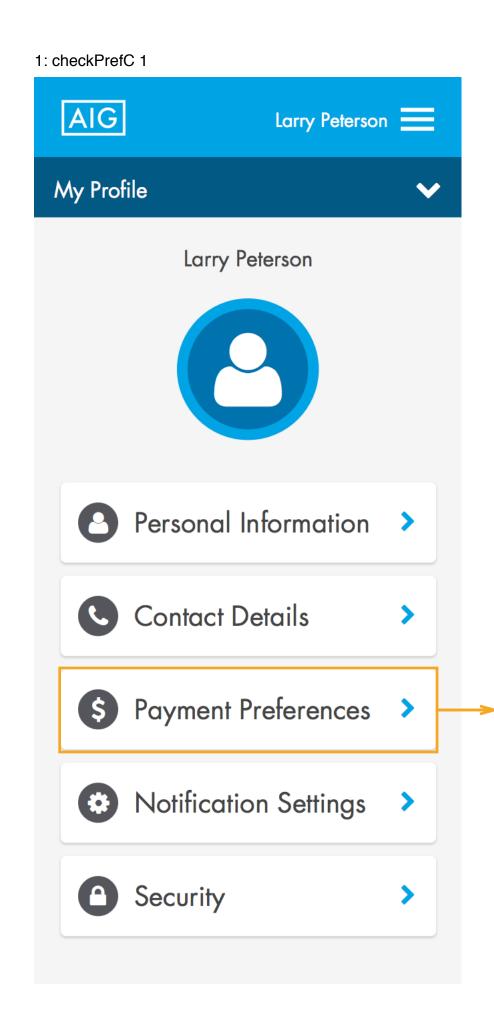
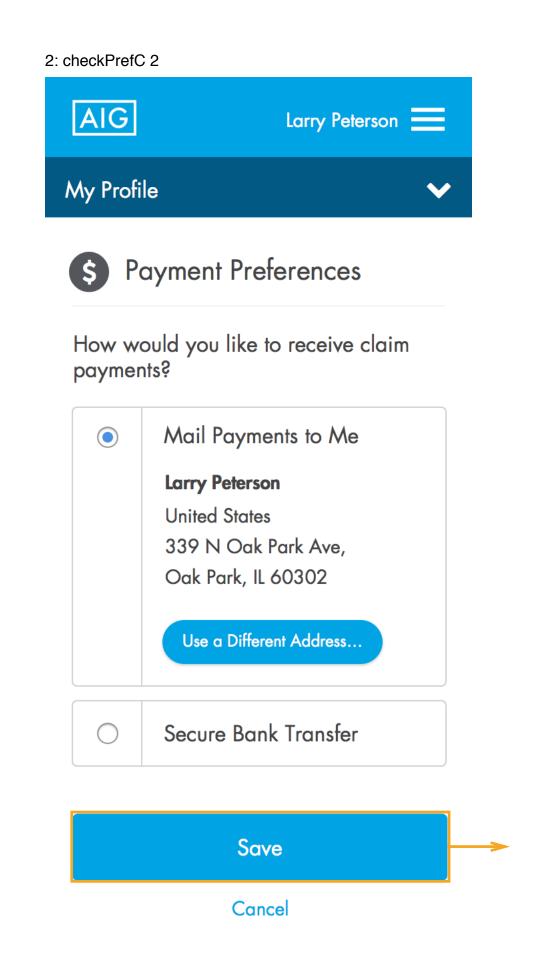
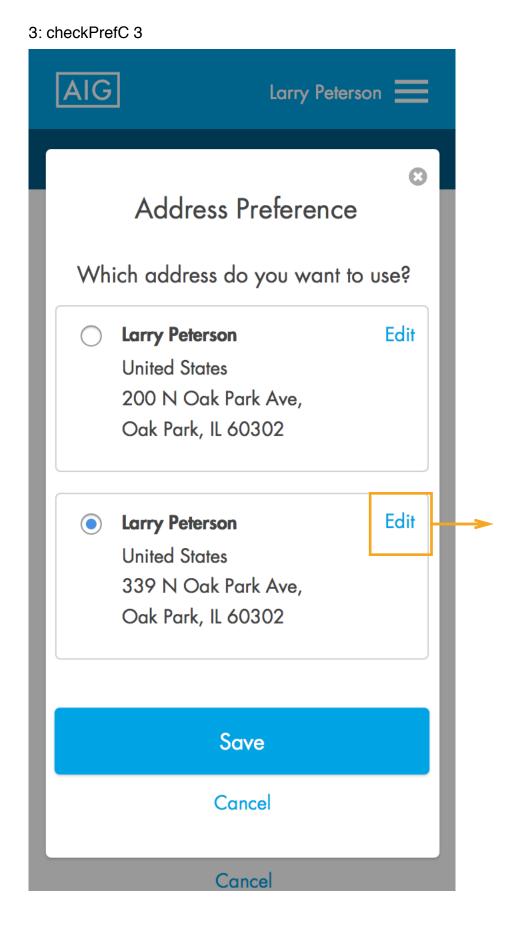


