

## Ideation Phase

### Define the Problem Statements

Date	2 September 2022
Team ID	PNT2022TMID30577
Project Name	Intelligent Vehicle Damage Assessment and Cost Estimator for Insurance Companies
Maximum Marks	2 Marks

#### Customer Problem Statement :

In the Intelligent Vehicle Damage Assessment and Cost Estimator for Insurance Companies. The customer faces a problems are insurance claim takes long time and also correct cost to Companies. People are often confused about certain insurance terms such as Insurance bearing upon the final amount given as claim settlement. Insufficient knowledge regarding insurance-related terms leads to false expectations among applicants. Due to this, they might feel cheated if the insurance company settles the claim for a lesser amount than what was expected by the insured while raising a claim.



Problem Statement (PS)	I am	I'm trying to	But	Because	Which makes me feel
PS-1	Insurance Holder	Get my assigned insurance for my damaged vehicles	I am unable to do that	There is a difficulty in managing the damaged vehicle data.	Frustrated
PS-2	An Insurer	Good to customer	The make fool on me.	They make over-claiming the policy	Betrayal

PS-3	Insurance company employees	Complete my tasks soon	There are risk of errors	High level of data entry and manual tasks	Overworked
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