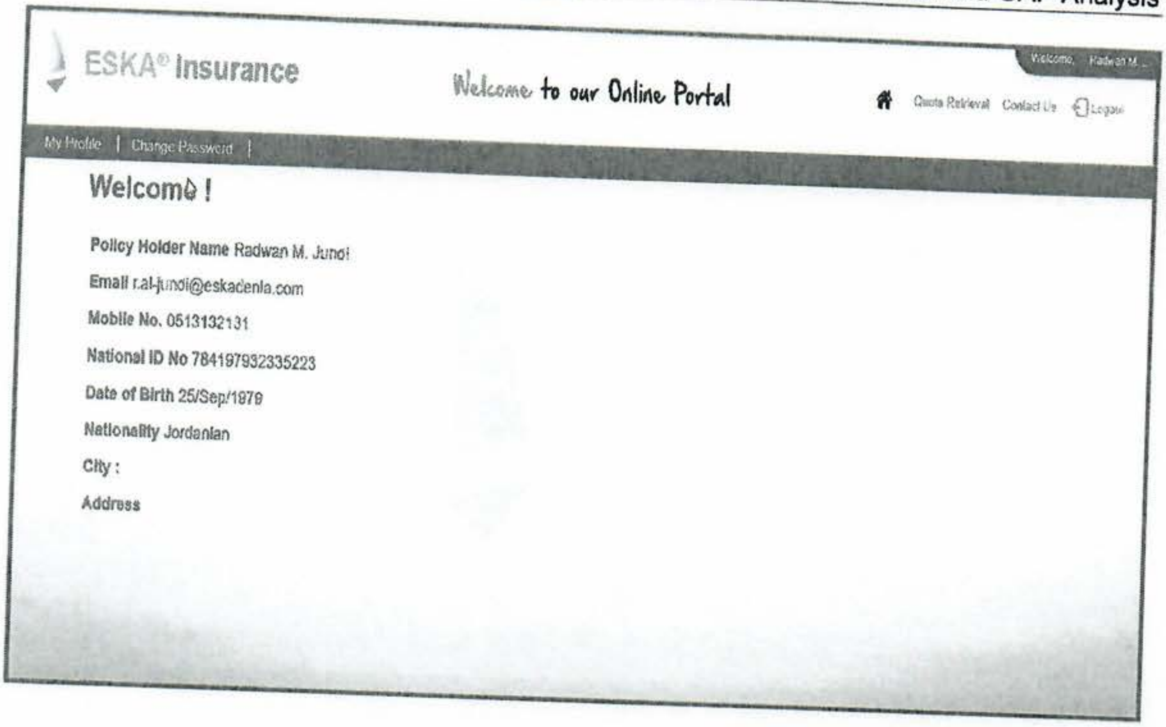

Figure 55-21 (Profile)

5.7. Policies List

Upon successful login to ICIEC insurance customer portal, users will have the ability to review their associated policies and respective details in terms of status (e.g. red triangle indicates the policy is cancelled), effective and expiry dates, buyers/banks, active limits etc. along with the possibility to perform a variety of transactions.

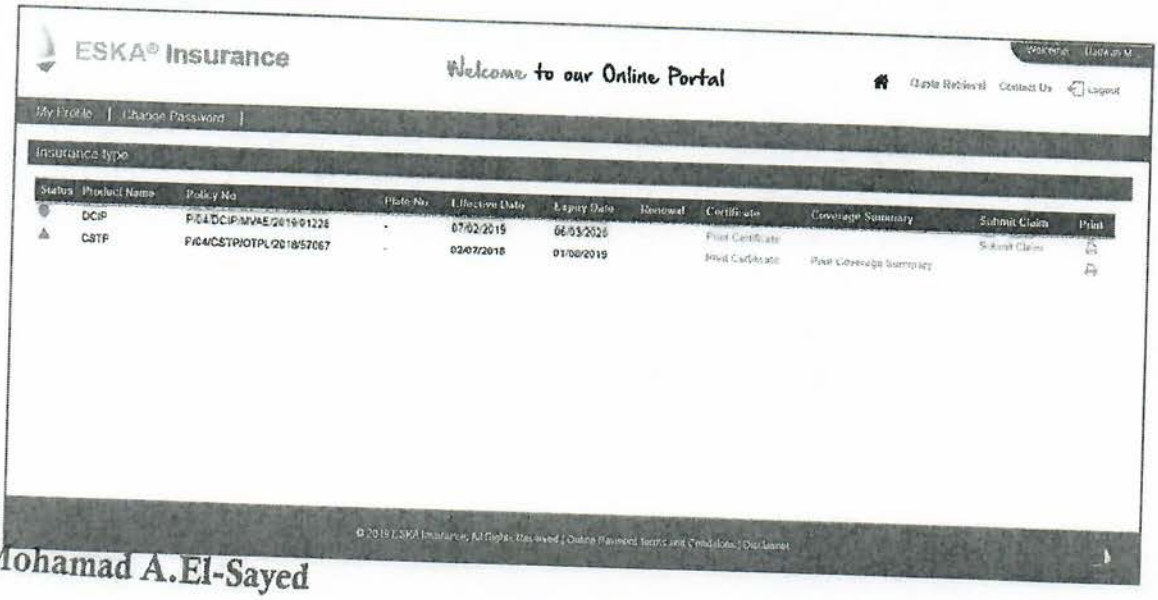

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Figure 5-22 (Policies List)

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5.8. Online Renewal

Upon successful login to ICIEC insurance customer portal, users will have the ability to review their associated policies and respective details in terms of status, effective and expiry dates, buyers/banks, active limits etc. along with the possibility to perform a variety of transactions such as requests' submission for renewal of expired or about to expire policies.

