Unnamed

Says

What have we heard them say?
What can we imagine them saying?

Personal Loans.mortgages, Auto Loans, Student Loans, Business Loans and many more.They are offered by Banks, Credit Unions, and other Financial Institutions, and the terms of the loan

Interest Rate, Repayment Period,andFees,Vary depending on the Lender and the type of Loan.

Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?

Better Security Measures

Need Minimum Human Interaction

Banker

Expected a reliable software solution for loan approval

Verify Scanned documents Manua

Property documents and salary Certificate has been seriously viewed

Feels

Final approval will be Only by a human Being (Manager)

Does

What behavior have we observed?
What can we imagine them doing?

Feels

What are their fears,frustrations,and anxieties?
What other feeling might influence their behavior?