

**Mahendra Institute Of Technology (Autonomous)**  
**Ideation Phase**  
**Define the Problem Statements**

Date	19 September 2022
Team ID	PNT2022TMID17365
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 (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Customer	Find Estimated cost	Gets wrong Cost Price	I Don't know Exact EstimatedPrice	More confusion on Payment and also exact insurance cost
PS-2	customer	Get my insurance	Coverage failure	More time frame take to claim	Poor Customer Support

Reference: <https://miro.com/templates/customer-problem-statement/>