



Says



Thinks

I don't have time to waste on long calls or to seek out buried information

There's not enough info on the website

I don't have time for this

If I need to find something or manage my account, it should be easy for me to do it myself without having to call

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



**BOOK COVER**  
Group 6  
P.Packiyalakshmi  
S.Pandiyammal  
A.Arunpandi R.  
sakthiswaran

Frastrated- my needs are being ignored

Uses the chat function to self-serve

Ignores marketing emails

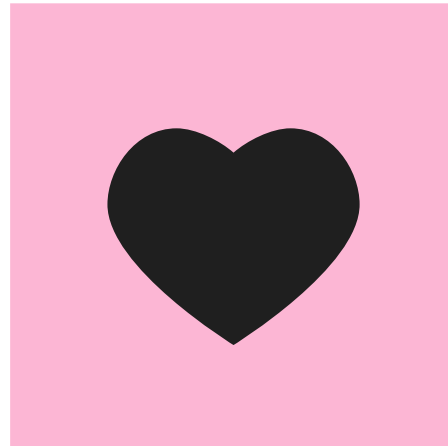
Annooyed- can't get any answers on the site

Unsuree- because the info on the site it unclear

Avoids calling any one on the phone



Does



Feels