

Product Case Study Submission II

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Aim: To find out the main issues that financiers are currently facing from the management of the 2W loan. Look for answers to those issues. Make a wireframe for the financier's dashboard.

Target Group: NPA Heads / Manager / Loan Officers

Problems Faced by Financiers:

- High Non-Performing Assets (NPAs): Late repayments of loan defaults lead to significant financial losses. [Reference](#)
- Inefficient Risk Assessment: Traditional methods might not accurately predict potential defaulters.
- Manual & Time-consuming Processes: Loan approval, document verification, and collection efforts can be slow and labour-intensive.
- Limited Early Intervention: Lack of real-time insights into borrower behaviour hinders early action on potential defaults.
- Fraudulent Loan Applications: Fake documents or false borrower information can increase risk of defaults. [Reference](#)

Feature to Resolve Pain Points faced by the Financier Manager:

Feature 1: Early Warning System for Potential Defaults

- Problem: Traditional methods often miss early signs of delinquency, leading to higher NPAs.
- Solution: A proactive early warning system that identifies at-risk borrowers before defaults occur.
 - Predictive Analytics Engine: We can predict possible defaults by assessing the borrower's data, including income, credit bureau reports, and payment history.

using and training a machine learning model. setting thresholds to identify borrowers who pose a risk.

- Automated Risk Scoring: Based on delinquency risk, this system generates a dynamic risk score for each borrower using borrower data that will be kept private. This allows for targeted interventions.
- Early Intervention Triggers: When borrowers show alarming behaviour (delayed payments, decreased income), these triggers automatically notify loan officers. Notifications and the alert area of the financier's dashboard will display this.

Feature 2: Intelligent Collection Strategies & Workflows

- Problem: Manual collection processes are slow and inefficient, hindering recovery efforts.
- Solution: A data-driven collection strategy engine with automated workflows for faster and more effective recovery.
 - Customised Collection Plans: Using the borrower's data that we have access to, we can use an algorithm to create repayment plans that are tailored to the borrower's circumstances and fall within predetermined bounds.
 - Automated Workflows: Connect the system to other systems, such as SMS and email gateways. This helps to automate processes such as requesting payment rescheduling and sending email and SMS reminders.

Feature 3: Enhanced Document Verification:

- Problem: Fake documents or false borrower information can increase risk of defaults. Sometimes manually detecting such cases becomes difficult.
- Solution: Implementing a combination of verification methods, to significantly reduce the risk of fraudulent loan applications.
 - Automated Document Analysis: Utilise AI-powered tools to analyse uploaded documents (ID proofs, income statements) for authenticity. These tools can detect inconsistencies, signs of tampering, and forgeries.
 - Advanced Identity Verification: Implement advanced technologies like facial recognition (with strict user consent and regulatory compliance) to verify the applicant's identity against a government-issued ID.
 - Risk-Based Application Review: Implement a risk-based approach to application review where high-risk applications (based on initial screening) undergo more rigorous verification processes.

Benefits for NPA Heads/Managers:

- Reduced NPAs: Early intervention and effective collection strategies lead to lower delinquency rates and improved portfolio health.

- Improved Efficiency: Automated workflows and data-driven insights free up time for strategic decision-making.
- Enhanced Verification system: Reduced the risk of fraudulent loan applications and protected financial institutions from defaults caused by fake borrowers.


Wireframing:

Bank App

Create an account
Enter your email to sign up for this app

Sign up with email

or continue with

 **Google**

By clicking continue, you agree to our **Terms of Service** and **Privacy Policy**

Q Search...

Total Loan Amount

\$xx,678.90

+20% over month

Average Loan Amount

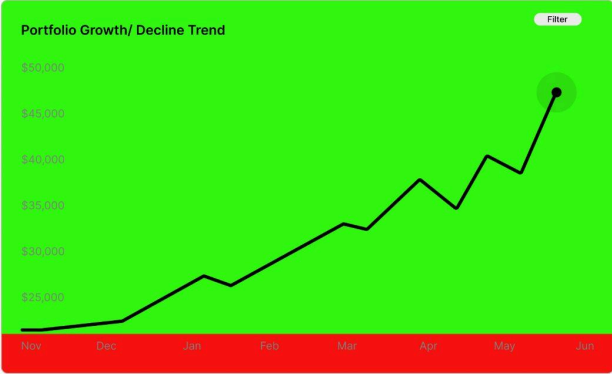
\$ xx, 000.00

+33% over month


Total Number of 2W Loans

10,353

-8% over month




Alert !