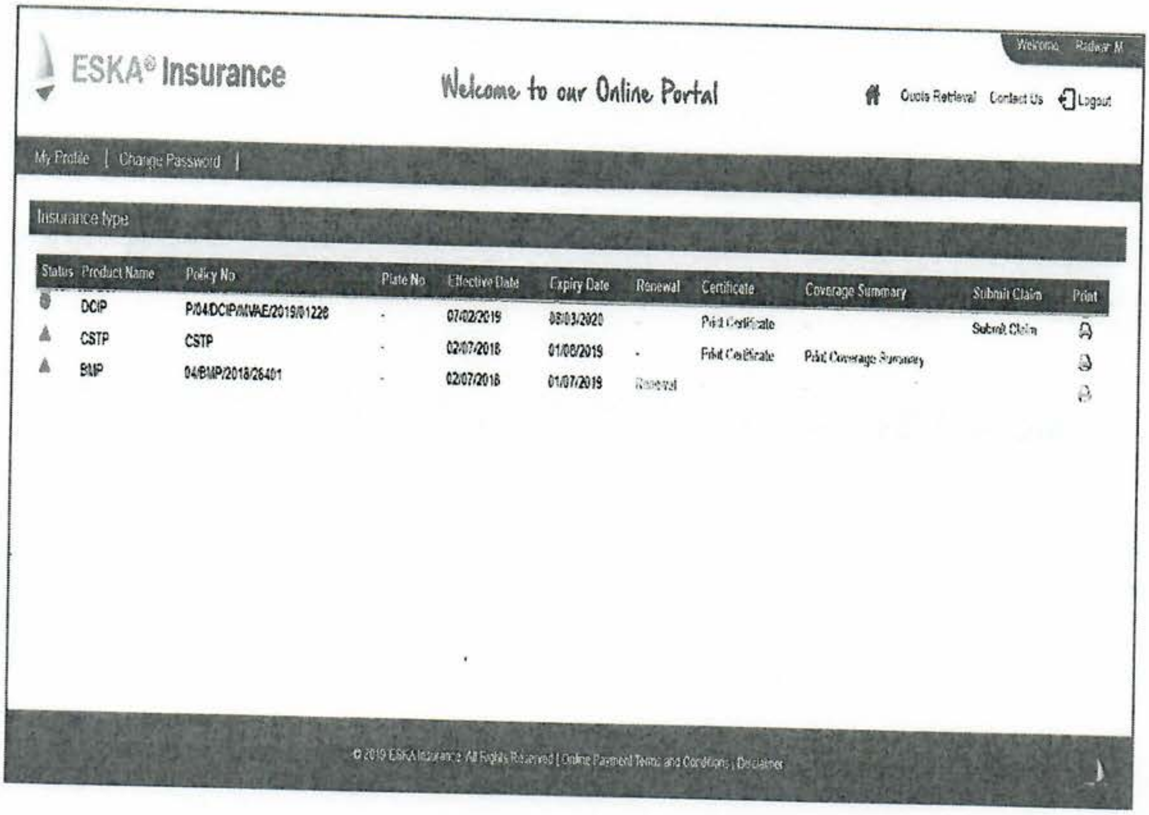

Figure 5-23 (Online Renewal)

5.9. Online Credit Limit Application

Submission of application approvals can be created online manually upon user request. If limit on buyer or UR is increased or reduced on customer portal then a re-submission is created for CLA. Some of the mandatory details that have to be provided with consideration to the various characteristics of policy types (products) bearing in mind that these particulars can be dynamically configured and sample details are as following:

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Application Date

- Amount Applied
- Exchange Rate
- Ultimate Risk
- Scope of Cover
- Supplier Reference
- Goods/Sector description
- Terms of Payment

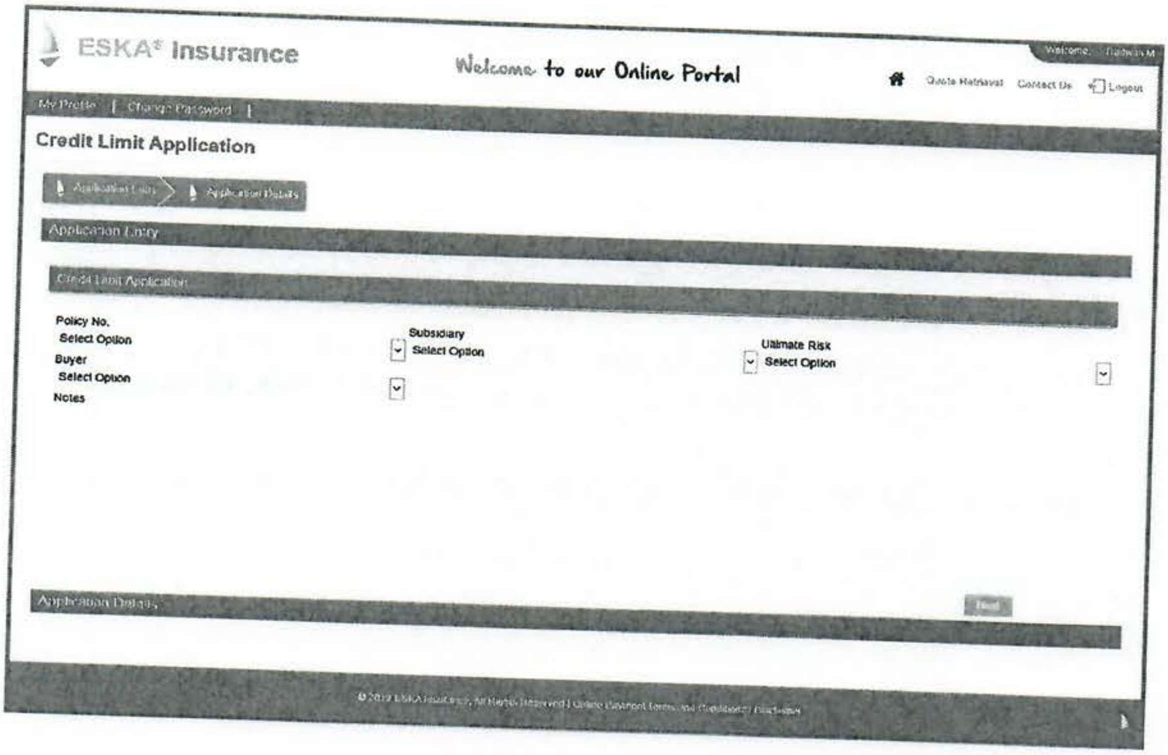

Figure 5-24 (Online Credit Limit Application Entry)

