**Name:** Becky Miller – New Customer  
**Gender:** Female  
**Location:** Whitby, Ontario  
**Age:** 21 **Profession:** Junior Analyst  
**Salary:** $52 000

As a recent graduate and new to her job as a junior analyst, Becky is searching for quick solutions for the new challenges in her life.

Becky is incredibly attached to her smartphone, and as such, any service that does not provide service through her smart devices is considered obsolete by her standards. Her drive to improve also strains her free time, redundant or wasteful uses of time are quick to be turned down.

**User Stories**

1. I need an intuitive, responsive interface which will return quotes and connect me to the proper agent.
2. I need to be able to view and update my profile, my insured properties, as well as view my payments and payment methods.
3. I need an interface which can easily be accessed by phone, web or mobile.