

Title:

“Transfer Funds” button unresponsive on mobile banking app.

Description:

The "Transfer Funds" button in the mobile banking app is unresponsive and not working as expected and this is preventing users from completing fund transfers. This bug was discovered in current versions of multiple mobile devices and operating systems (iOS and Android).

When users tap the "Transfer Funds" button, there is no visible sign, response, or action is taken after the tap, which disturbs the user experience and blocks the application's functionality

Tested environments:**Operating Systems**

- The bug was discovered on both iOS (14.0-16.4) and Android (10.0-13.0).

Devices

- iPhone x,12,13,14 and 15 with different screen sizes.
- Samsung S21 Ultra with the latest android version (13.0)
- Google Pixel 3a with an old android version (8)

Steps to reproduce the bug:

The below are step by step of how the bug can be reproduced.

- 1.Open the application and navigate to login page
- 2.Put your credentials
- 3.Navigate to the transfer funds menu
- 4.Fill the required fields
- 5.Tap on the “Transfer Funds” button

Expected Result:

After the user taps the “Transfer Funds” button he should expect the failure or success message of whether the action was successful or failed.

Actual Results:

There is no action or response that happens after tapping the “Transfer Funds”.

Severity:

- 1-Critical
- This is impacting all users.

