

Weekly Product Health Pulse

Period: Feb 09 - Feb 15, 2026 (W07) | Status: STABLE

Executive Summary

The app's health score remains stable at 74/100, with a weighted average rating of 3.7/5.0 based on 133 reviews. Users are generally having a good experience, but are facing issues with customer support and technical problems.

Key Performance Indicators

HEALTH SCORE	74 / 100
AVG RATING	3.70 / 5.0
REVIEW VOLUME	133

Top Positives

- Good Experience (63 reviews)
- Investment Features (11 reviews)
- User Education (4 reviews)

Top Negatives

- Customer Support (1.8 rating)
- Technical / MF Credit Issues (2.1 rating)
- Withdrawal Difficulties

Priority Action Items

P1: Improve Customer Support (High Effort)

Implement responsive support to address 'Zero contact Care' feedback.

P1: Resolve Technical Feature Failures (Med Effort)

Fix Scan & Pay and MF credit syncing errors reported this week.