**List of requirements**

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| **Information requirements** | **Chatbot solution requirements** | **Website requirements** |
| Basic general information | Perform well in the first 5 minutes | Find the information easily |
| Rules | Understand the user | Provide an overview about the topic |
| Bank offering and rates | Provide the needed information | Easy to navigate between the different documents |
| Information about the mortgage providers | Provide correct information | Embedded affordability check |
| Advantages/disadvantages of having a mortgage | Guide top three competitive offers | Possible to contact with the company |
| Differences and comparison of the different type of mortgage rates | Provide permit, pension, down payment information | Direct Skype call |
| Conditions | Comparison of mortgage offers | Connect to the related YouTube channel |
| Risk | Specific bank information related to the documents | Sign-up for the next relevant Meet up |
| Prices | Upload documents | Make it intuitive |
| Affordability | Live chat | Offer next steps |
| Historical data about the interest rates | Answer special questions 24/7 | Use pictures or pictogram |
| Property evaluation |  | Embedded chatbot |
| Documentations |  | Clear information |
| Mortgage application process flow |  | Use easy language |
| Interest rate forecast |  | Reliability |
| Checklist |  | Independent from any bank |
| Contract information, clauses, penalties |  |  |
| Complete mortgage packages with other provided services |  |  |