

WHO are we empathizing with?

Who is the person we want to understand? What is the situation they are in? What is their role in the situation?



What do they HEAR?

They say it

reduces time

and save

money on

resolving it

What are they hearing others say?

What are they hearing from friends?

What are they hearing second-hand?

What are they hearing from colleagues?

Suggestion

from

industry

experts

Detect the damage in the vehicle and give proper settlement

Provide more

precise

automated claim

outcomes on

their platforms

Provide a insurance for damge vehicle

About Insurances companies and customer

needs

GOAL

Get a accurate damage report and provide perfect insurance amount

What do they need to DO?

Increased

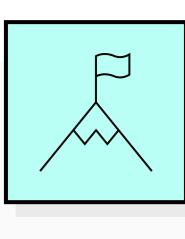
customer

satisfaction

What do they need to do differently? What job(s) do they want or need to get done? What decision(s) do they need to make? How will we know they were successful?

Analysis air

bags



What kind

claim do the

customer

have

What kind of accident

What do they THINK and FEEL?

PAINS

frustrations, and anxieties?



GAINS

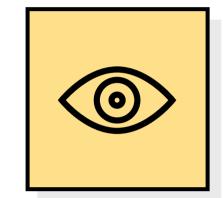
What are their wants, needs, hopes, and dreams?

Gaining Trust over Insurance Taker

Feels secure that she is covered for an emergency

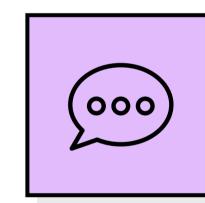
Claim relevant damages

Post insurance claim checking



What do they SEE?

What do they see in the marketplace? What do they see in their immediate environment? What do they see others saying and doing? What are they watching and reading?



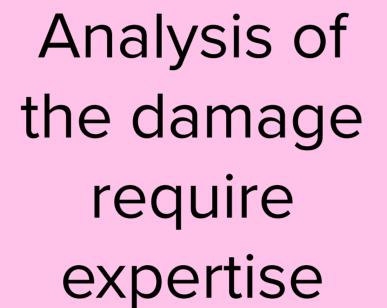
What do they SAY?

What have we heard them say? What can we magine them saying?

At present ,in the car insurance industry, a lot of money is wasted because of eakage claims

> How the damage happens

What are their fears,



Unaware of who exactly is resposible for their claim

Burden of constantly chasing thier insurance for

updates

Flexible coverage

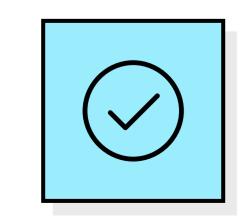
What other thoughts and feelings might influence their behavior?

Pros &cons of insurance coverage

Worries about accurate insurance providence

Settlement process are time taken

> Insurers are using Al to provide better,faster and cheaper services to customers



What do they DO?

What do they do today? What behavior have we observed? What can we imagine them doing?

Observing the vehicle Empower insurer and customer relation