## EMPATHY MAP CANVAS

## What do they THINK and FEEL? Overwhelmed about the loss Will there be and someone to How to find unpredictable guide me? the cost for damage cost the damage? What do they HEAR? What do they SEE? The material You won't get damages sufcient present in amount to the vehicle restore. Have a Damage speedy incurred to the recovery surrounding How to overcome the The survey loss and process is What do they SAY and DO? whom to going to take contact a lot of time Develop a easy Accurately method to estimate the correlate Effectively cost of the damage to estimate the issurance cost damage quantile damage **PAINS GAINS** What if the Fast and

accurate

cost for the

damage

insurance

provided is

inadequate