

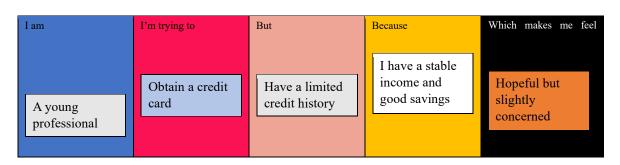


Project Initialization and Planning Phase

| Date | 10 July 2024 | |
|---------------|--|--|
| | | |
| Team ID | 740092 | |
| Project Name | | |
| | Credit card approval prediction using ML | |
| | | |
| Maximum Marks | 3 Marks | |

Define Problem Statements (Customer Problem Statement Template):

The current credit card application process presents challenges that negatively impact customers' experiences and overall satisfaction. Applicants, especially those with limited credit history or inconsistent income, face obstacles such as complex application requirements and unclear approval criteria. These challenges contribute to a frustrating experience, potentially undermining customer trust and satisfaction. To enhance our services and improve customer perceptions, we aim to address these pain points. By understanding customers' specific frustrations during the application journey and implementing solutions, we can create a streamlined, transparent process that aligns with our customers' needs and fosters a positive relationship with our brand.



| Problem | I am | I'm trying to | But | Because | Which makes |
|-----------|------------|---------------|-----|---------|-------------|
| Statement | (Customer) | | | | me feel |
| (PS) | | | | | |

| PS-1 A young professional. Obtain a credit credit history | I I have a stable 1 1 |
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