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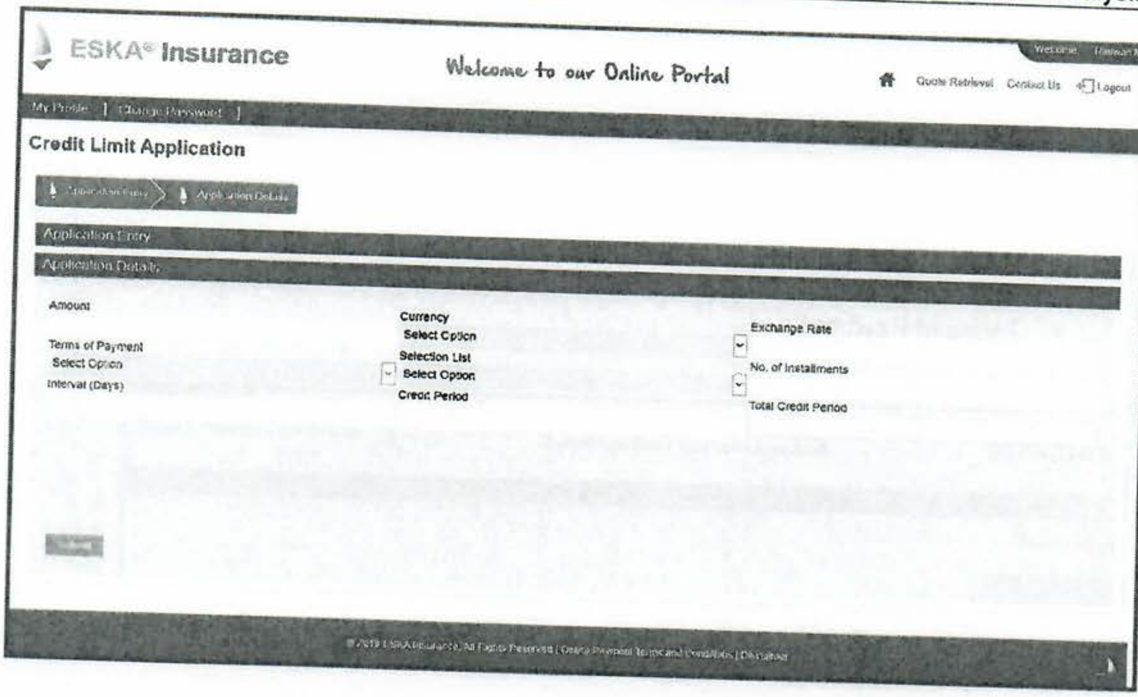

Figure 5-25 (Online Credit Limit Application Details – Payment Terms)

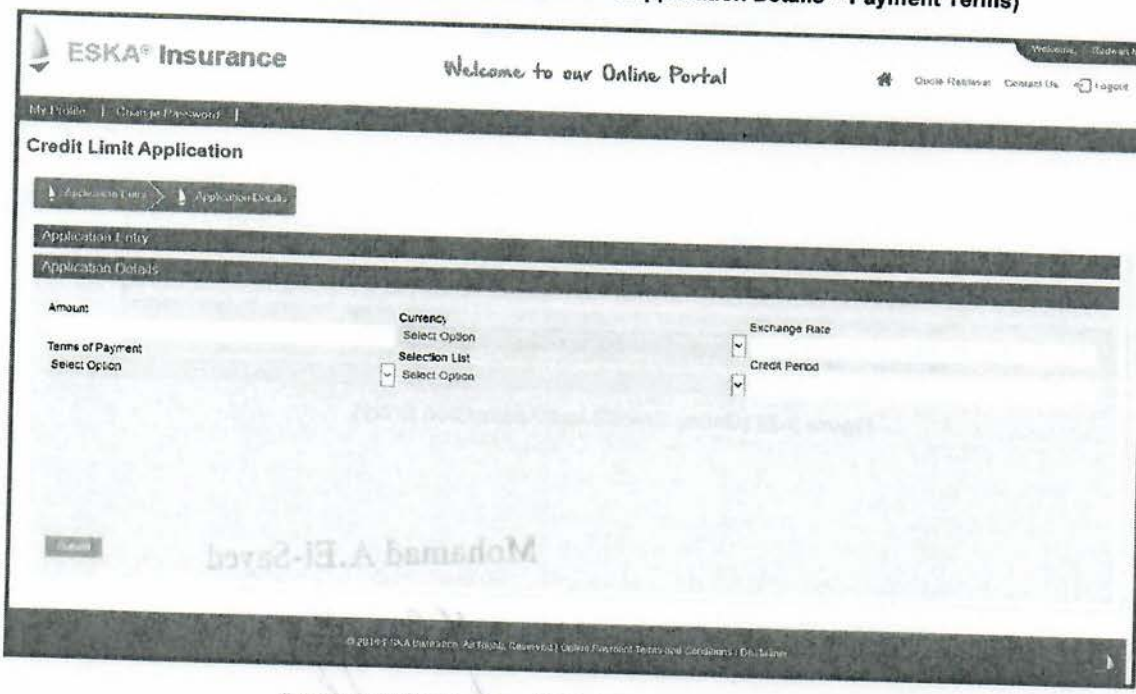

Figure 5-26 (Online Credit Limit Application Details – Payment Terms)

