

## Project Initialization and Planning Phase

|               |                                |
|---------------|--------------------------------|
| Date          | 15 May 2025                    |
| Team ID       | SWTID1749620997                |
| Project Name  | Online Payment Fraud Detection |
| Maximum Marks | 3 Marks                        |

### Define Problem Statements (Customer Problem Statement Template):

**I am a responsible online payment user who relies on digital platforms for my daily financial transactions.**

**I'm trying to ensure my money transfers are quick, convenient, and most importantly—secure.**

**But I constantly worry that unauthorized or fraudulent activities might occur without my knowledge.**

**Because existing systems often fail to detect or prevent fraud in real-time, leaving me exposed to financial risks and delays in action.**

**Which makes me feel anxious, powerless, and hesitant to fully trust digital financial services.**

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

### Example:



| <b>Problem Statement (PS)</b> | <b>I am (Customer)</b>   | <b>I'm trying to</b>                                    | <b>But</b>   | <b>Because</b>  | <b>Which makes me feel</b>           |
|-------------------------------|--|---|--|---|--------------------------------------|
| PS-1                          | an online payment user who depends on digital transactions daily | complete my payments safely and instantly               | I'm afraid of undetected fraudulent activity             | the system lacks real-time fraud detection and alert mechanisms           | anxious, unsafe, and unprotected     |
| PS-2                          | a frequent user of mobile banking platforms                      | trust that my financial data is secure during transfers | I constantly worry about data breaches or account misuse | current security checks are limited and don't adapt to new fraud patterns | frustrated, doubtful, and vulnerable |