

I can't use the app at all. The old one was better. Anytime I launch the application, it keeps rolling with a message " Network not available, Reconnecting"! Don't bother calling Zenth Direct either, they have no clue and cant help. Kindly fix this bug.

Other than the connectivity issue, everything is great! Thank you very much.:

What could the problem be? It could be so frustrating most times especially when you want money for an emergency. The app keeps saying "sorry an error occurred." You can't log in. Next, if you eventually get in, the service stops abruptly and you can't complete your transaction. This has been going on for a week now. What exactly is the problem?:

This app has lots of bugs and very poor UX. After downloading this app, I can't log in because it keeps requesting a hardware token. Meanwhile, there is an option to input card details but it doesn't work. Even the soft token doesn't work and Zenith's Customer care unit has no solution. Very annoying.:

This app is so terrible. Sometimes I am unable to log in sometimes when I do login I can't make any transaction at all either it's freezing or not responding. It keeps repeating the same request over and over . The annoying part is that even the 24/7 number provided does not go through....telling me 'the MTN number you are calling is not available right now" how appalling!!!:

I formatted my device, and I've tried to log back in.. and when I try to register my device. It keeps saying 'only hardware token can be used to authorize the request' when I try to use my card details that was asked for. I don't know the meaning of hardware token or how to get it. I need the app a lot as I use it for a lot of transactions. What can be done about this?

Sometimes, using the app to buy airtime, the transaction would fail, yet I would be debited without being refunded.:

Sincerely, I must agree this is a great app, with good graphical outfit couple with ease and fast transactions embedded but interfacing regular use of the app becomes highly problematic. It refuses to open most times and owing to the cashless economy that's at play right now, I thought the update would include upgrading the accessibility aspect of the app but yet, it

refuses to open most times despite stable network. Please fix this soonest.:

The app is pathetic!!! Can't login for days now even after clearing cache. Your response of clearing the cache wasn't helpful most of the time. The app works only when it wants. It's a disappointment during emergencies. It needs major revamp!!!:

Your app has refuse to worl for over two weeks now. I am stranded and i cant make use of your atm card and even make a transfer with the app. It refuses to open, it is always saying "an error occured, try again later" whenever i input my password.

I am highly disappointed . you guys need to work on this.:

The transaction history requires attention as entering a date does not always yield results. Even requesting for email statement doesn't work. To improve customer experience, it is recommended to make the last 20 transactions easily accessible for review on the app.:

It is rather embarrassing that a highly rated bank like Zenith have a horrible app like this. For days now, I have tried to login to no avail. And the bank is messing up big time this period- they are very very slow with sending alert and then you cannot log into your app to check the status of your transaction. This is really really frustrating. Something urgently should be done to improve on this app.:

The response time of this app is too bad. It keeps disconnecting from your servers; time-out before I could do anything; keeps asking me to repeatedly sign-in... I mean 1-2 seconds!:

Dispite the continues network issues The last update just couldn't let me share receipt of any transactions except it is save and that lots of work, please you have to work on it. Secondly you can't also get access to your contact from the bank app you have put the number manually. Pls fix it:

The app works sometimes and most of the time it just won't let you log in and if it does and you recharge they won't give it to you but you can see your money be deducted in all honesty its like playing a game of blackjack when using this app, would

it kill you guys to tell your dev team to make a more consistent running app? Or do you want to chase away every one of your users?:

Using this mobile app has been really frustrating. You can hardly view your transactions history. I have been trying to do this for more than three months now. Upgrades should be done and possible reviews on the app. It's annoying.:

The app has been good but for about four days now, when am trying to make transaction, it says "session expired" if I login again, before i input an account number, it still says "session expired". This is very annoying and its affecting business activities.:

To register a new device you will need to get a hardware token from the bank. The alternative is to get a e-token app which the debit card option has been disbaled, you will still need to go to the bank to get an hardware token to activate it. This new update is just horrible for easy use.:

Worst banking app ever. Always showing "service temperally unavailable. Please try again later. Sometimes when it manages to login, it will log you out that "session is over", even you have spent less than 30 seconds on the app. You have left me stranded many times.:

This app is just so annoying, I can't carry out any transactions. Everytime they always have one issue or the other.