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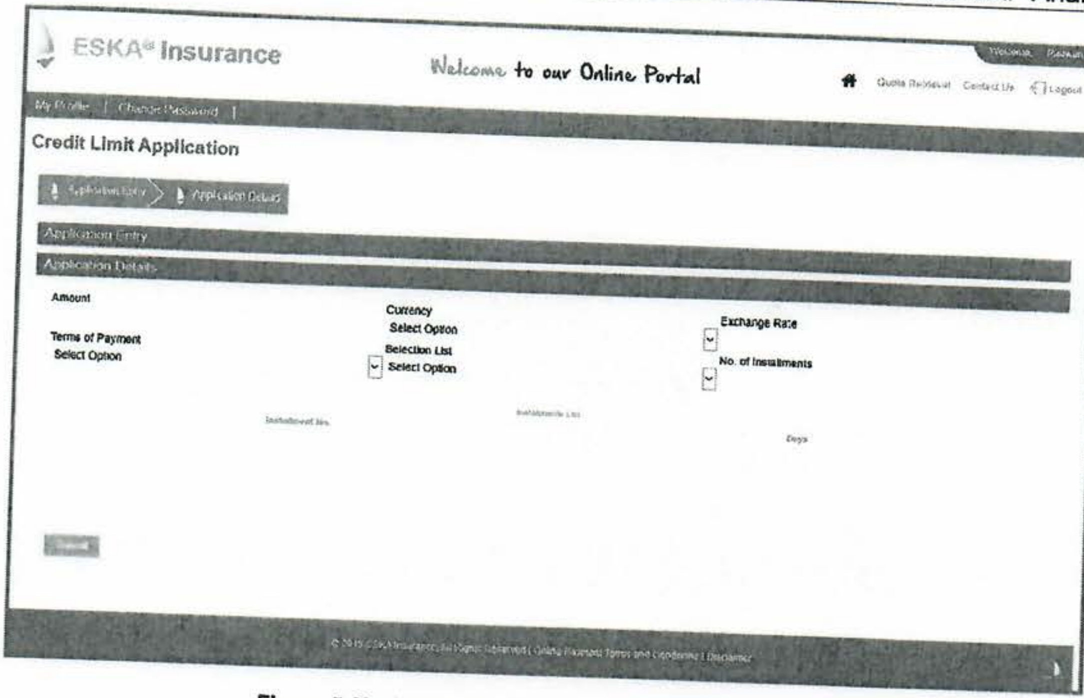

Figure 5-27 (Online Credit Limit Application Details – Payment Terms)

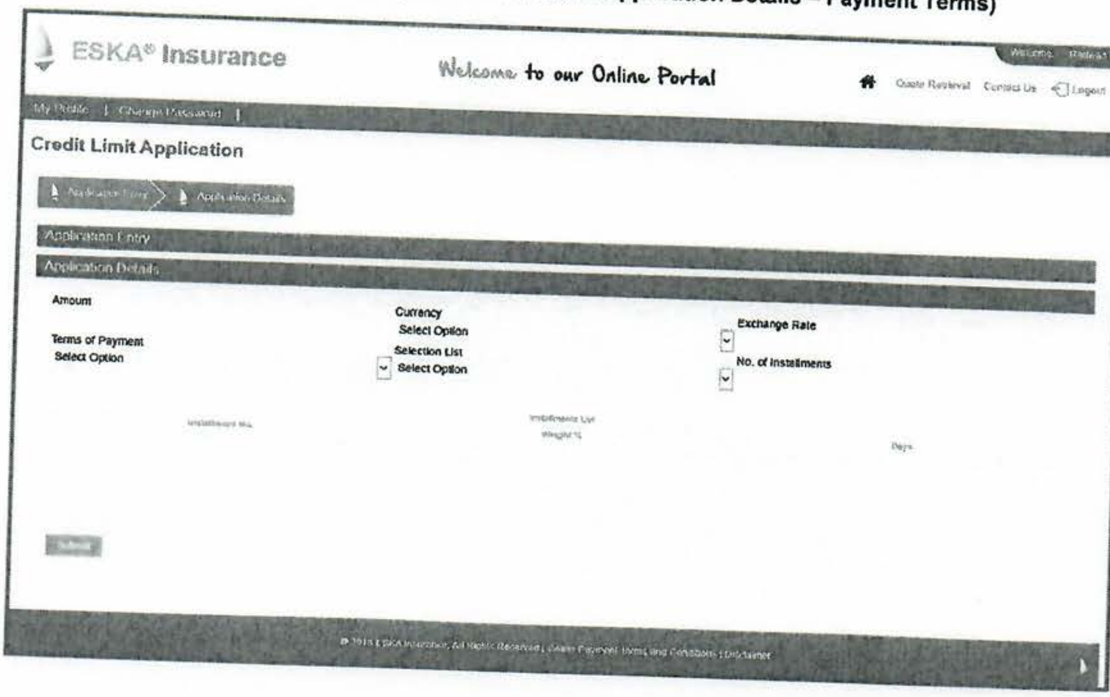

Figure 5-28 (Online Credit Limit Application Details – Payment Terms)

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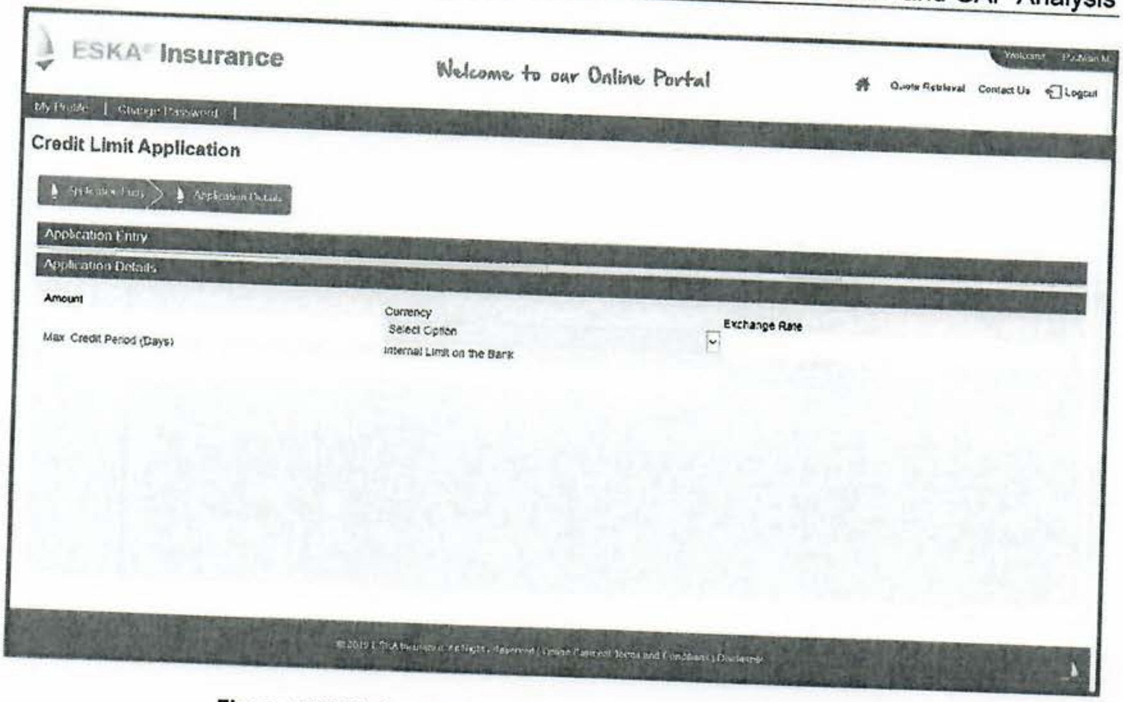

