**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 #2 after continued non-payment | | System should generate intent-to-cancel email after overdue threshold | |  | | --- | | Intent to Cancel email triggered successfully |  |  | | --- | |  | | Pass |
| TC\_02 | Verify escalation messaging and payment details | Cancellation warning, amount due, IPF reference, and payment link should populate correctly | Content populated correctly | Pass |
| TC\_03 | Verify email delivery to configured recipient | Email should be received by Insurer | Email received successfully | **Pass** |

**Remarks**

* Intent to Cancel – Notice #2 email is generated automatically when the account remains overdue after the first intent-to-cancel notice.
* Email subject follows the standard format:  
  *“Second Intent to Cancel Notice – Payment Required Today | [Client Name] | [IPF-####]”*.
* Email body correctly displays:
  + Confirmation that payment is still outstanding
  + Clear warning that cancellation will proceed if payment is not received today
  + Amount due
  + IPF reference number
  + Payment link
* FCIF standard footer and signature block are applied consistently.
* Notification configuration validated:
  + Group: Insurer
  + Sub-Group: Renewal
  + Reason: Application for credit
  + Type: System-generated request
  + Recipient: Insurer
  + Frequency: Triggered automatically by the system as part of cancellation escalation
* No formatting, content, or delivery issues observed.
* Intent to Cancel – Notice #2 email notification is working as expected.

**Final Status**

Intent to Cancel – Notice #2 (Payment Required Today) email notification is working as expected and approved for production deployment.