

Problem Statement

1. A **Prospective Customer** needs a way to **get their banking queries answered** because **they want to explore what the bank offers.**
2. An **Existing Customer** needs a way to **get their banking queries answered** because **they want quick and concise answers.**
3. A **Customer** needs a way to **get their banking queries answered** because **they want to avoid the hassles of talking/waiting over the phone.**