

Sentiment Analysis on App Reviews

26508

Total Users

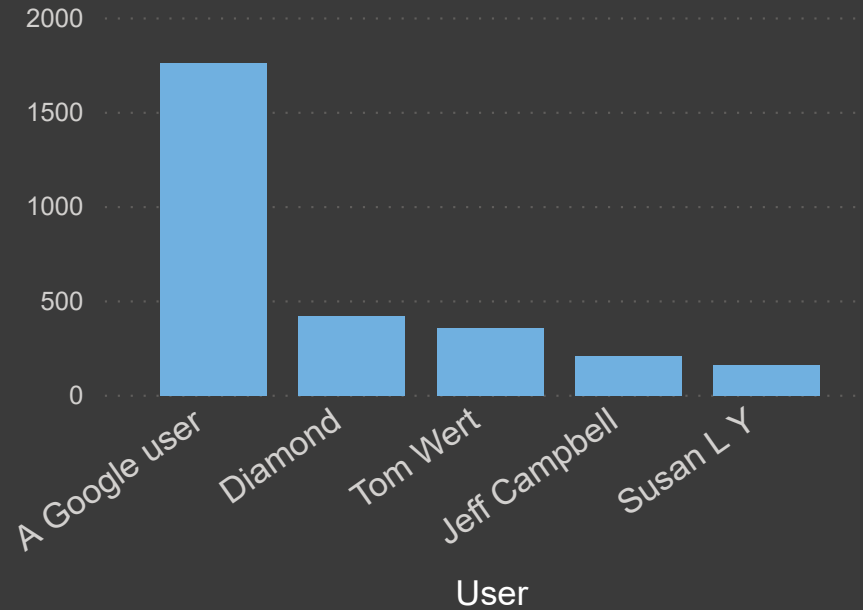
30056

Total Reviews

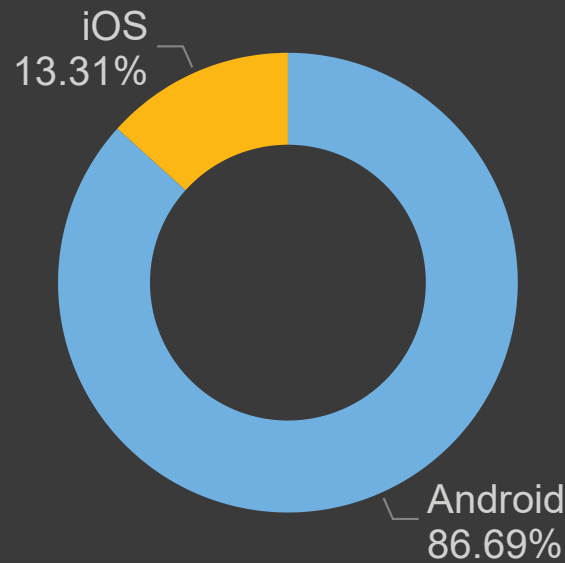
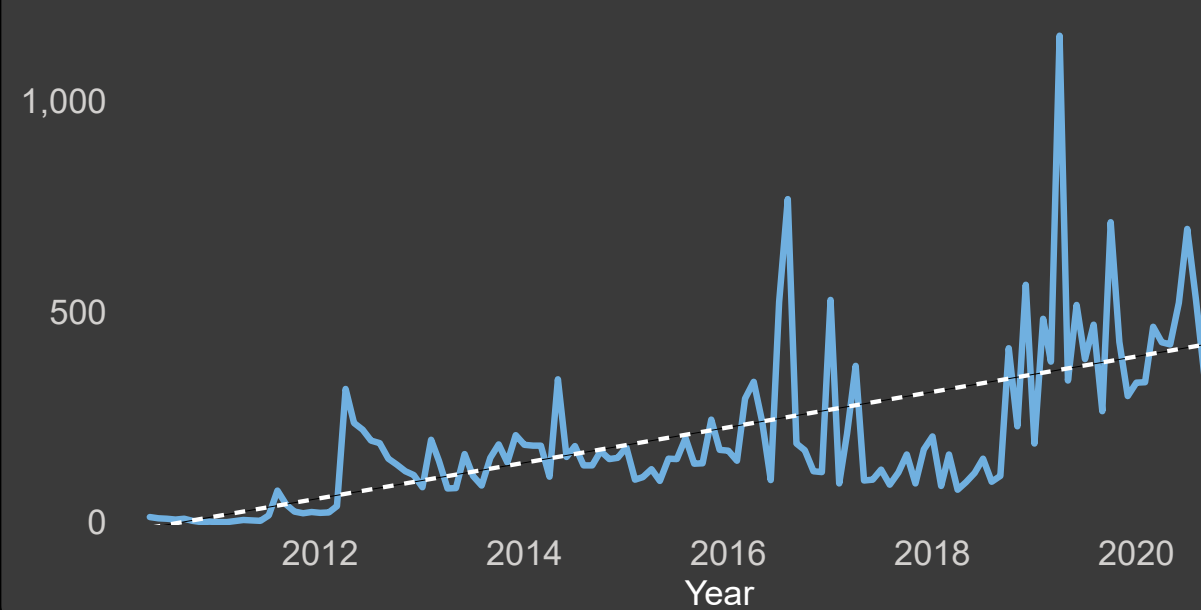
6714