Everytime service is unavailable, please do something about it. As a student I can't even enjoy the services of a bank.:

I lost my card and opted for a restriction of my account. I've gone back for them to release it and get a new card . I was given a new card but I still cannot access my account uptill now. The bank haven't cared to help unrestrict my account so I can access my funds it's more than a week now and I'm really frustrated it's the only account I have and I need to use my money. Gone to two different branches yet nothing is being done #Zenith bank:

This app is rubbish. I have linked mobile transfer app with e-token app. But whenever I want to transfer it doesn't gives me

the e-token number option. I can't transfer more than 100k. My question is why do you ask me to go bank and open the e-token app if you can't connect my e-token and transfer app?:

It's always when you need to really use the app that it doesn't work. I stopped banking with Zenith Bank or using this bank app for a long time because of this. It never works when you really need it, easy banking is not so easy with it and for some reason I can't use the USSD. It's so frustrating using Zenith Bank mobile app.:

I can't use my app for up to 5 minutes it keeps saying session expired. I can't make transfers, the app keeps logging me out. Fix this thing, the app is always giving issues:

This is the worst app I have ever seen. I have been trying to login for the past two months but it wasn't successful. It's always error for every trial I made. Something must be done. It's really frustrating.:

This is the most useless bank app I've come across, not advisable for emergency because it will definitely disappoint. It only opens when it wants to open and the network is always bad.:

Bank app has issues from time to time. Sometimes it's difficult to open the app. Right now, the session just "expires" every 15 seconds:

I really don't know the usefulness of this app? I can not transfer, buy airtime or pay my bill through the app, the word "CONTINUE" is not ACTIVATED OR HIGHLIGHTED in order to proceed to another page and my account is ACTIVE with sufficient funds. I deleted the app and downloaded it again, the story is not changed. Now the issue has been resolved. Thanks.:

It's very frustrating to have this app. The worse is that, the management do not care. Little weather changes, the app is completely shut down. This is annoying.:

Why can't I log in? Is it compulsory I must have hardware token before I can log in on the app simply because I'm logged in

on my old phone which is bad. What is all this? What kind of upgrade is that? What if one is stranded and isn't with their token? Y'all need to fix this Asap.:

Login: I have not been able to login using app and internet...for a couple of days now. This is frustrating ?. When app works, it can be really handy and easy to use. Good luck with log in attempts.:

After managing this app for quite a while it still affects me negatively. I've made several transactions to fund other accounts with my bank account, even though I was debited it has not reflected and I just don't understand why, at some point I'll just close my account. I'd advise not to use this app.:

Can't view transactions history and cannot generate statements!!! Emailed your customer care about these as i saw wrong expected balance on the app as I get transaction alerts without balance. Surprisingly, the reply is that I should request for a statement!!!! If I had the luxury of visiting bank branches I would not have used the app!!! Why can't you fix whatever is wrong with your app?:

Hi using this app has been really frustrating for me because I can't view my history for up to a month; It takes quite a while for it to also show new transactions in its history; I can't regenerate receipt for transfers once I've transferred already and the User interface of the app is quite outdated and confusing. The only Good thing is that when I transfer money it actually tells me if it was successful or not.:

Great improvement on this version. Suggestions/glitches: 1) Transaction history couldn't be expanded nor downloaded as to enable transferability of individual transaction to other party. 2) In-app Bill payment routes are not user-friendly. For example, the airline and cable TV that I'd tried so far. Aside these, to me, it's a great app. Thanks:

I have been using the app and managing it since I got it but now, it's reporting ACCOUNT BLOCKED. This started on 28th of March, 2023. I have tried the hardware token reset, the card details reset, sent a mail. Can you kindly help me out? I'm

getting stranded. Thank you.:

Sometimes good and sometimes bad these days. But since the beginning of this money redesign and cashless policy, the app has not really been leaving to it's expectation or former glory. All the same, it was/is a good app.:

For months now,I haven't been able to make a transfer with this app, I uninstalled it and unfortunately money was sent to my account...I reinstalled it and I can't still make transfer.:

Zenith was great, I mean WAS.. but right now I haven't found the right word to describe this their recent epileptic app they placed here on playstore.....IT crew dept should be on deck... So unreliable... Most times, one can't even log into the app, and this happens mostly when you need it most:

This is one of the worst Bank's mobile app in Nigeria. It can stop working for a whole day! Today 15th of July, 2023, I have been stranded because I couldn't run any transactions on the app. Always saying "an error occured please try again later".

So sad?:

Seasion Expired. Your app keeps logging me out immediately after successful logins. This really frustrating. It's been constant. Fix your app:

This Zenith mobile app, can disgrace u when you are in need, it hardly opens, Alot of bugs, you can't change transfer limit with card digit, even when the option is dere.: