### INTERVIEW DETAILS:

**Interview Title:** End user perspectives for better trading experience

**Project: FinVerse**

**Date: August 25th , 2025**

**Interviewer(s):** Team Merge Minds

**Interviewee Name:** Syed Taha Hassan

**Platform:** Binance and Robinhood

### ****Interview Questions & Responses****

| **Q#** | **Question** | **Response (by Interviewee)** |
| --- | --- | --- |
| 1. | Which platforms do you currently use for trading stocks or cryptocurrencies, and why did you choose them? | I use Binance for crypto because it has low fees and a wide range of tokens. For stocks, I use Robinhood since it’s beginner-friendly and commission-free. |
| 2. | What is the biggest problem you face while using your current trading platform? | The main issue is slow withdrawals and delays in customer support. Sometimes the app lags during high trading volume. |
| 3. | Which features do you use the most, and which features do you never use? | I rely on price charts, limit/stop orders, and price alerts the most. I almost never use the in-app news feed or community/social features. |
| 4. | If you could add one feature to your current platform, what would it be and why? | I’d like a real-time profit/loss tracker across all assets. It would save me from calculating manually and give a better overview. |
| 5. | What would make you switch from your current trading platform to a new one? | Lower trading fees, faster transaction speed, and stronger security would convince me to switch. |
| 6. | How important is security for you when using a trading platform? What security features do you trust the most? | Security is a top priority. I trust two-factor authentication, biometric login, and cold wallet storage for crypto. |
| 7. | Have you ever faced an issue with deposits, withdrawals, or transaction delays? How did it affect your experience? | Yes, once a withdrawal took almost 3 days. It reduced my confidence in that platform, so I moved some funds to another exchange. |
| 8. | Do you prefer a platform that combines both stocks and crypto in one place? Why or why not? | Yes, because it would save time and make it easier to manage all my investments without switching apps. |
| 9. | Would you like to see real-time news and price alerts in your trading platform? How important is this feature for you? | Price alerts are very important so I can react instantly. News is helpful, but alerts matter more for trading decisions. |
| 10. | Do you want an option to learn (tutorials, tips, strategies) within the website? Why? | Yes, because built-in tutorials would be useful for beginners and save time compared to searching online. |
| 11. | How important is low transaction cost for you compared to having advanced features? | Low fees are more important. Frequent trades add up, so even if the platform has advanced tools, high costs are a dealbreaker. |
| 12. | Would you like social features like following top traders or copying their trades? | Yes, copying trades from experts would be helpful, especially for beginners who don’t have much experience. |
| 13. | What is your preferred payment method for deposits and withdrawals? | For large amounts, I prefer bank transfers. For smaller or quick deposits, I use credit card. For crypto, wallet-to-wallet is best. |
| 14. | How do you check the reliability and trustworthiness of a new trading platform? | I look at user reviews, ratings, whether it’s regulated, and its security policies before trusting it. |
| 15. | What is the one thing your current platform does well that you don’t want to lose? | The fast transaction speed and simple, clean interface. Those two are essential for me. |

**SUMMARY:** The interviewee uses **Binance** for crypto because of its **low fees and wide token selection** and **Robinhood** for stocks due to its **simplicity and commission-free trading**.

The main challenges faced are **slow withdrawals, delays in customer support, and app lag during peak trading hours**. Frequently used features include **price charts, limit/stop orders, and alerts**, while **in-app news and social/community features** are rarely used.

A highly requested improvement is a **real-time profit/loss tracker across all assets**. Willingness to switch platforms depends on **lower fees, faster processing, and stronger security measures**.

Security is regarded as **critical**, with trust placed in **two-factor authentication, biometric login, and cold wallet storage**. Past experiences with **withdrawal delays** have negatively impacted confidence in some platforms.

There is a clear preference for a **single platform that integrates both stocks and crypto**, with **price alerts** rated more important than news feeds. **Built-in tutorials** are seen as valuable for beginners.

Low transaction fees are prioritized over advanced features, although **social trading (especially copying expert trades)** is viewed as beneficial for less experienced users. Preferred payment methods include **bank transfers for large sums, credit cards for smaller deposits, and wallet-to-wallet for crypto transfers**.

When assessing new platforms, **user reviews, regulatory compliance, and strong security policies** are key trust factors. Features that must be retained include **fast transactions and a clean, simple interface**.