# Participant 6

**Interviewee comments:**

Starting with **HSBC**, when attempting to find the personal loan as the first task, I thought the top menu bar was a clickable link rather than a drop-down menu, it is quite unclear. But given that I have a lot of experience, I found the task very easily. On the other hand, I couldn’t find the fixed term deposit account. I was skimming through the services in the drop-down menus and even accessed a couple of incorrect webpages, but ultimately, I gave up. To my understanding, a fixed term deposit is an investment, therefore I was primarily looking through the investment services, but it was listed under personal. I do feel that the service is not placed in the appropriate section and is not accessible enough.

Then whilst using **BNF Bank**, I feel as though the UI was too much, that user experience was sacrificed in the process. I also don’t like the fact that to see the services, you must hover over the respective column. I was instructed to find the fixed term deposit account first, and while I did find it in a decent amount of time, I think the service is quite hidden and ambiguously placed. Then for the personal loan service, I found it very easily within the personal services sub-menu, although it would make sense to be listed as the first service rather than further down in the list. I almost clicked on the home loan option, as that was the first service shown in the list.

Finally, using **Lombard**, I found the user interface quite unappealing, but I would assume that older generations of people would find the UI adequate. Although the user interface has room to improve, I still had a positive experience browsing the website. For the first task (locating the personal loan service), I found it in little time, the menu was clear, and the service was listed under the header personal. I did also find the fixed term deposit quite quickly, but I was unsure if I was in the correct webpage when I clicked the “deposit accounts” option in the menu, thankfully after scrolling down through the text, I found the section containing “Fixed Term Deposit Account”.

**Researcher remarks:**

The participant completed 5/6 tasks, which does correlate well with their technological prowess.