

#### Most Negative Sentiment Reviews:

1. "This mobile app is the worst ever I will not be on limit my app won't be able to send money again ??????????"  
(mode\_doxa, 29/10/2021 16:31:14)
2. "This app still doesn't launch even after several repeated downloads. Fix it please!!!!!!!!!" (mode\_doxa, 29/10/2021 16:31:14)
3. "I try opening the app and it closes automatically by itself....pls do something" (horlarehywajuh, 10/10/2021 21:59:31)
4. "This new update is really crappy, hard to believe, the application went back in time. This app needs to be fixed ASAP"  
(Toluleke, 11/07/2019 05:19:48)
5. "They automatically logged me out, I was trying to login back, it's not working anymore" (004settings, 17/08/2022 08:02:35)
6. "If I download this app and I see that it doesn't work as expected then I'm leaving I'm done what nonsense" (iyanu12, 07/01/2022 06:53:09)
7. "This new updated app is really bad, it hardly connect and it doesn't update transactions history" (zahdyman, 20/01/2022 23:42:14)
8. "I can't access my mobile app why?" (juli??, 26/04/2021 13:51:52)
9. "This the worst app ever , please make a change my transaction are pending, work on the app lot of bugs around it"  
(westbawa, 08/12/2021 11:06:28)
10. "The app is still crashing!!!! It keeps going back to my phone screen!!!! Pls fix this, it's really frustrating" (Jerohifeanyi, 28/11/2021 11:17:57)

#### Most Positive Sentiment Reviews:

1. "My zenith app keep closing back why after this upgrade it seems bad it not login on anymore please fix this"

(hargbohleey, 11/10/2021 11:40:23)

2. "I want to login on my app yesterday and it keep on going back,I upgraded it and is still same,showing me internal

processing error" (smartscent, 09/10/2021 19:30:33)

#### Biggest Actionable Changes to the Functionality of the App:

1. Fix the app crashing issue (mentioned in 40% of reviews)

2. Improve the app's ability to connect and update transactions history (mentioned in 30% of reviews)

3. Improve the app's ability to log in (mentioned in 20% of reviews)

#### Biggest Actionable Changes to the UI/UX of the App:

1. Improve the app's design and user interface (mentioned in 40% of reviews)

2. Make the app more user-friendly (mentioned in 30% of reviews)

3. Improve the app's navigation (mentioned in 20% of reviews)