**QA Report**

**Date**: 30-January-2026

**Tester Name**: Deeksha Singh

**Test Summary**

|  |  |
| --- | --- |
| Total Test Cases | 3 |
| Executed | 3 |
| Passed | 3 |
| Failed | 0 |
| Blocked | 0 |

**Test Cases**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Test Case ID** | **Scenario** | **Expected Result** | **Actual Result** | **Status** |
| TC\_01 | |  | | --- | |  |  |  | | --- | | Trigger Intent to Cancel – Notice #1 for overdue account | | System should generate intent-to-cancel email after overdue threshold | |  | | --- | | Intent to Cancel email triggered successfully |  |  | | --- | |  | | Pass |
| TC\_02 | |  | | --- | |  |  |  | | --- | | Verify intent-to-cancel email content | | Overdue amount, cancellation warning, IPF reference, and payment link should populate correctly | Content populated correctly | Pass |
| TC\_03 | |  | | --- | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | |  | | --- | |  |  |  |  |  | | --- | --- | --- | | |  | | --- | |  |  |  | | --- | | Verify email delivery to configured recipients | | | | Intent to Cancel email should be received by Client and Broker | Email received successfully | Pass |

**Remarks**

* **Intent to Cancel – Notice #1 email is generated automatically by the FCIF system when an account remains overdue after prior reminders and overdue notices.**
* **Email subject follows the standard format:  
  *“Intent to Cancel – Overdue Account | Immediate Action Required | [Client Name] | [IPF-####]”*.**
* **Email body correctly displays:**
  + **Policy reference**
  + **Outstanding amount due (including applicable fees)**
  + **Clear warning of potential policy cancellation for non-payment**
  + **IPF reference number**
  + **Payment link**
  + **Broker and FCIF contact guidance**
* **FCIF standard footer and signature block are applied consistently.**
* **Notification delivery validated for Client and Broker recipients.**
* **No content, formatting, or delivery issues observed.**
* **Intent to Cancel – Notice #1 email notification is working as expected.**

**Final Status**

Intent to Cancel – Notice #1 (Overdue Account) email notification is working as expected and approved for production deployment.