Project Initialization and Planning Phase

Date	10 July 2024
Team ID	739722
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 Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A young professional.	Obtain a credit card.	Have a limited credit history.	I have a stable income and good savings.	Hopeful but slightly concerned.