Total Responses

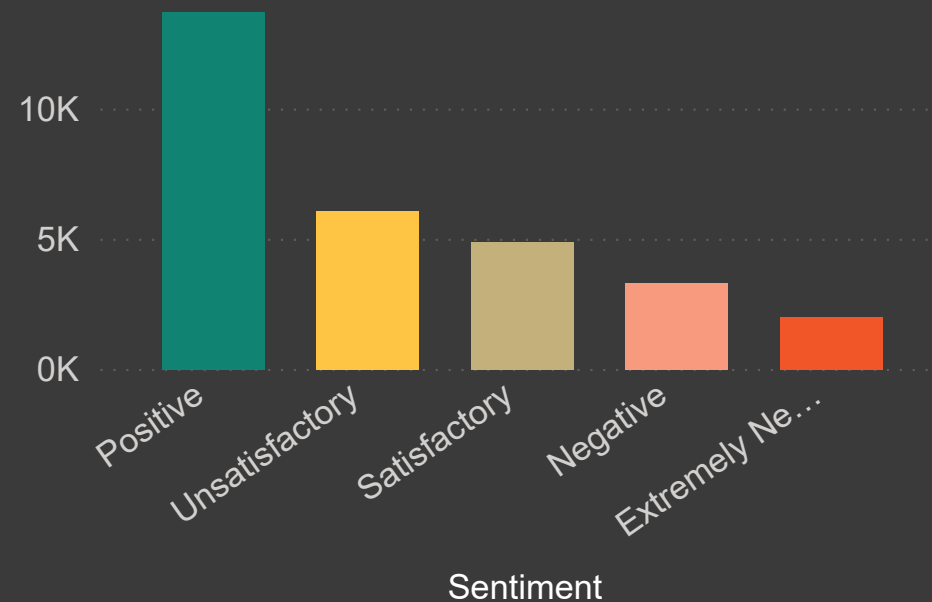
Total Likes by User



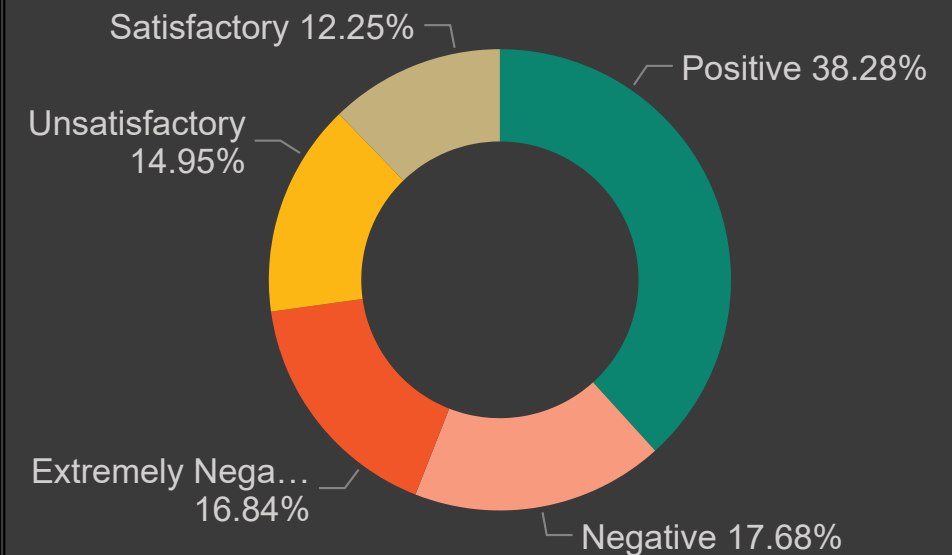
Reviews over Time



Sentiment of Reviews



Likes by Sentiment





userName	Review	Sentiment	Score
	positive secure accurate and responsive as possible Thanks NFCU Amazing service as always		
Jmeisternixon	This is an honest review I currently belong to two credit unions The one I grew up using and then most recently Navy Federal We will just say a couple things non app related but are essential to say Navy federal s customer service far surpasses all my and my wife s expectations That goes for app support as well There have been times where we have needed help and just being able to call in and talk to an actual human being goes a long long way This app is loaded with resources that help you in the app as well as redirect you to their website for more information But the amount of things you can do in this app is incredible The UI is intuitive and is fairly easy to maneuver around in My only complaint and its really not a big deal because you can do it from the website but it should be a feature in the app in a future update is the ability to transfer a amount directly towards principle when it comes to the mortgage On the website this is an option which obviously is helpful I think that the user experience could greatly benefit from having this ability Thanks Navy Fed keep up the great work	Positive	0.99
A Google user	I ve NEVER seen so many great reviews on an App and never have you who are reading this but they are all TRUE Literally within 5 seconds of opening this app you realize this is highly polished professional And then after an easy and familiar 3 part log in the AWESOME App opens up and it is more beautiful and easier to navigate than on my laptop GREAT WORK NAVY FEDERAL CREDIT UNION	Positive	0.99
