**Summary of the Interview Arno de Veer**

**Participant:**

* **60 years old.**
* **Has experience using chatbots for customer service.**

**Information Quality:**

* **Quality Over Quantity:** The participant prioritizes receiving good quality information over a large amount of data. The amount doesn't matter as long as the information is accurate and helpful.
* **Ineffectiveness of Chatbots:** He finds that chatbots often fail to provide clear or relevant answers to his questions.
* **Need for Human Assistance:** Due to the shortcomings of chatbots, he frequently ends up seeking help from a human representative to resolve his issues.

**Trust and Security:**

* **Transparency Not Important:** He does not care whether a chatbot is transparent about how it uses data.
* **Clear Distinction:** He prefers that it is evident when he is interacting with a chatbot rather than a human being. The chatbot should not pretend to be a real person.

**Interaction Preferences:**

* **Preference for Human Interaction:** He favors communicating with a human over a chatbot for customer service inquiries.
* **Human-like Behavior:** If he must use a chatbot, he prefers it to behave more like a human, providing natural and thoughtful responses rather than robotic answers.
* **Typing Own Questions:** He prefers the option to type his own questions instead of choosing from a set of predefined queries.

**Design and Accessibility:**

* **Simplicity and Clarity:** He values a simple and clear interface. The visual design and color scheme are less important to him than ease of use.
* **Functionality Over Appearance:** The practical functionality of the chatbot is more crucial than its aesthetic appearance.

**Conclusion:**

* **Preference for Human Interaction:** The participant generally prefers interacting with human representatives due to the inefficiency he experiences with chatbots.
* **Need for Improvement:** He believes that chatbots need to better handle non-standard questions and provide clearer answers.
* **Value of Quality Information:** Quick and accurate responses are of utmost importance to him.
* **Desire for Simplicity:** A straightforward and user-friendly interface enhances his experience, whether with a chatbot or a human agent.