**QA Report**

**Date**: 30-January-2026

**Tester Name**: Deeksha Singh

**Test Summary**

|  |  |
| --- | --- |
| Total Test Cases | 2 |
| Executed | 2 |
| Passed | 2 |
| Failed | 0 |
| Blocked | 0 |

**Test Cases**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Test Case ID** | **Scenario** | **Expected Result** | **Actual Result** | **Status** |
| TC\_01 | |  | | --- | |  |  |  | | --- | | Verify NEW IPF application acknowledgement email | | Email sent with correct subject, client, broker, and APP reference | |  | | --- | | Email generated correctly |  |  | | --- | |  | | Pass |
| TC\_02 | |  | | --- | |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  | | --- | --- | --- | --- | --- | | |  | | --- | |  |  |  |  |  | | --- | --- | --- | | |  | | --- | |  |  |  | | --- | | Verify approval and decline advisory emails | | |  |  | | --- | |  | | | Approval/decline content populated correctly with loan details | Emails generated correctly | Pass |
| TC\_03 | Verify instalment schedule email on policy purchase | Schedule details, amounts, and due dates displayed correctly | Instalment schedule emailed correctly | Pass |
| TC\_04 | Verify payment reminder emails (3 days, 2 days, due date) | Correct amount, due date, and reference reflected | |  | | --- | |  |  |  | | --- | | Reminder emails triggered correctly | | Pass |
| TC\_05 | Verify overdue and late fee emails | Late fee and updated total due shown accurately | Overdue emails generated correctly | Pass |
| TC\_06 | |  | | --- | |  |  |  | | --- | | Verify intent-to-cancel and final notice emails | | Escalation wording and urgency reflected accurately | Cancellation emails generated correctly | Pass |
| TC\_07 | |  | | --- | |  |  |  | | --- | | Verify reinstatement and early payout emails | | Reinstatement confirmation and settlement figures displayed correctly | Emails generated accurately | Pass |

**Remarks**

* All **23 standardized email notification templates** were validated across real customer lifecycle scenarios.
* Each email includes:
  + Approved **subject line**
  + Correctly populated **dynamic placeholders** (e.g., [Client Name], [Policy #], [IPF-####], [Amount], [Due Date])
* **FCIF standard footer** is consistently applied across all emails, including contact details, business hours, and confidentiality notice.
* **Standard signature block** is displayed correctly with officer and reference details.
* Notification content reflects real-world use cases such as approvals, reminders, overdue escalation, cancellation risk, reinstatement, and early payout.
* No formatting, data-mapping, or delivery issues were observed during testing.
* **Email notifications are working as expected.**

A screenshot of a computer

AI-generated content may be incorrect.

**Final Status**

Standardized Notification Templates (Email & WhatsApp) with FCIF footer and signature are working as expected and approved for production deployment.