

# Key Takeaways

While the interviewees all had different opinions regarding which features were most important on the renditions of the application, several things stuck out to us.

## General Insights:

### Simplicity and Efficiency

- Emphasis on maintaining the app's functionality as simple as possible.
- Importance of efficiency to minimize timelines between users and contractors.

### Loan Repayment Page Feedback

- Interviewee 1 found the term "repayment" confusing, leading to a change to "Loan Duration and Payment."
- Efforts made to auto-populate information and enhance visibility of next buttons for efficiency.

### User-Friendly Onboarding

- Concerns raised about the pie-chart graphic on the loan review page, leading to its de-emphasis.
- Questions about the relevance of asking marital status during loan requests.
- Recommendation for a step-by-step guide for new users.

### Payment Page Feedback

- Interviewee 2 suggested improving the visibility and importance of the recurring payment feature button.

### Mobile App Redesign Suggestions

- Emphasis on excluding a loan service officer for investors with multiple investments.
- User accessibility highlighted, suggesting options like document re-uploading and checkboxes for cases without a rehab budget.
- Recommendations for positive feedback features, improved user experience, and quick responses through a chat feature.
- Proposed changes for clarity and transparency in main page, payment information, and settlement charges.