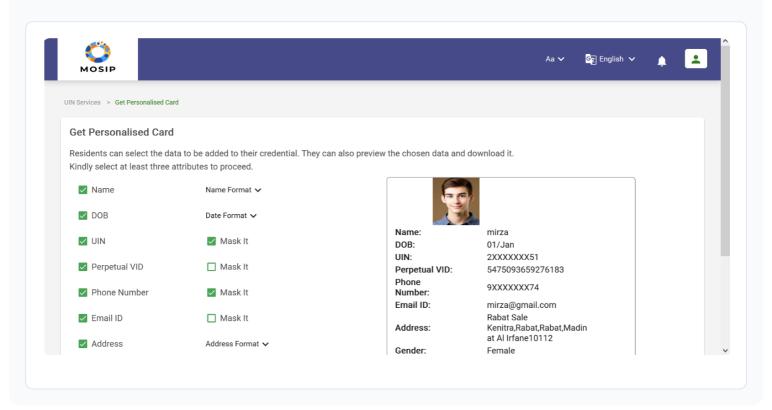# Inclusivity Bug Report

June 02, 2025

Screenshot - Get Personalised Card

Task entry points must display all prerequisites (time estimates, system requirements, permissions needed) before any action buttons

Information Processing, Risk Aversion

Location

Main form area

Inclusivity Bug

No clear indication of time required to process the card request

Potential Fixes (Recommendation)

Add estimated processing time information at the top of the form

Each task description must contain four components: what (definition), why (purpose), how (steps), when (timing/schedule)

Information Processing, Learning Style

Location

Mask It checkboxes

Inclusivity Bug

Missing explanation of why certain fields can be masked and others cannot

Potential Fixes (Recommendation)

Add tooltip or help text explaining the masking options and their implications

Multi-step processes must maintain a progress tracker which shows the current position, total steps, and next action

Learning Style, Information Processing

Location

Entire page

Inclusivity Bug

No progress indicator for the card creation process

Potential Fixes (Recommendation)

Add a progress bar showing current step and total steps in the card creation process

Any request for user data must be accompanied by a clear explanation of its purpose and usage

Risk Aversion, Computer Self-Efficacy

Location

Form fields (Name, DOB, UIN, etc.)

Inclusivity Bug

No explanation for why each piece of personal information is needed

Potential Fixes (Recommendation)

Add brief explanations for why each piece of information is required and how it will be used

Location

Form area

Inclusivity Bug

No privacy information regarding data storage and protection

Potential Fixes (Recommendation)

Add privacy notice explaining data protection measures and data retention policies