

Sadie

☰ Convert Currency	Occasionally
☰ Send Money Wires	Occasionally

User Profile

Age: 36

Gender: Female

Occupation: Art gallery worker

Country of residence: New York City, United States

Transcript

Experience with Mobile Banking:

Have you used a mobile banking app before? Yes

If yes, which mobile banking apps have you used in the past? [Sadie would provide the names of the mobile banking apps she has used in the past]

Money Transfers:

How frequently do you need to send money internationally?

Occasionally

What are the primary reasons for your international money transfers?

Personal/family support

How important is it for you to have a quick and seamless money transfer process?

Extremely important

Currency Conversion:

Do you often need to convert currencies for international transfers?

Yes, occasionally

What features related to currency conversion would you find helpful in a mobile banking app?

- Real-time exchange rates
- Conversion calculator

User Interface and User Experience:

How important is a user-friendly interface when using a mobile banking app?

Extremely important

What features or functionalities do you expect from a mobile banking app to ensure a positive user experience?

- Intuitive navigation
- Clear transaction history
- Ability to set rate alerts

Security and Privacy:

How concerned are you about the security of your transactions when using a mobile banking app?

Very concerned

What security measures do you expect to see in a mobile banking app to build trust and confidence?

- Two-factor authentication
- Encryption of sensitive data

Additional Feedback:

Is there any other feature or functionality you would like to see in a mobile banking app focused on quick money transfers and currency conversions?

[Sadie would provide any additional feedback or suggestions]

Preferred Communication Channels:

How would you prefer to receive updates and notifications from the mobile banking app?

- Push notifications
- Email