**Qualitative Data Compiled Notes**

* For all access permissions, my participant suggested that they could still use the app even if they didn't give the permissions. Some features might not be available to them, but they want to be able to turn on their permission if they feel like they need it.
* Another feedback is an email feature (similar to our text feature)
* There is a bug if you click on messages and press back, the secure app logo is red and unclickable
* There's a bug on bank policies where if you click on Scotiabank and click on the phone number, it redirects to a blank page
* When blocking the message contacts, the participant rechecks if the contact has been blocked or not, but there are no changes to the interface, so they are confused
* Participant suggested that the support button should be on the very right, because it's how it usually is on most apps.
* Participant suggested making the SECURE text a button that could redirect to the homepage.
* Wants an option where all features from the app (such as blocking calls, blocking scam text, email, etc.) are automated. This won't necessarily conflict with user flexibility because we have 2 cases
* 1st case: our original app
* 2nd case: option where our app does everything
* Wants an option for human customer service (an additional feature aside from AI chatbot)
* The user interface could be more colorful
* Make the "frequently reported scams in your area" text more noticeable
* Make more FAQ because it looks empty