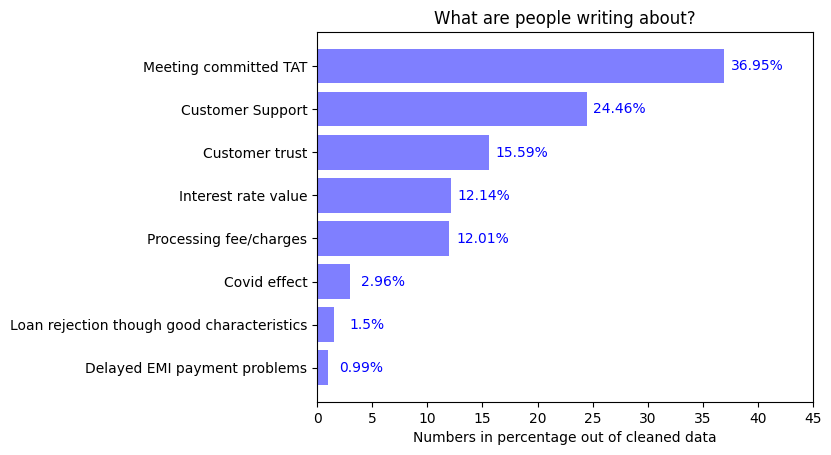
mPokket App sentiment report

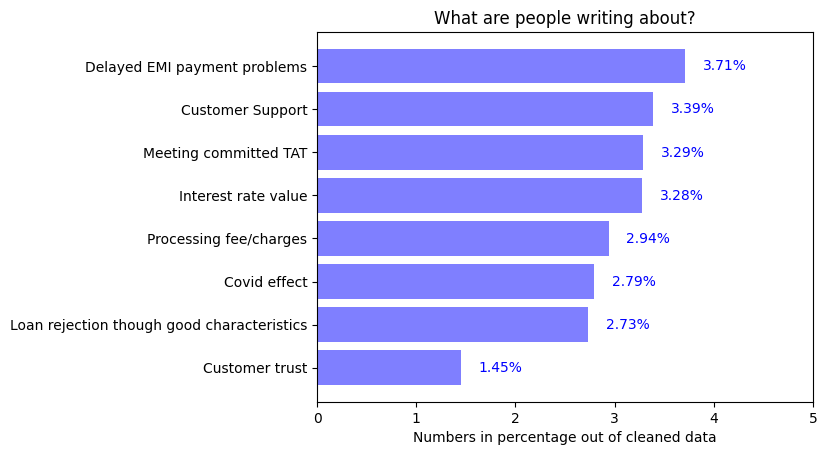
# Overall Summary

* App name: Slice
* Number of reviews analyzed is 24,009
* Total number of reviews after cleaning the data is 9,577
* Timeline of reviews: 21 September,2020 to 21 January,2021 (122 days)

## Comparison of Aspects depending on how many numbers of people are writing about the aspect.



## Comparison of Aspects depending upon average rating given by users:

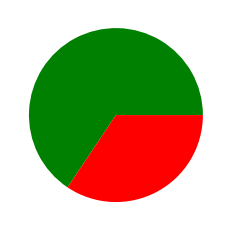


### Inference:

1. Large number of people are writing about meeting committed TAT and Customer support so these are important points from users’ perspective

# 1.Appropriate Interest rate

* Percentage of people writing about this topic is 12.14%



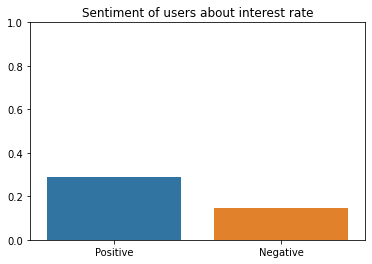
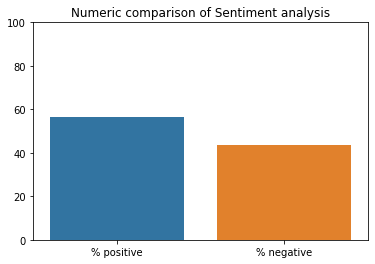
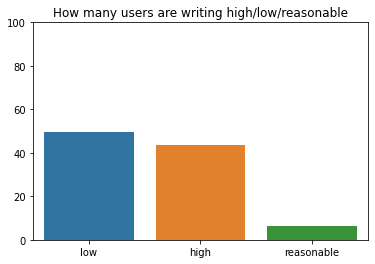
* Average rating given by users for this aspect is 3.28 out of 5
* Sentiment Analysis:

Figure 2: This shows how many people are positive or negative about this aspect

Figure 1: This shows Intensity of negativity or positivity of sentiments

### Inference:

1. People are more positive than negative about interest rate
2. Large number of people are Positive about interest rate and it matches the industry standards

Further Insights:

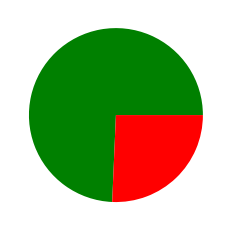
People saying interest rate is low =49.74%

People saying interest rate is high=43.69%

People saying interest rate is reasonable=6.56%

# 2.Delayed payments of EMI

* Percentage of people writing about this topic is 0.99%



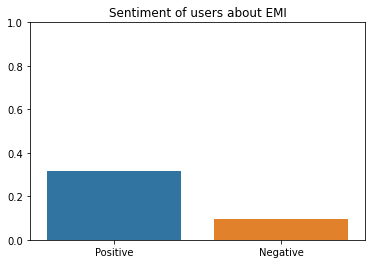
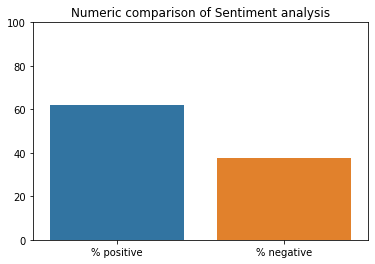
* Average rating given by users is 3.71 out of 5
*  Sentiment Analysis:

