

TASK

Simplify Money App – User Feedback & Suggested Improvements

Collected Feedback from 3 Users – Focus on App Unlock & Security Features

Unlock & Login Experience

1. Biometric Unlock Should Be Automatic

- **Current Behaviour:** Users must tap the “Unlock” button first, then the fingerprint/biometric option appears.
- **Feedback:** This extra step is inconvenient and interrupts the flow.
- **Suggested Improvement:** Biometric authentication should appear automatically when the app is opened, eliminating the need to manually tap “Unlock.”

2. Biometric & MPIN Should Be More Flexible

- **Current Behaviour:** Users can choose either biometric or 6-digit MPIN from settings, but both cannot be used together. If the fingerprint fails, users must manually go to settings to switch to MPIN.
- **Feedback:** Users want an option to fallback seamlessly in case fingerprint fails (e.g., dirty hands, sensor issue).
- **Suggested Improvement:** When opening the app, show automatic biometric authentication first, and include a visible button for MPIN fallback without leaving the unlock screen.

3. Incorrect PIN Prompt Appears

- **Current Behaviour:** When tapping “Unlock,” Android’s biometric popup appears, which includes an option to use the device PIN. However, this PIN is the phone password, not the app’s MPIN.
- **Feedback:** This is confusing for users and can lead to security concerns.
- **Suggested Improvement:** Replace the device PIN option with the app’s 6-digit MPIN for consistency and clarity.

Home Screen & UI/UX Feedback

1. Redundant navigation

- **Current Behaviour:**
Learn card → opens Money 101, which is already on the navbar.
Plan card → opens Goals, which is already on the navbar.
Track card → opens Money Central, also on the navbar.
- **Issue:** Creates duplication, makes the home screen feel repetitive and bloated.
- **Suggested Improvement:** Remove duplicate cards OR redesign them with unique functions not already in the navbar.

2. Visual hierarchy missing

- The “Buy Insurance Online” banner dominates, while core features (Invest, Track, Goals) feel secondary.
- **Fix:** Highlight core tools first, then promotional banners.

3. Cluttered home screen

- Too many elements (icons, banners, cards) visible at once.
- Important actions like Invest, Learn, Plan, Track don’t stand out enough.
- **Fix:** Cleaner layout with priority to key actions, fewer banners at the top.