Ideation Phase
Define the Problem Statements

Date	17 October 2022
Team ID	PNT2022TMID13791
Project Name	Smart Lender – Applicant Credibility Prediction for Loan Approval
Maximum Marks	2 Marks

Customer Problem Statement Template:

Banking is an important industry since it deals with financial transactions that everyone may use, yet banks are frequently unable to satisfactorily respond to client questions about their goods or services, which lowers customer satisfaction. Dream Housing Finance company deals in all home loans. They have a presence across all urban, semi-urban, and rural areas. Customer-first applies for a home loan after that company validates the customer eligibility for a loan. The company wants to automate the loan eligibility process (real-time) based on customer detail provided while filling the online application form. These details are Gender, Marital Status, Education, Number of Dependents, Income, Loan Amount, Credit History, and others. To automate this process, they have given a problem to identify the customer segments, those are eligible for loan amount so that they can specifically target these customers. Here they have provided a partial data set.

Who does the problem affect?	A customer of the bank
What are the boundaries of the problem?	Customers having a credit score must get a loan based on their eligibility
What is the issue?	Customers having a good credit score should be able to avail a loan easier than those who have poor score. Also non- performing assets of the bank should be reduced.
When does the issue occur?	When the customer avails a loan
Where does the issue occur?	It occurs in banking industries
Why is it important that we fix the problem?	It addresses the queries of customers immediately and effectively in a cost efficient manner.
What solution to solve this issue?	We are building a machine learning model that uses several data points such as credit history, duration, credit mix to predict whether a customer is eligible for loan
What methodology used to solve the issue?	Dance science mimics the human brain in order to make chatting with the chatbot more life- like.

Problem Statement (PS)	I am (Lender)	I'm trying to	But	Because	Which makes me feel
PS-1	Using CIBIL score	Check the borrower has an eligible CIBIL Score.	So far the borrower has not taken any loan.	The borrower has not needed to take a loan tillnow.	Mistrust
PS-2	Based on Eligibility Criteria	Get a loan based on income	Inadequate of salary	The borrower didn't have enough salary.	Sorrowful
PS-3	Based on PAN Card	Get a loan on a PAN card byproviding a PAN card as documents.	The borrower didn't file income tax.	The interest rates are not apt for the borrower.	Depressed