Figure 5-29 (Online Credit Limit Application Details – Bank Payment Terms)

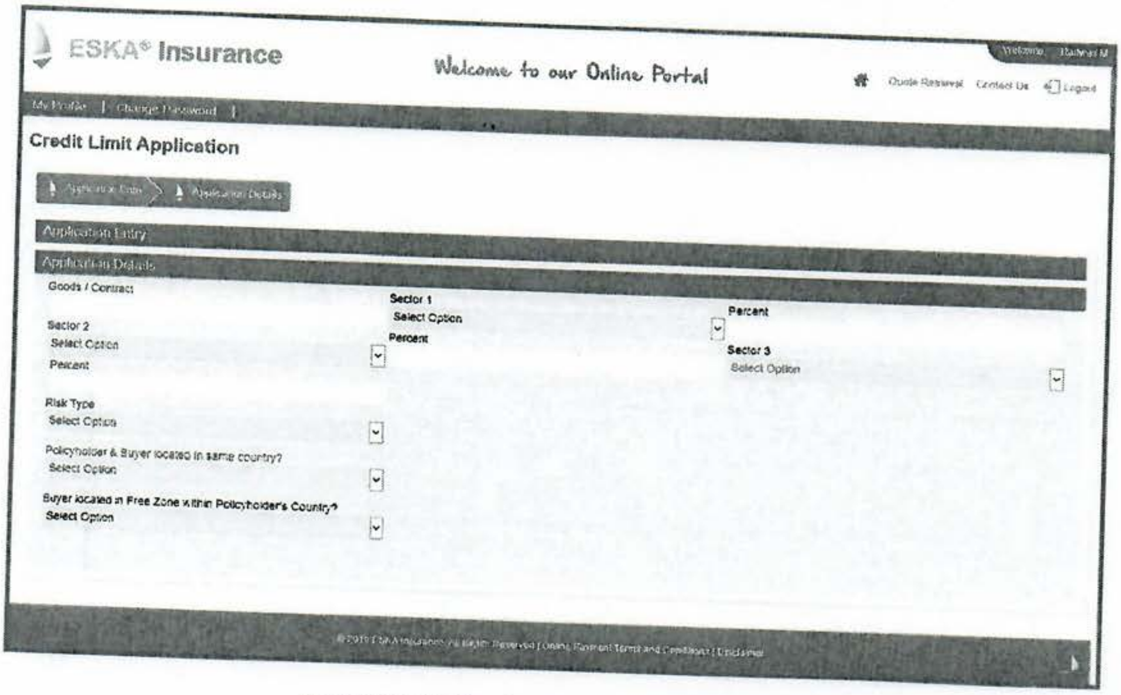

Figure 5-30 (Online Credit Limit Application Details - Goods)

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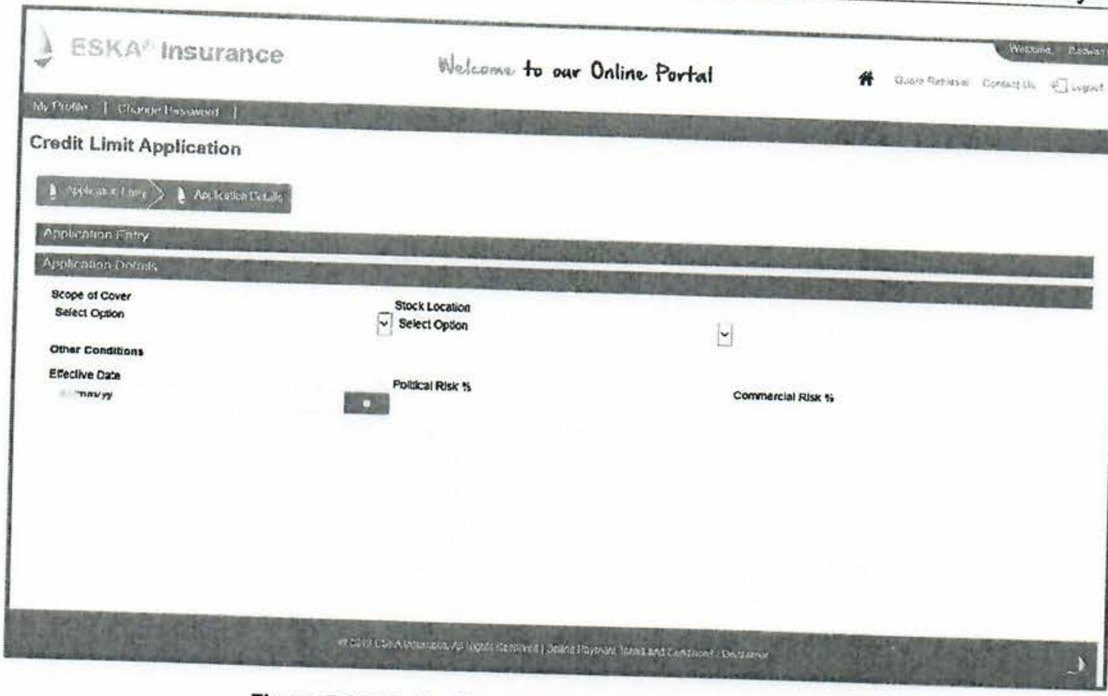

Figure 5-31 (Online Credit Limit Application Details – Scope of Cover)

