**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 #4 after continued non-payment | | System should generate the fourth intent-to-cancel notice | |  | | --- | | Intent to Cancel #4 email triggered successfully |  |  | | --- | |  | | Pass |
| TC\_02 | Verify escalation and cancellation-instruction messaging | Cancellation instruction 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 #4 email is generated automatically when the account remains overdue after multiple prior intent-to-cancel notices.**
* **Email subject follows the standard format:  
  *“Fourth Intent to Cancel Notice – Immediate Payment Required | [Client Name] | [IPF-####]”*.**
* **Email body correctly displays:**
  + **Final escalation warning prior to cancellation instruction**
  + **Outstanding amount due**
  + **Policy reference**
  + **IPF reference number**
  + **Payment link**
* **FCIF standard footer and signature block are applied consistently.**
* **Notification configuration validated:**
  + **Group: Insurer**
  + **Sub-Group: Renewal**
  + **Reason: Decline Advisory**
  + **Type: System-generated response**
  + **Recipient: Insurer**
  + **Frequency: Triggered automatically by system escalation rules**
* **No content, formatting, or delivery issues observed.**
* **Intent to Cancel – Notice #4 email notification is working as expected.**

**Final Status**

Intent to Cancel – Notice #4 (Immediate Payment Required) email notification is working as expected and approved for production deployment.