

This is document containing customer feedback on a banking application. The feedback are specifically from clients of Wealth business line. Each line contains feedback from a client with the associated summary of the feedback, keywords from it and sentiment of the feedback in the format feedback text – summary – keywords - sentiment

I USED TO BE HAPPY AT THIS BANK. NOW I CAN'T EVEN CHANGE MY ACCOUNTOVERVIEW - unusable account overview - change accountoverview – negative

Site is clear and easy to use. Do not have any tips or suggestions. - website is clear and easy to use - clear easy – positive

I think the app is really great, nothing to complain - Thinks app is great - app great – positive