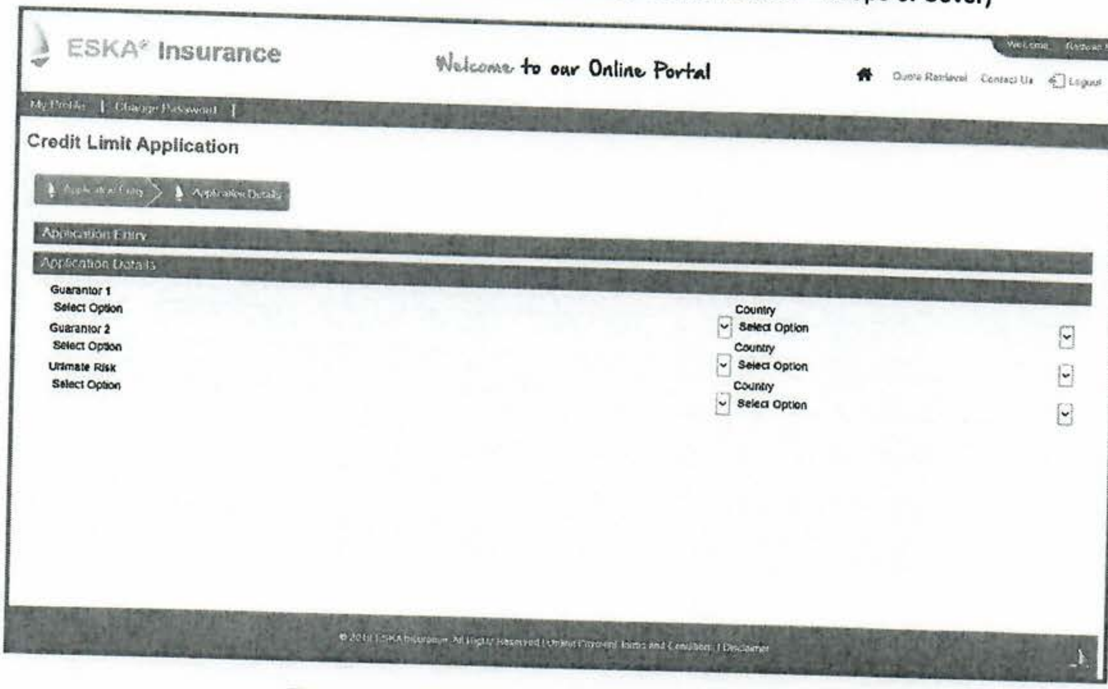

Figure 5-31 (Online Credit Limit Application Details – Security)

5.10. Online Declarations

During the policy lifetime, the policyholder should declare to the insurance company on monthly or frequent basis the exports' turnover and invoices' details

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delivered to buyers. This can be performed online and will be considered in the policy premium calculation at the end of policy period. Declarations submission may contain yet not limited to the following details as below:

- Policy No.
- Expiry Date
- Declaration Month
- Currency
- Approval Ref.
- Buyer Name
- Country
- Invoice Currency
- Shipment Amount
- Exchange Rate
- Shipment Date
- Credit Period
- Approved Amount

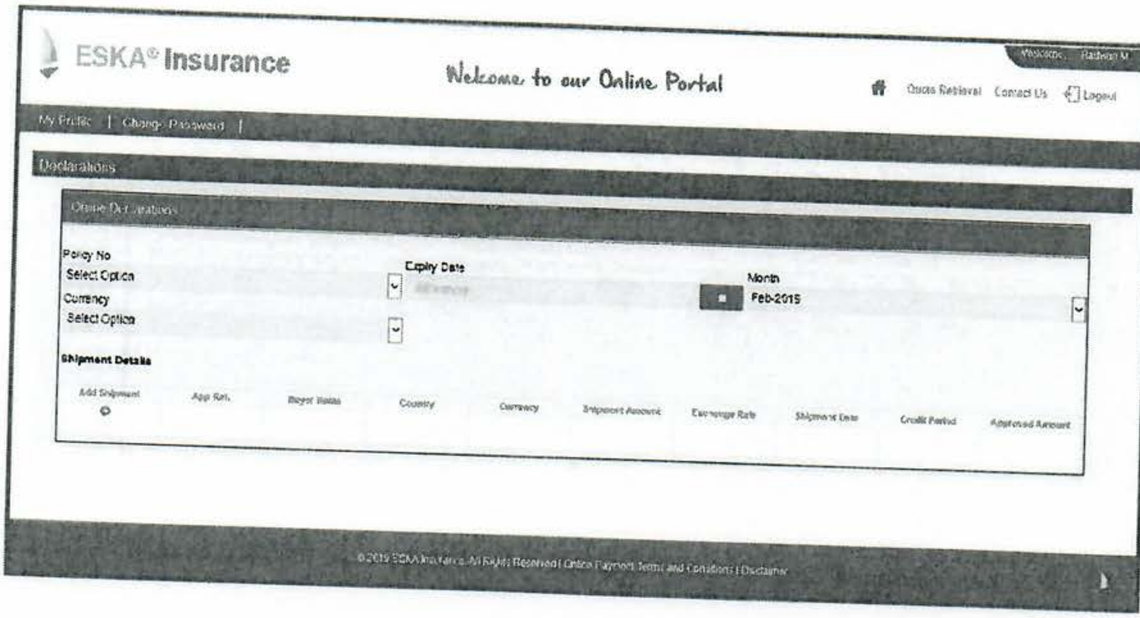

Figure 5-24 (Online Declarations)

5.11. Online NPL

Claims notification is the process of informing the insurance company that a loss is highly probable to occur and that the client intends to ask for money as a result. In

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that case, the client will fill up an online NPL Form which will be delivered to the insurance company to further process and assess it whereby the policyholder shall confirm the delivery and invoicing of goods specifying the reason of loss (via a questionnaire) along with additional information inquired in the form of questionnaires to identify measurements taken to mitigate risk of loss.

