


Says

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

Thinks

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



Personal loans, mortgages,Auto loans, Student loans, Business loans and maymore.they are offered by Banks, Credit Unions,and other Financial Institutions,and the terms of the loan

Interest Rate, Repayment period,and fees
Very depending on the lender and the type of loan.

Better Security Measures

Need Minimum Human Interaction


Banker

Verify Scanned documents manua

Property documents and Salary Certificate has been seriously viewed

Final approval will be only by a human being (Manager)

Expected a reliable software solution for loan approva



Dose

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

Feels

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

