







AWARENESS

RESEARCH

BUILDING A CREDIT SCORE

FOLLOW-THROUGH

MEMBER

Vancity website

Information about credit

is scattered across the

start. I want to start

I don't know where to

improving my score

once a month, on Equifax

My score only updates

I want to know more

I know credit is important,

FRICTIONS

This is overwhelming

and time consuming

credit is important

I don't understand why

on top of my score

It's inconvenient to be

SATISFACTION

NEUTRAL

TOUCHPOINTS

Rejection from lender

Financial resources

Vancity website

3rd party website/app





Revise JF. & include on each

prototype slide?

me build credit?

How can Vancity help











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