Helen

%Risk: 80


Due date: 6 March 2024, 2 months ago



Helena

%Risk: 80


Due date: 6 March 2024, 2 months ago



Oscar

%Risk: 50

Due Date: 10 April 2024, 1 month ago



Daniel

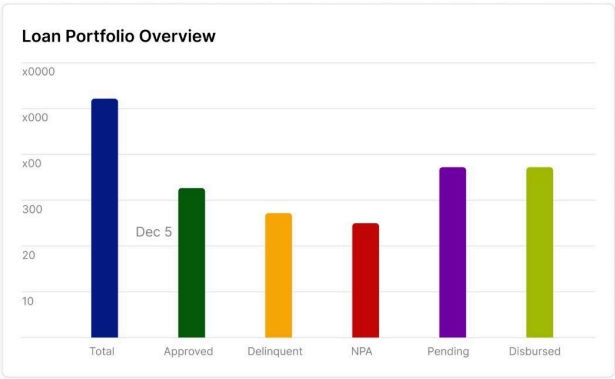
%Risk:20

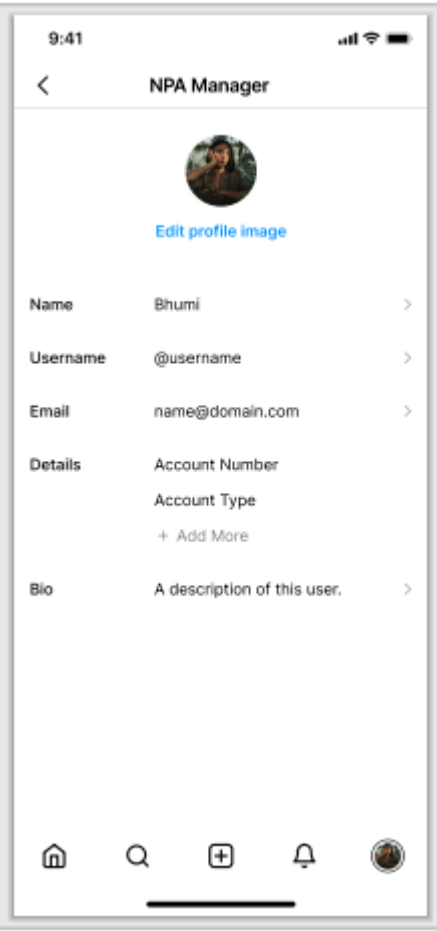
Due Date: 15 May 2024, 28 days ago

[see more](#)

Payments Schedule

Source		Amount	Date
Applicant 1	...	4000	Jun 20
Applicant 2	...	50000	Jun 25
Applicant 154	...	3000	Jun 25
Applicant 165	...	10000	Jun 25
Applicant 187	...	5000	Jun 25
Applicant 121	...	5000	Jun 25
Applicant 185	...	5000	Jun 25





