

Banking

High rate of fraudulent transactions leading to financial losses and customer dissatisfaction.

Current State

Stake holder- JPMorgan at XYZ bank.

Responsibility- To fraud detect and find to customer dissatisfaction's reason

Curent Scenerio- High rate of fraudulent transactions and customer dissatisfaction

Future State

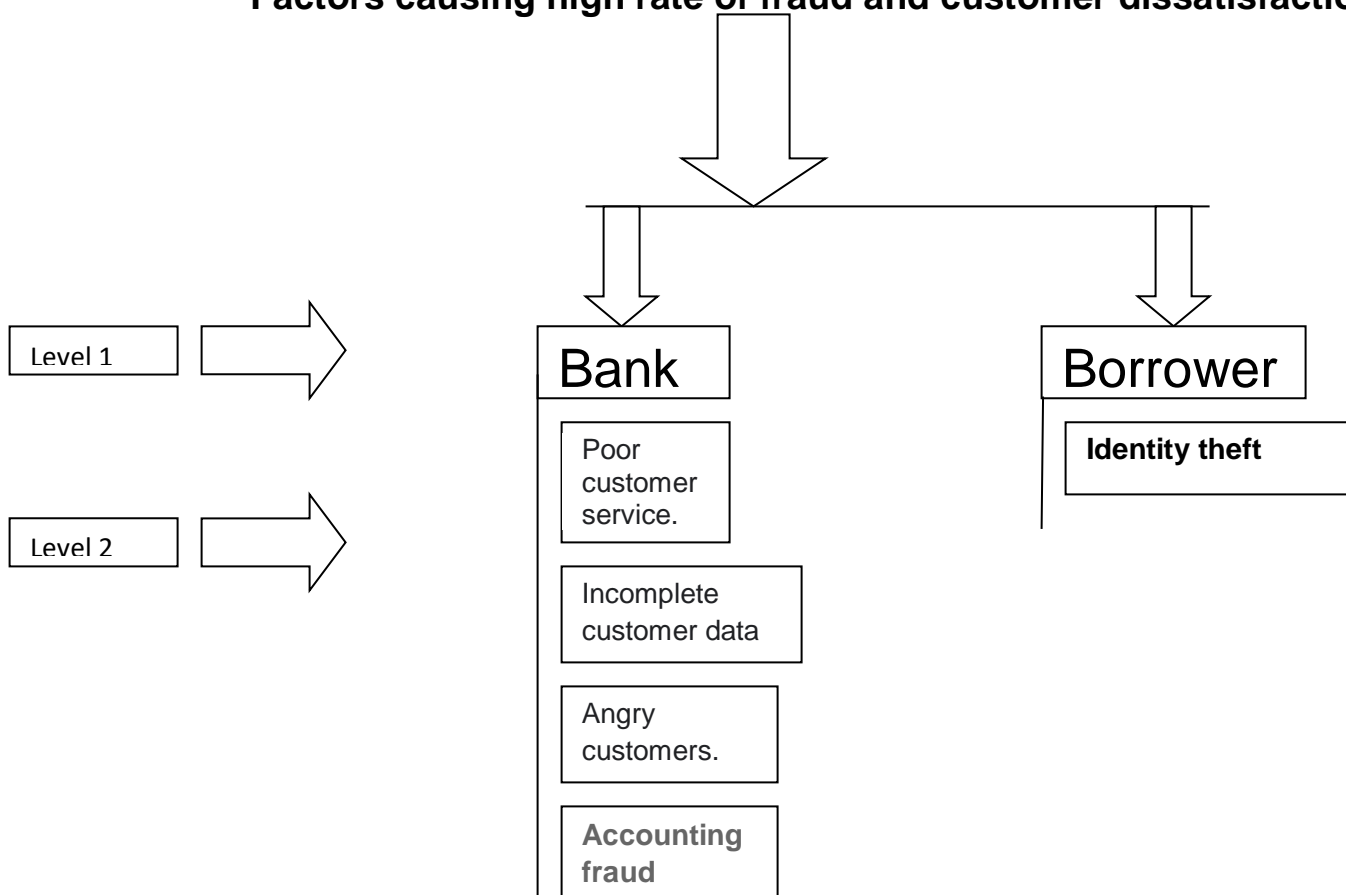
Expected Outcome- reduce fraudulent and increase customer satisfaction.

Gap

Factors causing high rate of fraud and customer dissatisfaction.

Structure

Factors causing high rate of fraud and customer dissatisfaction



End Question

Bank

Poor Customer Service

Due to bad behavior by the staff

Incomplete customer data

Due to System crash data remove from the device

Angry Customer

When customer spends their hard-earned money on something that doesn't meet their needs, they can feel betrayed.

Accounting Fraud

Financial statements and misappropriation of assets.

Borrower

Identify Theft when someone uses another person's name, Social Security number, credit card number, or other personal information.