

## Project Initialization and Planning Phase

Date	5 July 2025
Team ID	SWTID1749835773
Project Name	Applicant Credibility Prediction For Loan Approval
Maximum Marks	3 Marks

### Define Problem Statements (Customer Problem Statement Template):

Financial institutions receive a high volume of loan applications daily, and the credibility assessment of applicants is critical to mitigate risk and ensure responsible lending. Traditionally, this process relies heavily on manual reviews and fixed eligibility criteria, which are not only time-consuming but also susceptible to human bias, inconsistencies, and inefficiencies.

<b>I am</b>	Describe customer with a key characteristic: who are they?	Describe the customer and their attributes here
<b>I'm trying to</b>	List their outcome or "job" that they want to achieve - what are they trying to achieve?	List the thing they are trying to achieve here
<b>but</b>	Describe what problems or barriers exist in the way - what do they face?	Describe the problems or barriers that get in the way here
<b>because</b>	Explain the "root cause" of why the problems or barriers exist - what needs to be solved?	Describe the reason the problems or barriers exist
<b>which makes me feel</b>	Describe the emotions from the customer's point of view - how does it impact them emotionally?	Describe the emotions the result from experiencing the problems or barriers

Problem Statement (PS)	I am (Customer)	I'm trying to	But	Because	Which makes me feel
PS-1	loan approval officer	identify credible applicants for loan sanction	current manual processes	current manual processes are inefficient and biased	uncertain about approving or rejecting loan applications fairly