# Participant 12

**Interviewee comments:**

Starting with **Lombard**, I felt that the layout of this website didn't help with finding this service, I didn't realize there was a menu on the landing page. It didn't take me long to find the service, but I don't understand how I can apply for it through the website, because when I clicked on the Fixed Deposit Account text, nothing happened. Then for the personal loan, since this time I knew where the menu was, I easily found the service through the personal banking page. I do this that the user interface isn't the most appealing I've ever used and can use a few changes to become more accessible to new users.

Then on **BNF Bank**, I quickly noticed the user interface was a big improvement from the previous website, I genuinely enjoyed browsing the website, especially in comparison to the previous one. For the fixed term deposit, I wasn't expecting to locate this service so easily, but I think the website's structure helped a lot. It was easy to understand where the services were placed, and I just viewed each sub-menu's services until I found it. Then as I expected, this task was even easier, since the menu was very easy to navigate, I was quickly able to locate the personal loan in the 2nd sub-menu.

Finally for **HSBC**, when attempting to find the personal loan service, I found it quickly, and I think it's mainly due to the fact that it seems like most if not all services are accessible within the landing page. I do think it is slightly overwhelming, especially for not so experienced users. But nonetheless, I do think the user interface is still quite good even though it is very dense with text. On the other hand, the term deposit account service did take me some time to find, I honestly thought I wasn't going to, but I decided to look at the services in the menu one last time. I think I glanced over it once or twice; I think because I was reading through them quite quickly since I saw a lot of text. But overall, the layout is good, I'd put it in between Lombard and BNF, but I do think as I've already mentioned, there are too many services in the menu, and it made me lose some focus.

**Researcher remarks:**

This participant performed well and completed all tasks, provided good insights as well.