AYWYATT	First this is a GREAT app seriously It s well designed well organized and responds quickly There are a few things that would make it perfect though that are missing 1 Check Images I can view images of cleared checks in the full online banking but not in the mobile app 2 Custom Descriptions several other banks credit unions allow you to customize the transaction description and assign a category 3 Spending Budget Tools in online banking there is a kind of hidden spending tool It would be VERY well received if these kinds of tools were integrated into the app 4 Goals similar to 3 it would be great to see the option to set and track savings goals Keep on providing a great app and adding great new features Thanks for a great member experience	Positive	0.99
Mongo Abides	I hadn t been to Navy Federals app in a while because it was too cumbersome but opened it today and its awesome I started with Navy Fed 17 years ago I switched to USAA a few years later because their website was much better to use NFCUs website has never been as user friendly As Smartphones came around USAA again beat NFCU to the punch with a great app that supported mobile deposits a great feature for an online bank I just filled out a survey for NFCU today saying I love NFCU and subsequently have been less and less satisfied with USAA and if they would improve their app to include mobile deposits I would move all of my banking back This evening I logged into NFCUs app and low and behold everything I said I wanted had already been incorporated NFCU I m Back	Positive	0.99
Sat Vivi	This Credit Union will take care of You and has your back All the way through PNC Chase Bank of AMERICA TD I ve had	Positive	0.99

Negative Word Cloud



Positive Word Cloud

