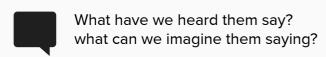
## Says



## **Thinks**

What are their wants needs, hope,and dreams?
What other throughts might influence their behaviour?



Personal loan mortages,audio loans students,loans Business loans and many more.the are offered by Banks, credit unions,and other financial Institutions,and the tream of the loans

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

Better Security Measures

Need minimum Human Interaction

3anker

Verify scanned document manua

Property
documents and
salary certificate
has been
seriously viewed

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

Expected reliable software solutions for loan applrova

Feels

## Dose



What behaviour have we observed? What can be imagine them doing?

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

