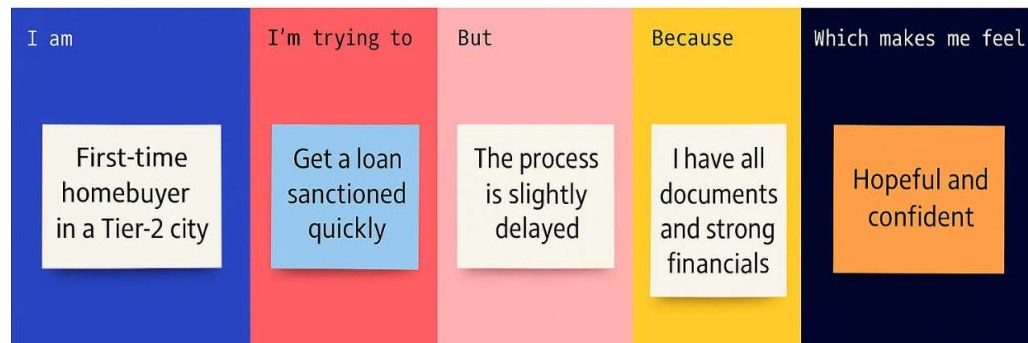


Project Initialization and Planning Phase

Date	20 June 2025
Team ID	SWTID1749791625
Project Name	Smart Lender- Applicant Credibility Prediction for Loan Approval
Maximum Marks	3 Marks

Define Problem Statements (Customer Problem Statement Template):

The current loan application process presents several difficulties for customers, especially for those applying for urban property loans. Common issues include limitations on co-applicant income and a complicated application procedure. These challenges often result in a poor customer experience, reducing satisfaction and trust in our services. To improve this, we aim to understand the specific pain points customers face and address them effectively. By simplifying the process and focusing on customer needs, we can create a smoother, more user-friendly experience that meets expectations and strengthens trust in our brand.



Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	A male applicant seeking a loan.	Secure a loan for the property.	Married with no co-applicant income.	Self-employed with a good credit history.	Optimistic about loan approval.
PS-2	A working woman living in a metro city.	Apply for a housing loan independently.	Faces lengthy paperwork and documentation.	Has a stable job and steady income.	Frustrated despite being eligible.