

Nubex Mobile Banking App User Feedback

Thank you for participating! This short survey helps us design a better banking app

* Indicates required question

1. What is your age group? *

Mark only one oval.

- ☐ under 18
- ☐ 18 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 and above
- ☐ Option 6
- ☐ Option 7
- ☐ Option 8
- ☐ Option 9
- ☐ Option 10
- ☐ Option 11

2. What is your occupation? *

Mark only one oval.

- ☐ Student
- ☐ Employed
- ☐ Self-employed
- ☐ Unemployed
- ☐ Other: _____

3. Do you currently use any mobile banking or FinTech apps? *

Mark only one oval.

☐ Yes

☐ No

4. If yes, which one(s) do you use? *

Check all that apply.

☐ Orange Money

☐ Afrimoney

☐ PayPal

☐ Cash App

☐ Opay

☐ Other: _____

5. What features do you use most in a mobile money app? *

Mark only one oval.

☐ Send money

☐ Receive money

☐ Check account balance

☐ View transaction history

☐ Pay bills

☐ Mobile airtime/data top-up

☐ Request money

☐ Other: _____

6. How often do you use mobile money apps? *

Mark only one oval.

- ☐ Multiple times a day
- ☐ Once a day
- ☐ A few times a week
- ☐ Rarely
- ☐ Never

7. Which device do you mostly use for mobile banking? *

Mark only one oval.

- ☐ Android
- ☐ iPhone
- ☐ Tablet
- ☐ Other: _____

8. How important is security in a mobile banking app to you? *

Mark only one oval.

- ☐ Very important
- ☐ Important
- ☐ Neutral
- ☐ Not important

9. Which security features do you want in a FinTech app *

Mark only one oval.

- ☐ Password or PIN
- ☐ Biometric login (fingerprint/face)
- ☐ Two-Factor Authentication
- ☐ Logout after inactivity
- ☐ Notification for every transaction
- ☐ Other: _____

10. How would you rate the ease of use of current FinTech apps you use? *

Mark only one oval.

- ☐ Very Easy
- ☐ Easy
- ☐ Average
- ☐ Difficult
- ☐ Very Difficult

11. What difficulties have you faced while using other FinTech apps? *

12. Which features do you think are missing in most mobile banking apps?

13. Would you be interested in using a new app like Nubex if it offered faster transactions and better user experience? *

Mark only one oval.

- ☐ Yes
- ☐ Maybe
- ☐ No

14. Any additional feedback or feature you'd like to see in Nubex? *

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