

# Identified Pain Points – As-Is Loan Process (Alpha Bank)

Prepared by Ibrahim Kaosarat

Business Analyst

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This section captures the major issues (pain points) discovered through stakeholder interviews, reviews of digital lending platforms, and research on common banking practices. These issues are organized based on whether they affect customers or internal staff.

## A. Customer-Side Pain Points

#	Pain Point	Description	Source
1	Manual form filling	Customers still fill out physical loan forms at bank branches. This is time-consuming and prone to error.	Stakeholder Interview
2	Document upload errors	On digital platforms, document uploads often fail or don't process successfully.	Digital Loan App Review
3	Repeated BVN/NIN entry	Customers are asked to input their BVN or personal information multiple times during the same session.	Digital Loan App Review
4	Lack of loan progress updates	Customers do not receive real-time updates about their loan application. They are often unaware of what stage it is in unless they follow up manually.	Stakeholder Interview
5	No clear communication on next steps	Customers often do not understand what is required of them next (e.g., documents to submit, guarantor expectations).	Stakeholder Interview
6	Tedious multi-visit process	Customers are asked to return to the bank multiple times due to form errors, incomplete documents, or unclear requirements.	Stakeholder Interview
7	Collateral/guarantor requirement causes drop-off	Many applicants abandon the process because they are unable to provide a guarantor or acceptable collateral.	Stakeholder Interview

8	No live support on digital platforms	When users encounter issues while using loan apps, they are unable to contact a real person, only automated responses are available.	Digital Loan App Review
9	Poor app design and missing features	Some apps are hard to use and lack important features such as account profiles, loan progress bars, or user dashboards.	Digital Loan App Review
10	Security concerns from repeated prompts	Users express concerns about the safety of their personal data due to frequent prompts to re-enter sensitive information like BVN.	Digital Loan App Review
11	No reward for good credit behaviour	Even users with strong repayment records are denied higher limits or faster approvals. They are asked to reapply from scratch.	Digital Loan App Review

## B. Staff/Process-Side Pain Points

#	Pain Point	Description	Source
12	Manual document collection	Relationship Officers still collect documents physically, via hard copy or USB.	Stakeholder Interview
13	Manual statement review	Staff manually review printed or PDF bank statements to assess the customer's repayment capacity.	Stakeholder Interview
14	KYC/AML checks are not integrated	Checks are carried out using separate third-party tools. This leads to extra steps and slows down the process.	Stakeholder Interview
15	Repeated document reviews across departments	The same documents are reviewed by multiple departments: Relationship Officer, Risk & Compliance, and HQ.	Stakeholder Interview
16	Approval process has too many layers	Applications move between the branch, Risk team, HQ, and then back to the customer multiple times before final disbursement.	Stakeholder Interview

17	HQ approval delays	Final decisions often take long at the Head Office, especially where documents require clarification or corrections.	Stakeholder Interview
18	No clear escalation path	When delays or issues arise, there is no defined escalation route or system for urgent handling.	Stakeholder Interview
19	Long turnaround time	The total loan approval process takes an average of 1–2 weeks. This leads to loss of customer interest and trust.	Stakeholder Interview + Bank Research
20	Disconnected communication channels	There is no centralized system for tracking and communicating between departments. Each team works in isolation.	Stakeholder Interview
21	Physical file handling slows down response	Files are moved manually or via email, increasing the chance of miscommunication and delaying approvals.	Stakeholder Interview

**Notes:**

- This documentation represents the pain points **from real-world feedback**, not assumptions.
- Every listed issue is tied to a source: either a **staff interview**, **digital app user reviews**, or **industry-wide research**.