## Says

## Thinks



If i need to find somethings or Mange My account it should be eassy for me to do it Myself without having to call I don't have time to waste on long calls or to seek out buried information

I don't expect to have to pull teeth to get something done

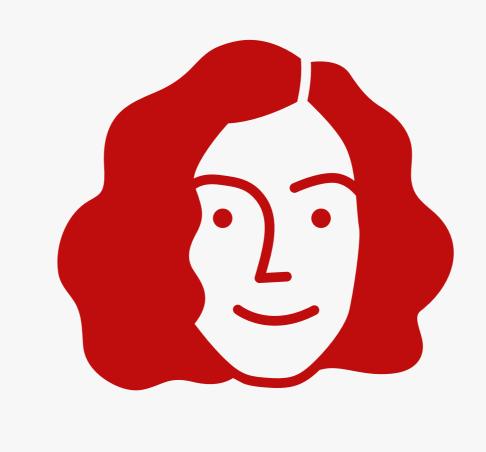
I don't have time For this

There is not enough info on the kumarikandam

Uses the Chat Function to

self serve

Avoidds
calling
anyone on
the phone



Persona's name

Short summary of the persona

Frustrated
My need
are bring
ignored

Unsure beacuse the info on the site it unclear

Annoyed can't get any answers on the site

Does

Feels