Bank app

Settings

Dashboard

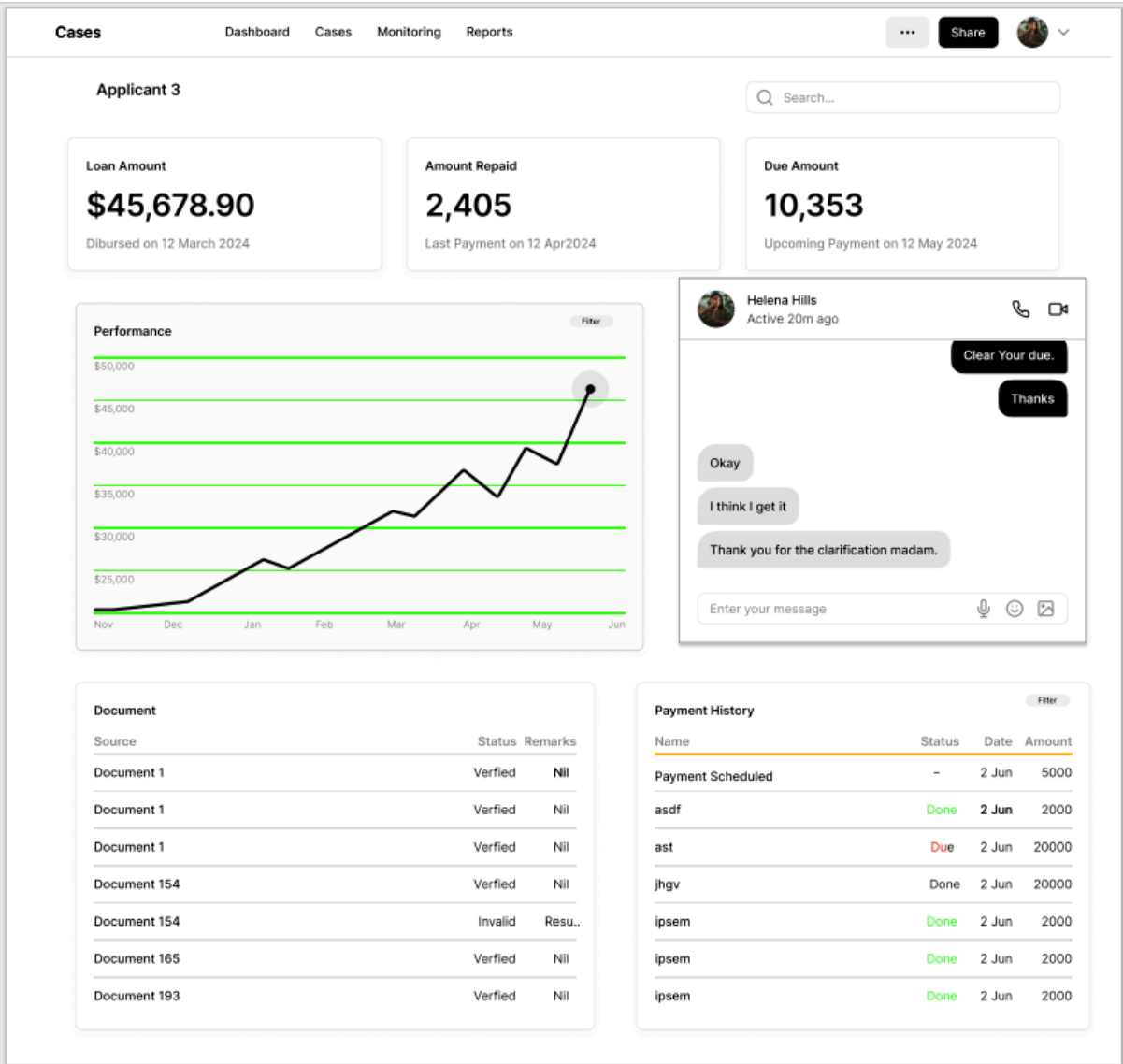
Cases

Monitoring

Reports

Cases

Search...		Filter				
Case No	Name Of Applicant	Documents	Payme...	Date	Details	Alert
FIG-123	Kevin	Document	Done	Dec 5		...
FIG-122	XXX1	xxx	Due	Dec 5		...
FIG-121	Applicant 3	xxx	Done	Dec 5		...
FIG-120	Applicant 3	xxx	Done	Dec 5		...
FIG-119	Applicant 5	xxxxyy	Done	Dec 5		...
FIG-118	Applicant 6	asdfth	Done	Dec 5		...
FIG-117	Applicant 7	xxxxx	Doneh	Dec 5		...
FIG-116	Applicant 8	Document	Done	Dec 5		...
FIG-115	Applicant 9	Documen	Done	Dec 5		...
FIG-114	Applicant 10	Documen	Done	Dec 5		...
FIG-113	Applicant 311	Documen	Due	Dec 5		...
FIG-112	Applicant 12	Documeng	Done	Dec 5		...
FIG-111	Applicant 13	Documen	Due	Dec 5		...
FIG-110	Applicant 14	DocumentM	Done	Dec 5		...
FIG-109	Applicant 15	Documen	Due	Dec 5		...
FIG-108	Applicant 16	Documen backlog	Done	Dec 5		...



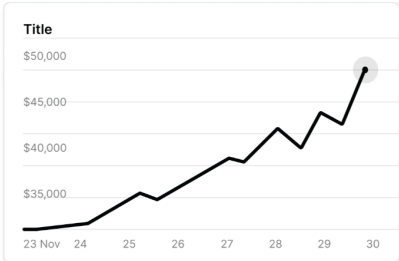
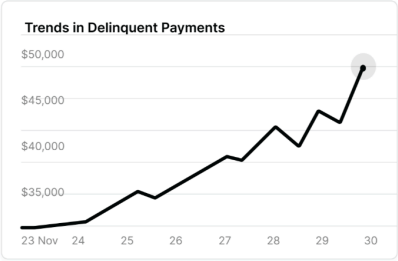
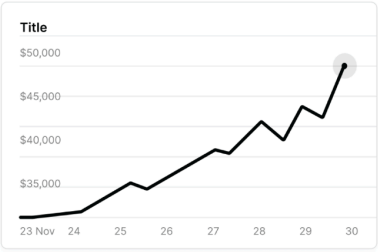
Bank app

Settings

- Dashboard
- Cases
- Monitoring
- Reports

Reports

Filter



[see more](#)

Thank You