

Ideation Phase

Define the Problem Statements

Date	19 September 2022
Team ID	PNT2022TMIDxxxxxx
Project Name	Project - xxx
Maximum Marks	2 Marks

Customer Problem Statement :

A customer with a damaged car who can't afford any time to insurance claiming and is not sure how insurance policies work and have never been in this position.

I AM	A WORKING-CLASS MAN	Working in an MNC company with a normal life.
I'm trying to	claim insurance	A car crash has been made and my car has been damaged in the back so I need to claim my insurance to fix it
But	can't spend time fixing my car	I'm too busy with my work and I can't spend weeks claiming my insurance from the company and I need it to finish the work and I need assistance on how to claim the insurance, whereas I'm new to this kind of thing.
Because		Due to no proper guidance, I can't have a cost of what the damage is worth and I'm getting less money for the damage made.
Which makes me feel		As I'm paying insurance for my vehicle when there is a need to claim my insurance I can't handle the frustration the companies made by making me wait for more time and having no proper assessment and insurance cost. It totally looks like a loss in my money and time.