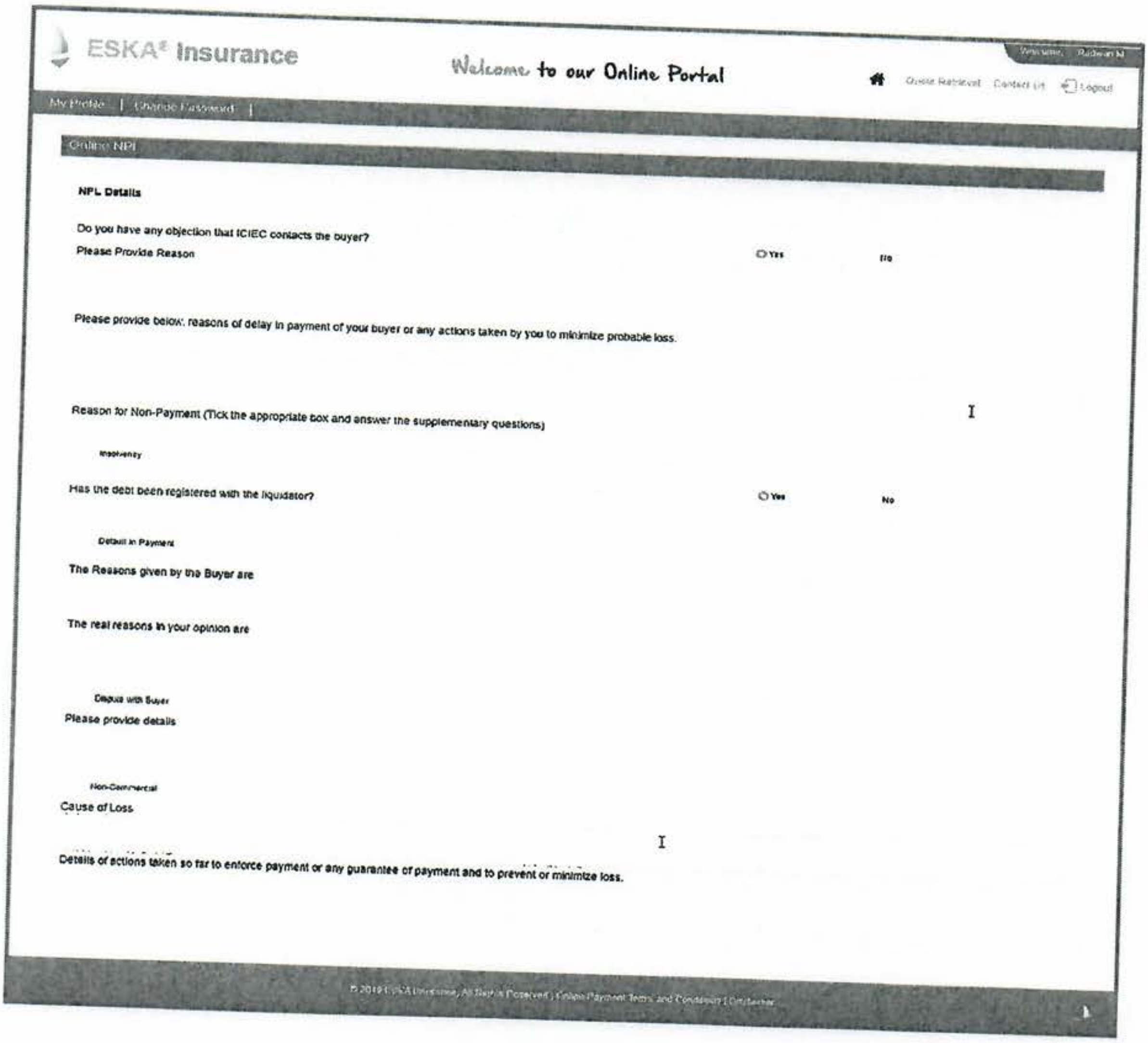

Figure 5-25 (Online NPL)

5.12. Online Claim

When debts are not paid by buyers at the respective due dates, policyholders must inform ICIEC immediately as only with such information ICIEC can react prudently and take the necessary risk mitigating measures. Moreover, for a claim to be valid and legible, the insured party needs to prove that all required rules

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were applied. Through the portal, client will be asked to fill information (e.g. buyer, approval/s numbers, relevant invoices detail etc.) and answer questions relevant to the claim circumstances and eventually upload of supporting documents, which limits follow-up requests from the insurance company.

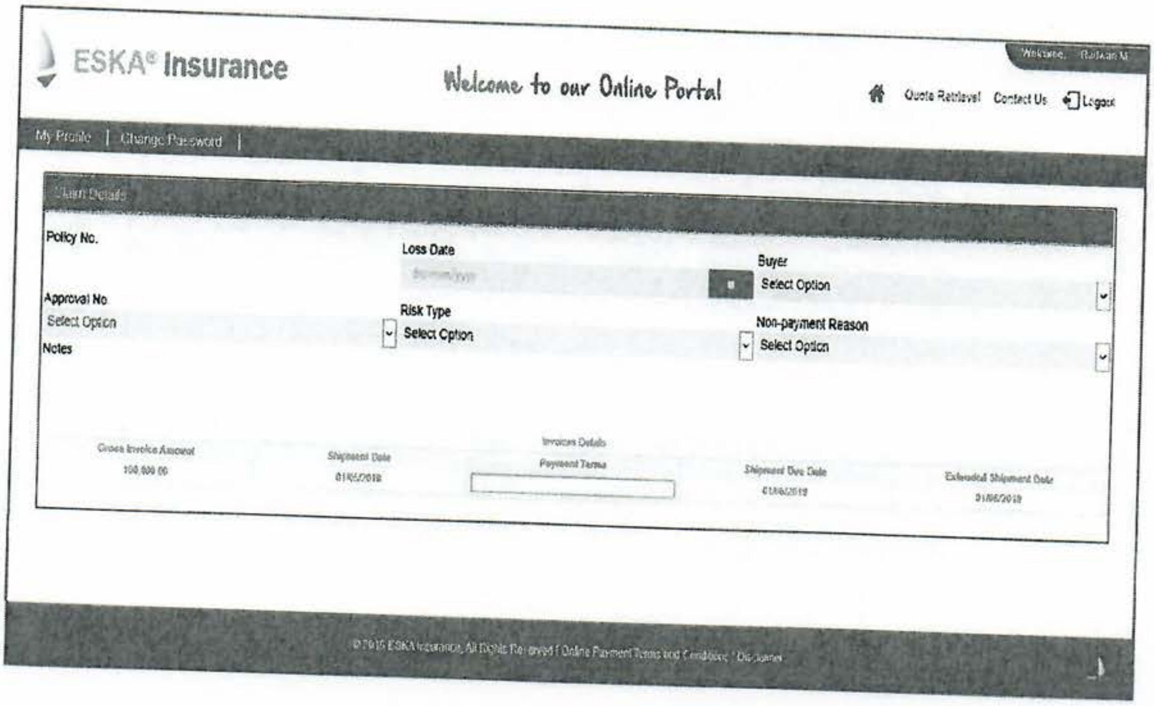

Figure 5-26 (Online Claim)

5.13. Track Claim

Clients may quickly and easily check the status of their submitted claims and get step-by-step help with the track claims process where they can know if certain information are missing, additional documents etc.

