Name: Ledisi Zabbey

Device: Itel S18

OS: Android 12

Account no: 5358549428

1. Summary: Face Detection Video Upload Issue due to Lack of Clear Instructions

Description:

I encountered a critical defect while attempting to upload a face detection video on the Moniepoint app which is a required process. The issue appears to be related to the requirement of having to make a circular movement with one's head during the video recording process. However, the requirements are not clearly communicated, leading to failed uploads without clear guidance.

This arises with certain facial obstructions. I had a scarf tied on my head with my ears hidden under the scarf. After recording, it resulted in several failed attempts to upload the video. I removed the scarf to a point where my ears were visible, recorded a new video and immediately it got uploaded and was successful.

1. Summary: Remember Me Feature In The Moniepoint App Login Page

Description:

When using the Moniepoint app, I noticed that there is no "Remember Me" feature available during the login process. This means that every time the app is closed, users are required to log in again upon reopening, which can be inconvenient and tiring.

The absence of a "Remember Me" feature makes the app less user-friendly and convenient for daily use. However, it's important to consider implementing this feature to enhance the user experience.