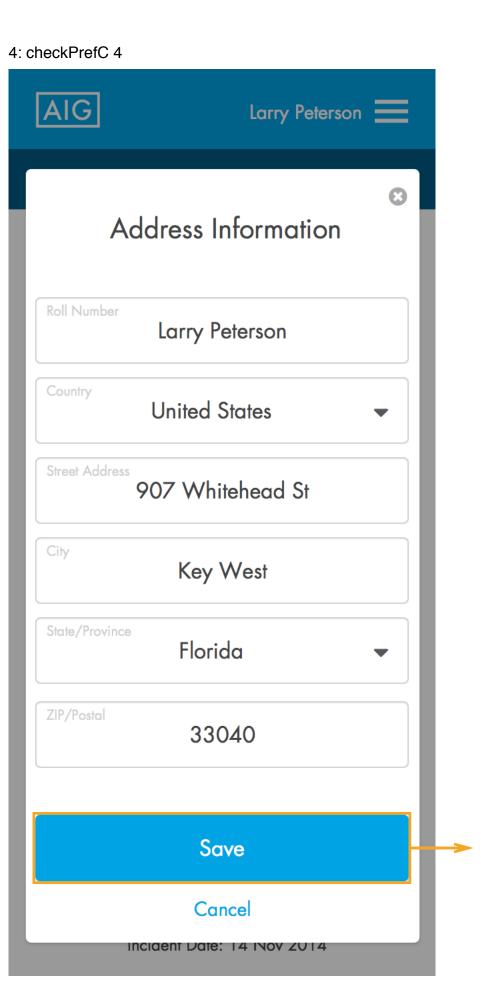
Payment Preferences: Mail C

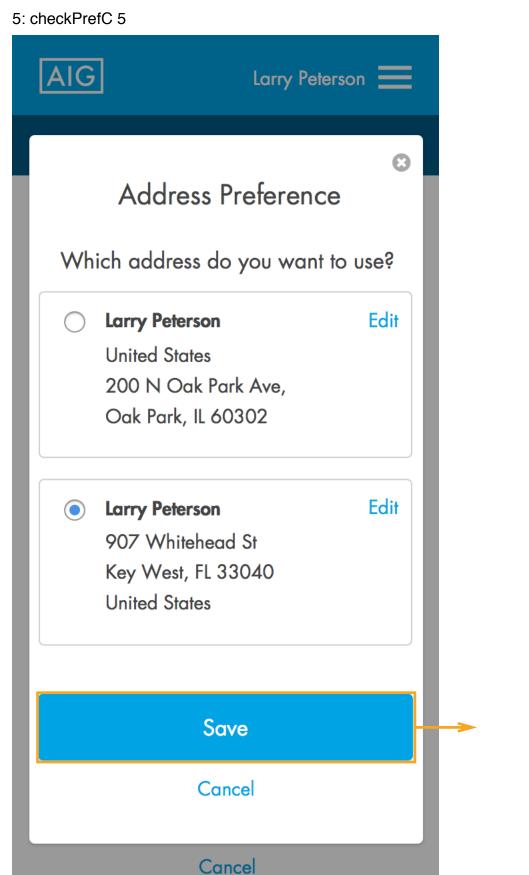
Assumes the user has two addresses stored with their profile and wants to edit one in order to receive payments. Modified on Nov 18, 2015 by Nathan Norman

