**Ideation Phase**

**Define the Problem Statements**

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| 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 is unsure how insurance policies work and has never been in this position.**

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| **Whom does the problem affect?** | The customer with vehicle damage and wants to claim the insurance. |
| **What are the boundaries of the problem?** | The time consumed by the insurance company and the mistakes done by them. |
| **What is the issue?** | Spending more time in the insurance company and not getting the perfect solution for the problem |
| **Where does the issue occur** | In the insurance company, they can’t handle the assessment for the vehicles due to many customers with problems |
| **Why is it important to fix the problem?** | The insurance company's point is to solve the customer’s problem quickly. |
| **What methodology was used to solve the issue?** | Introducing a digital way of assessing the damage could make the work faster |