# Fictional Customer Feedback - Mortgage Calculator

1. I found the mortgage calculator difficult to navigate. It's not clear where to input my details.( Navigation)

2. The terminology used in the tool is confusing. I'm not sure what some of the terms mean.( Usability)

3. I experienced technical issues when trying to calculate my monthly payments. The page kept freezing. .( Technical)

4. It's hard to understand the results provided by the calculator. The information isn't explained well. ( Usability)

5. I had trouble finding where to select different mortgage options. The interface isn't very user-friendly.( Navigation/ Design)

6. The tool doesn't seem to work well on mobile devices. It was slow, and some buttons were unresponsive. .( Technical)

7. I was looking for more detailed explanations of the mortgage terms used. The tool lacks informative content.( Usability)

8. The layout of the calculator is cluttered. It was overwhelming to see so many options without clear guidance.( Design)

9. I couldn't figure out how to change the interest rate assumptions in the calculator. The settings are hidden.( Navigation)

10. The calculator crashed when I tried to enter my income details. This made it difficult to complete the calculations.( Technical)

11. The results page doesn't clearly show how different variables impact the mortgage cost. It's too simplistic.( Usability)

12. I would prefer if the tool had a step-by-step guide to help new users navigate through the process.( Navigation)

13. The mortgage calculator didn't save my inputs when I accidentally refreshed the page. That was frustrating.( Technical)

14. It's not clear what data is required in each field. Some instructions or tooltips would be helpful.( Usability)

15. I found the graphical representation of the mortgage breakdown confusing. It could be more intuitive.( Usability)