	high					
Mood of Mike	normal					
	wol					
	Function	Mike is 26 and just moved new to Switzerland. He has joined the local football team and also likes to snowboard in his free time. As he is new to switzerland Mike needs basic insurance.	On his Ipad Mike checks out the offers of insurers on basic insurance. Through comparis Mike lands on the page of Transmed due to the fact they have 5stars rating on service, where he is greeted by "chappy" the chatbot.	Curiously she communicates in natural language and gathers information on the different insurances Transmed is offering.	In the end "chappy" asks Mike if he would like a non binding offer for a basic insurance as well as extra insurances. Mike feels confident he is at the right place and agrees.	Mike compares the offer to the other insurers and finds that is the best value for money compared to the others. Mike is happy he now possesses basic insurance and it only cost him a small amount of time.