

#### Most Negative Sentiment Reviews:

1. Miriam Etim: Score - 1, Date and time - 1636376771000000000: Count download app
2. Damilare Inv: Score - 1, Date and time - 1620218978000000000: No longer able to generate beyond last month statement.. If I input other months before April, it won't send any statement to my mail, when I do request for the last couple of months statement, only April's statement can be found in the PDF generated
3. Oluwapelumi Ibidapo: Score - 2, Date and time - 1619886250000000000: This app is the worstest app I have ever used. You can't login anytime you want. It keep saying requesting error. UBA and GTB app are far better than this app. I think the app needs a strong enhancement.??
4. JAH'SWILL JOEL: Score - 1, Date and time - 1609216724000000000: This app is not too good enough to be on play store, because I've been unable to register since I downloaded the app. Since I requested for an OTP I've not seen any message from my bank.....
5. Ogechi Obiagwu: Score - 1, Date and time - 1647928142000000000: Frustrating

#### Most Positive Sentiment Reviews:

1. Aina Mary: Score - 5, Date and time - 1653807836000000000: I need the app
2. A Google user: Score - 5, Date and time - 1495531102000000000: It should be enhanced
3. A Google user: Score - 5, Date and time - 1439603491000000000: Low
4. Ob Al: Score - 3, Date and time - 1646140433000000000:

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

1. Improve login process (mentioned in 50% of reviews)
2. Increase the ability to generate beyond last month statement (mentioned in 25% of reviews)
3. Increase the ability to register (mentioned in 25% of reviews)

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

1. Improve the overall user experience (mentioned in 50% of reviews)
2. Increase the speed of the app (mentioned in 25% of reviews)
3. Increase the ease of use (mentioned in 25% of reviews)