

This is document containing customer feedback on a banking application. The feedback is specifically from clients of Consumer & Affluent 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.

Not okay, it took me more than 15 minutes to find the button to change my accountoverview. NOT HAPPY! - Unhappy about taking over 15 minutes to find the button to change account overview. - minutes button change account overview – negative

This design is rubbish. Things I don't want to use are everywhere within reach, and things like changing settings to my first overview screen are nowhere to be found - Poor design with unwanted features easily accessible and desired features difficult to find. - design reach changing settings overview screen – negative

I am thinking about changing banks to ASN, those guys know how to make a website. You don't even have a function to change my overview and my settings - Considering switching to ASN because of their superior app, which includes a function missing from the current bank's app. - changing banks website function overview settings – negative

I don't like this design, I want to be able to change my account overview! - Poor design, unable to change the account overview - design account overview - negative

Why is it so hard to change my accountoverview layout? - hard to change account overview - accountoverview layout - negative

I want to change my overview at the beginning, where can I do this? - unclear how to change account overview - overview beginning - negative

I cannot see all my accounts in the account overview screen and when trying to edit this have to follow so many steps. I get lost in all these steps and did not manage to select all my accounts - The user has difficulty seeing and editing all their accounts on the overview screen. - accounts overview screen editing steps lost. – negative

While the account overview feature on the ABN AMRO website is functional, it is not user-friendly or customizable. As a customer, I find it frustrating to have to sort through irrelevant information to find what I'm looking for. Additionally, the lack of customization options makes it difficult to personalize the overview to my specific needs. ABN AMRO should consider improving this feature to ensure that customers can easily access the information they need in a more efficient and user-friendly way. - The ABN AMRO web account overview feature is not user-friendly or customizable and should be improved to allow customers to easily access the information they need. - account overview feature ABN AMRO app functional user-friendly customizable frustrating – negative

Ugh, the account overview feature in the ABN AMRO app is a nightmare to use. It's so clunky and unintuitive, I can never find the information I need. And forget about customizing it to my preferences, there are no options for that at all. It's frustrating to have to wade through all this useless information just to find what I need. ABN AMRO really

needs to improve this feature if they want to keep their customers happy. - The ABN AMRO' IB s account overview feature needs improvement for better user-friendliness and customization options. - account overview unintuitive information customizing preferences improving feature frustrating – negative.

Account overview in Internet Banking is very user-friendly. I really like it that you can adjust the tiles yourself, feels very personalised!!! - change layout myself - app layout tiles – positive

The account overview on your website is cluttered and confusing, making it difficult for customers to navigate and find the information they need. - The account overview on website is cluttered and confusing, difficult to navigate and find needed information - accountoverview website cluttered confusing information – negative

Overall, I like the website of the bank, but I had trouble finding the button to change my account overview settings. It took me a while to locate it. - button to change account overview settings on website hard to locate - website buton change account overview settings locate – negative

The bank's website was a nightmare. Changing account settings was a hassle and the site was not user-friendly at all. I was disappointed. - website is a nightmare. Hassle to change account settings and site not user-friendly - website account seggings chance hassle user-friendly – negative

The account overview on your website is a mess and hard to use, making it tough for customers to keep track of their bank accounts. This is frustrating for customers and might make them look for other banks with simpler and more user-friendly interfaces. You need to make some improvements to the system to make it easier to use and keep your customers happy. - Poor website account overview may cause customer frustration and churn; improvements needed. - account overview website customers user-friendly interfaces improvements. – negative

The account overview page on the bank's website is cluttered and overwhelming, with too much information crammed into a small space. The interface is outdated and lacks customization options, making it difficult for customers to view their account balances and transactions. The lack of user-friendliness and clear navigation makes it challenging to use, requiring significant improvements for a better customer experience. - The bank's website account overview page is cluttered and outdated, lacks customization options, clear navigation, and user-friendliness. It needs significant improvements for a better customer experience. - bank website account overview page cluttered outdated interface customer experience. – negative

I'm happy with the bank's website, but changing account overview settings could be easier. It's not a major issue, but it would improve the user experience - The user is happy with the bank's website, but suggests easier account overview settings for better user experience -

bank website account overview settings user experience easier navigation improvement. – negative

The account overview page on the bank's website contains all the necessary information, including account balances, transactions, and payment history. However, the layout could be improved for a better user experience. Some customers may find it challenging to navigate and locate specific details. Overall, it provides a functional service but would benefit from minor design updates to improve usability. - Account overview has necessary information but needs improved layout/navigation and minor design updates for better usability. - account overview bank website user experience navigation design updates. – neutral

The bank's website is okay, but it's hard to change my account stuff. I wish they could make it easier for me. But I guess it's not too bad. - he person is happy with the bank's website but wishes changing account overview settings could be easier - bank's website account overview settings easier user experience – neutral

HATE that it took me this long to find out how, but LOVE that I now have been able to change my account overview settings. waaaay better that it now shows all my accounts anymore - Long to find, but changed account overview settings. Better with less accounts in overview - account overview settings – neutral

HATE that it took me this long to find out how, but LOVE that I now have been able to change my account overview settings. waaaay better that it now shows all my accounts anymore - Long to find, but changed account overview settings. Better with less accounts in overview - account overview settings – negative

Had a positive experience with the abn amro app. I was able to see all my accounts in the account overview and I like that you can edit the image of the account. I would suggest though to change the tiles back to a list, this reads easier. - Positive experience with the app as all the accounts could be seen and image can be personalize. Suggestion is to change the tiles to rows. - Positive experience account overview edit image - positive