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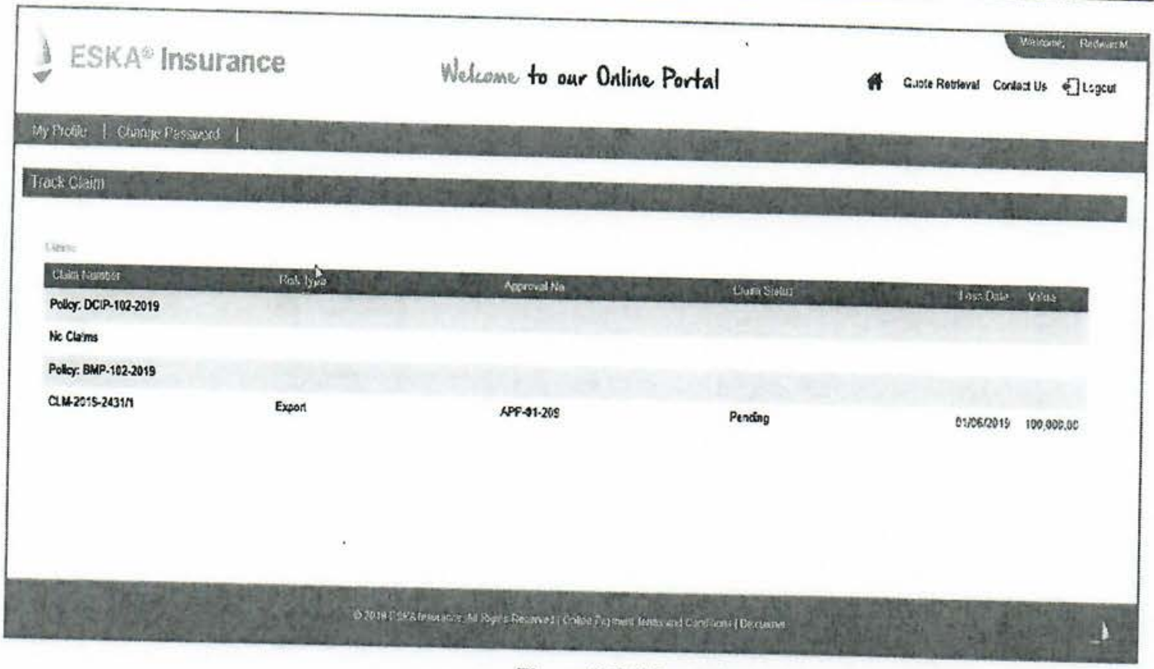

Figure 5-27 (Track Claim)

5.14. Statement of Account

When debts are not paid by buyers at the respective due dates, policyholders must inform ICIEC immediately as only with such information ICIEC can react prudently and take the necessary risk mitigating measures. Moreover, for a claim to be valid and legible, the insured party needs to prove that all required rules were applied.

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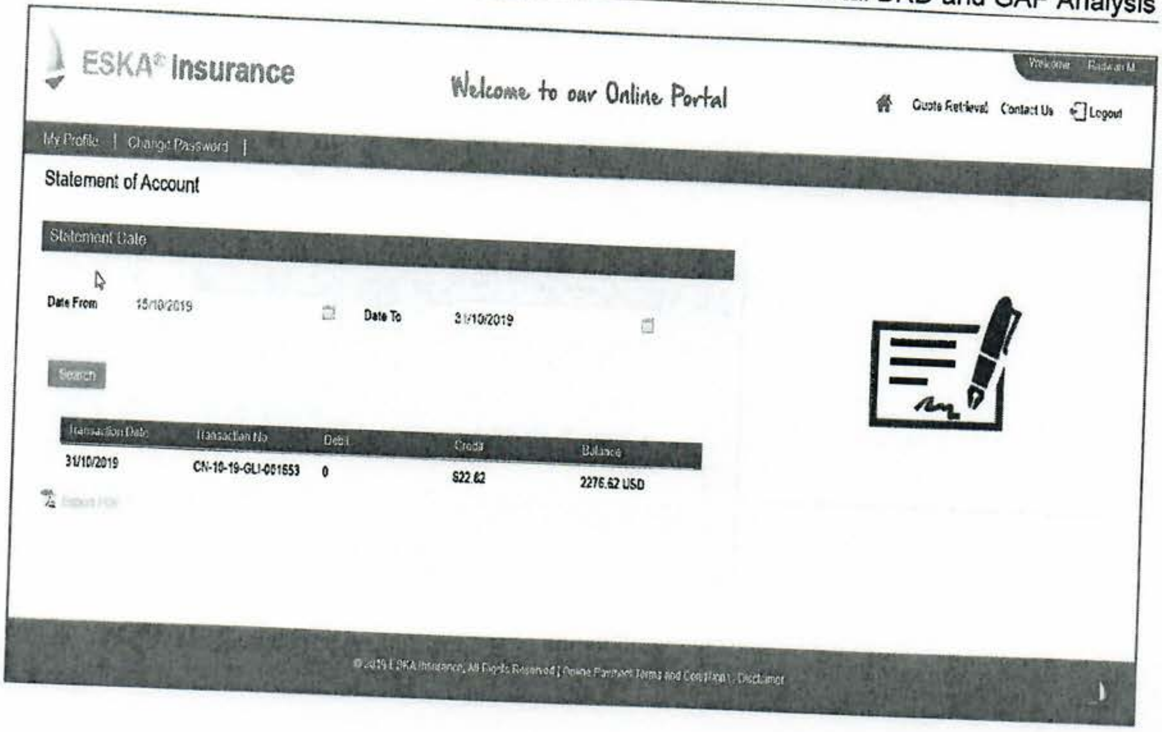

Figure 55-28 (Statement of Account)

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6 APPROVALS

ESKADENIA Project Manager	**ICIEC Project Manager**
Name : Ms. Laisan Mobaideen Date : 22.12.2019 Signature : [signature]	Name : Mr. Mohamad El-Sayed Date : 19/12/2019 Signature : [signature]
ESKADENIA Product Manager	
Name : Mr. Radwan Al Jundi Date : 22-12-2019 Signature : [signature]	[signature] 19/12/2019