



## *What do they* **THINK AND FEEL?**

what really counts  
major preoccupations  
worries & aspirations

IS it really  
possible to  
predict a  
customer  
100%?

Will banks  
really reduce  
NPAs through  
this software

## *What do they* **SEE?**

environment  
friends  
what the market offers

It takes lot of  
time for  
banks to  
assess the  
customer

Thses days  
banks do  
manual  
operations for  
predicting a  
customer

## *What do they* **SAY AND DO?**

attitude in public  
appearance  
behavior towards others

Profitable for  
banking  
sector

There are no  
objections as  
they will  
reduce the  
NPA

## *What do they* **HEAR?**

what friends say  
what boss say  
what influencers say

This will bring a  
huge impact in  
the customer  
assessment  
process

## **PAIN**

fears  
frustrations  
obstacles

There will  
be some  
exceptional  
customers

## **GAIN**

"wants" / needs  
measures of success  
obstacles

No need to  
assess a  
customer  
manually

Lot of Time  
and Capital  
saved

More  
accuracy

There are more  
than 120  
parameters to  
assess a  
customer

Should be  
maintained  
and updated  
at regualr  
intervals