

Ideation Phase

Define the Problem Statements

Date	18th February 2026
Team ID	LTVIP2026TMIDS57900
Project Name	Online Payments Fraud Detection using Machine Learning
Maximum Marks	2 Marks

Customer Problem Statement Template:

Customer Problem Statement Template

I am	I'm trying to	But	Because	Which makes me feel
An online payment user who makes digital transactions regularly.	Make secure and smooth online payments without worrying about fraud.	Online fraud and unauthorized transactions are increasing rapidly.	Fraud detection systems are not always fast or intelligent enough to stop suspicious transactions immediately.	Anxious and insecure about using online payment platforms.

Reference: <https://miro.com/templates/customer-problem-statement/>