Date	19 September 2022
Team ID	PNT2022TMID36855
Project Name	Project- AI based discourse for banking industry.
Maximum Marks	2 Marks

Problem Statement:

I will use this application provided by the bank, to open or close new account or if i want to know about the new schemes introduced by my bank, I will check the android application, if I don't know the process to check then how I know the operate?

I am	Customer using the baking application in android IOS	Customer
I'm trying to	The customer want to use all services in android.	Want to open a new account with our bank.
but	Because of number of data to be shared with the bank	He/she is not sure of Sharing the information in the app.
because	We don't know about how to do and how the process being	My information not be secured,

Example :

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	Customer 1	I want to know the new schemes.	I do not understand the process of app provided by the bank.	I do not have much knowledge of banking sector.	It makes me that I am not connected with bank.

Ps-2	Customer 2	I want to close the current account.	I do not understand the process of app provided by the bank.	Don't have time to read the entire document for the process.	I will make me feel helpless and annoyed.