**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 #3 after continued non-payment | | System should generate third intent-to-cancel notice when overdue persists | |  | | --- | | Intent to Cancel #3 email triggered successfully |  |  | | --- | |  | | Pass |
| TC\_02 | Verify escalation messaging and payment details | Outstanding balance, cancellation processing warning, 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 and Broker | Email received successfully | **Pass** |

**Remarks**

* **Intent to Cancel – Notice #3 email** is generated automatically when an account remains unpaid after prior intent-to-cancel notices.
* Email subject follows the standard format:  
  *“Third Intent to Cancel Notice – Payment Outstanding | [Client Name] | [IPF-####]”*.
* Email body correctly displays:
  + Confirmation that the installment remains outstanding
  + Warning that cancellation processing may commence
  + Outstanding 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:** Approval Advisory
  + **Type:** System-generated response
  + **Recipients:** Insurer, Broker
  + **Frequency:** Triggered automatically by system escalation rules
* No formatting, content, or delivery issues observed.
* **Intent to Cancel – Notice #3 email notification is working as expected.**

**Final Status**

Intent to Cancel – Notice #3 (Payment Outstanding) email notification is working as expected and approved for production deployment.