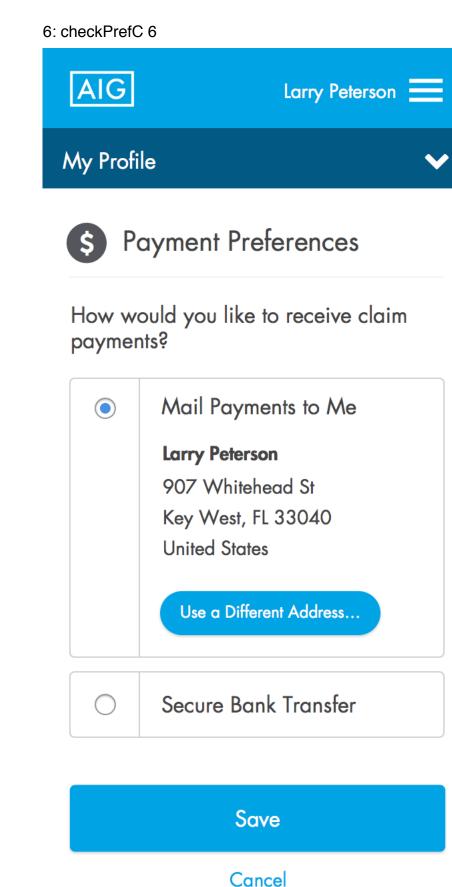




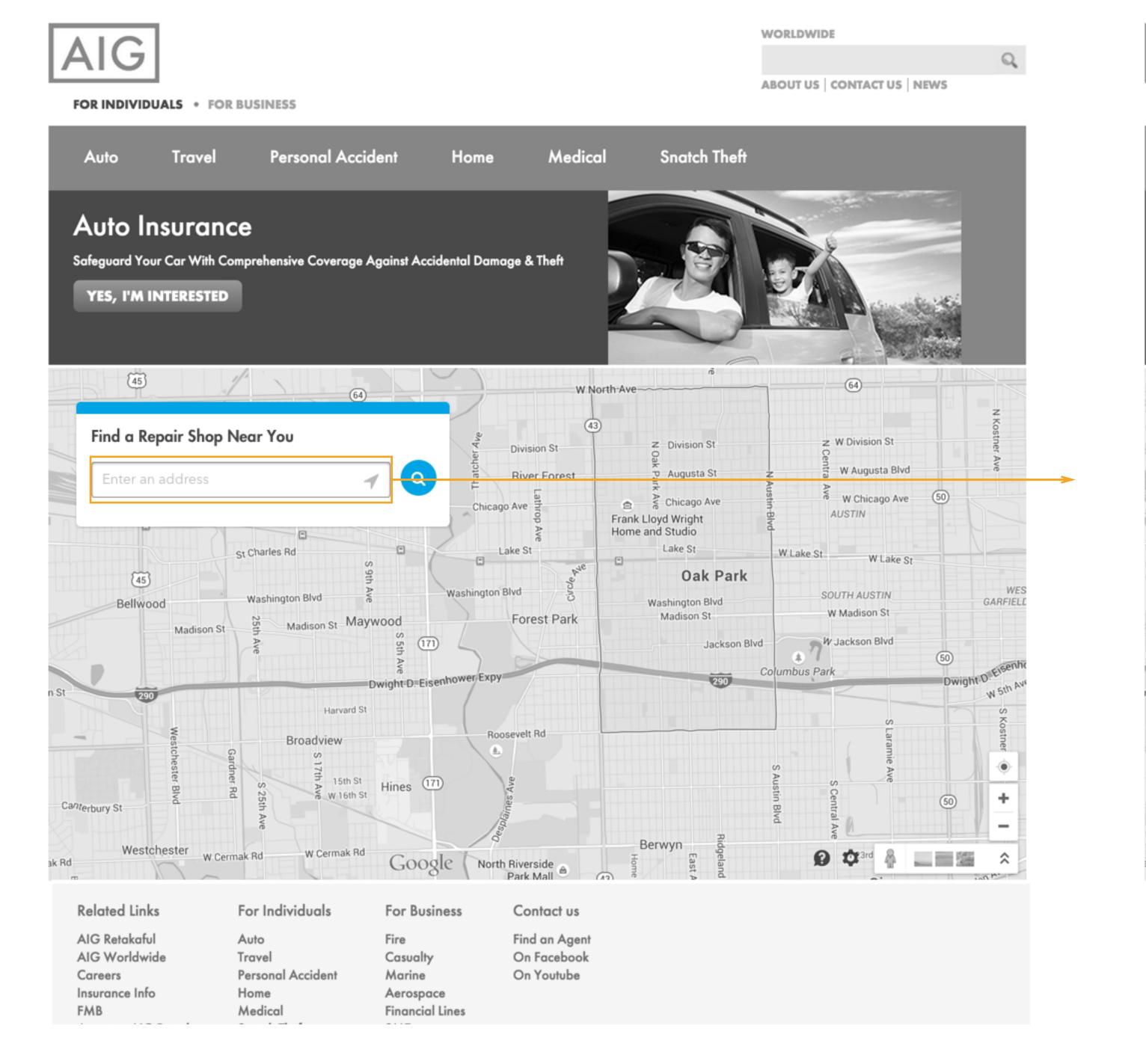


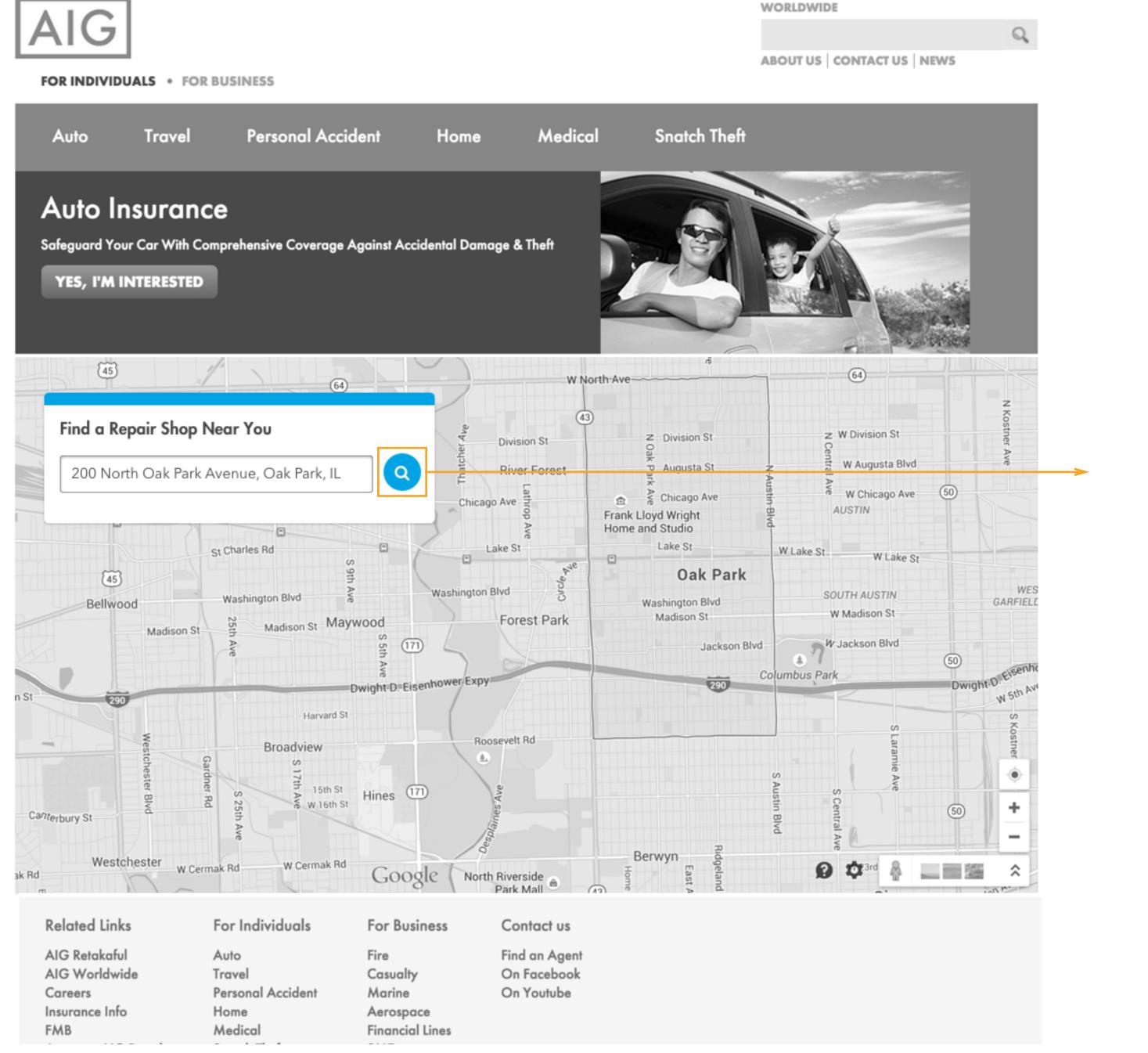


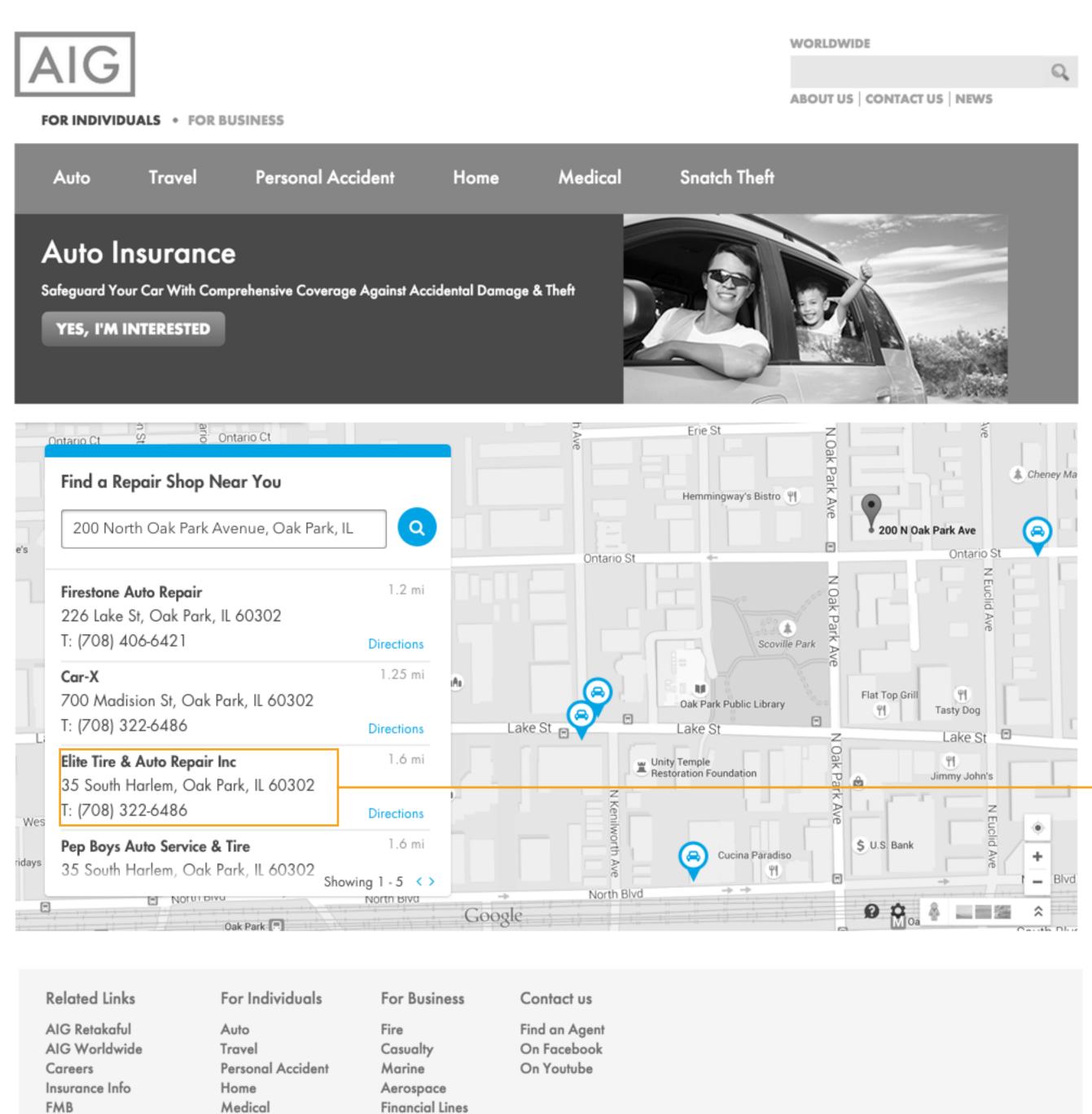




1: Shop Locator 1







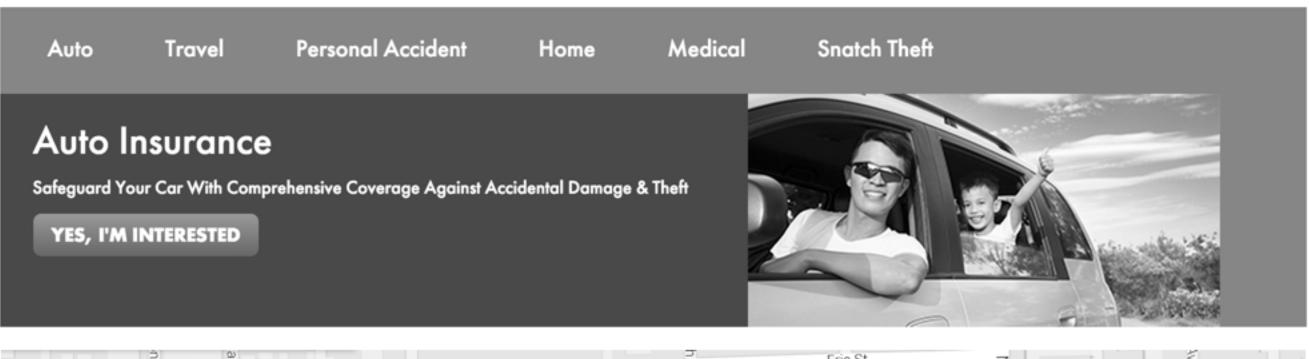
4: Shop Locator 4

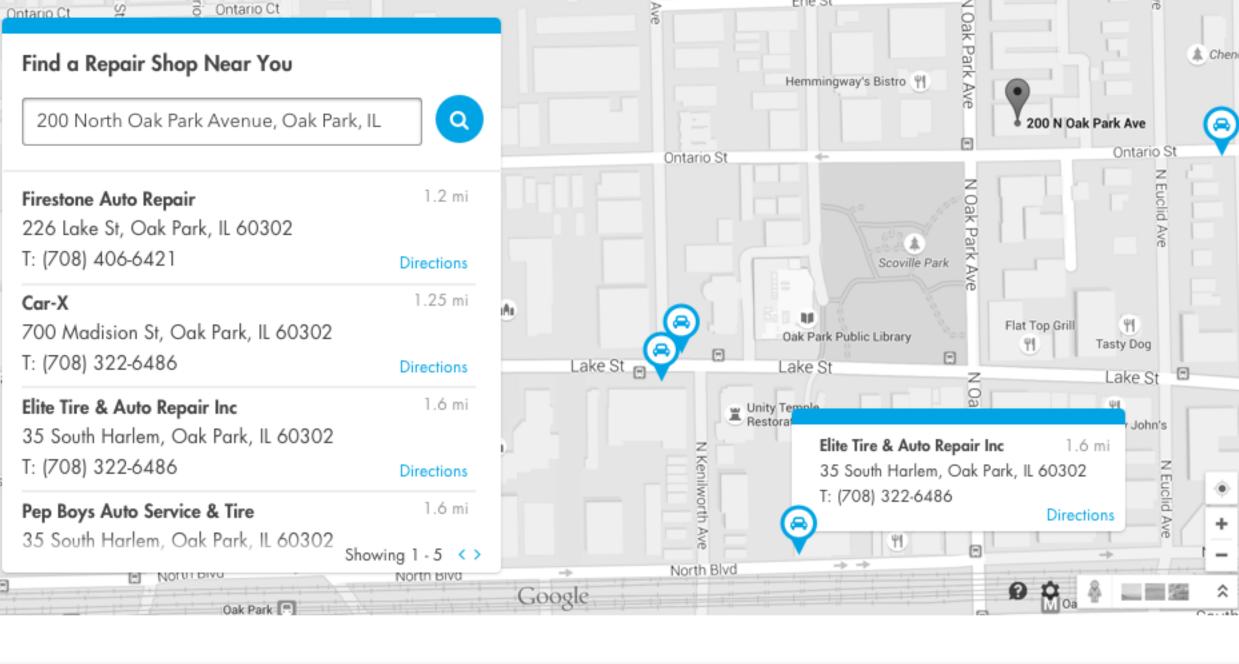




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SCENARIOS

Jane's luggage is lost and she needs to know her travel coverage policy

Anonymously Lookup Policy and Coverage Details



Scenario C:

After waiting 30 minutes for her luggage Jane comes to the disconcerting conclusion that her luggage is lost. She uses her phone and from her bookmarks taps AIG.com/go. She does not have a policy of her own, but was included as her husband's travel companion on his. She taps to use the policy lookup feature on the website. She selects the policy type and enters her name and the policy number. AIG.com/go displays her travel insurance policy. She learns that her loss is 100% covered.

User stories

As a travel companion I want to learn about my travel policy

SCENARIO

Joe needs his auto policy card for proof of insurance coverage

Account Registration



Scenario A:

Joe's plane just touched down at O'hare aiport, while the plane is taxiing Joe realizes he will need his insurance card when he picks up his rental car. He opens the AIG.com/go website on his iPhone and taps create account. After entering basic criteria and answering a few account verification questions Joe is presented with his insurance policies. Looking over the list, he sees his auto policy is not there. Before Joe uses his phone to call AIG, he taps search for policy. He enters the type of policy along with his driver's license number and taps to search. His auto policy appears and he taps again to save his proof of auto insurance to his iPhone passbook. That was easy.

User stories

As a user I want to create an account As a user I want to view all my policies As a user I want to search for a policy

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