Figure 2: This shows how many people are positive or negative about this aspect

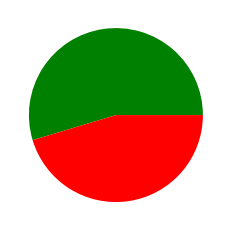
Figure 1: This shows Intensity of negativity or positivity of sentiments

### Inference:

1. The overall sentiment of the users is positive
2. Very limited number of users have written about this topic

# 3. Loan rejection though good characteristics

* Percentage of people writing about this topic is 1.5%



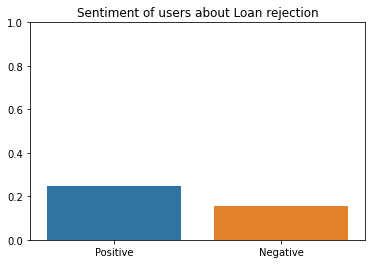
* Average rating given by users is 2.73 out of 5
* Sentiment analysis:

Figure 2: This shows how many people are positive or negative about this aspect

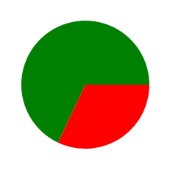
Figure 1: This shows Intensity of negativity or positivity of sentiments

### Inference:

1. The sentiment of users about this aspect is positive
2. And, the number of users writing about this topic are also low

# 4. Customer queries / grievances support services:

* Percentage of users writing about this topic is 24.46%



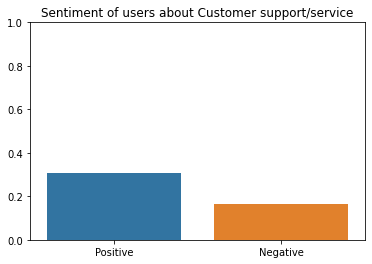
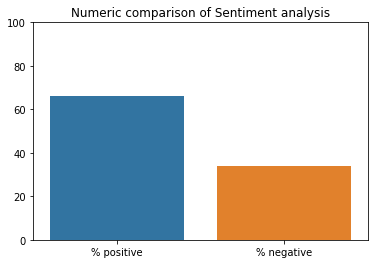
* Average rating for Customer support is 3.39 out of 5
*  Sentiment Analysis:

Figure 2: This shows how many people are positive or negative about this aspect

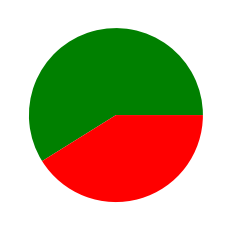
Figure 1: This shows Intensity of negativity or positivity of sentiments

### Inference:

1. Users are more positive about Customer support
2. Almost 25% of users are writing about this aspect

# 5.Processing Fee/ Extra Charges:

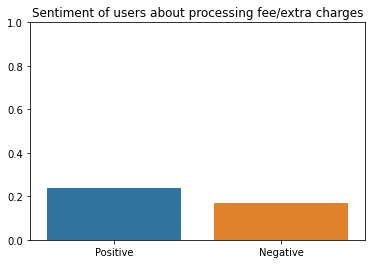
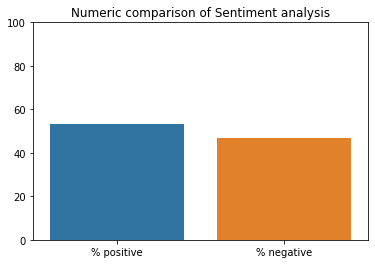
* Percentage of People writing about this topic is 12.01%



* Average rating for this topic is 2.94 out of 5
* Sentiment:

Figure 2: This shows how many people are positive or negative about this aspect

Figure 1: This shows Intensity of negativity or positivity of sentiments

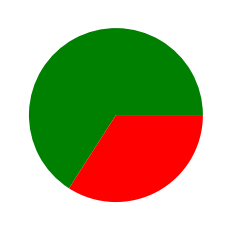


### Inference:

1. Users are satisfied with charges and along the industry standards

# 6. Loan disbursal to customer meeting the committed TAT

* Percentage of users writing about this topic is 36.95%



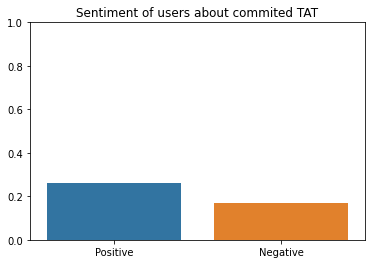
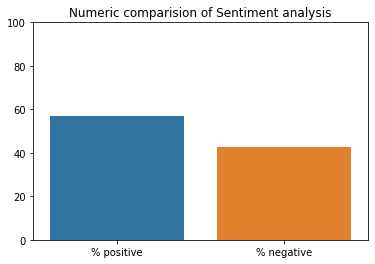
* Average rating by users is 3.29 out of 5
* Sentiment:

Figure 2: This shows how many people are positive or negative about this aspect

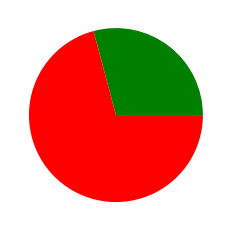
Figure 1: This shows Intensity of negativity or positivity of sentiments

### Inference:

1. Sentiment of users about TAT is mostly positive
2. Large number of users have written about it

# 7.Trust / legal/ fraud issues with app

* Percentage of users writing about this topic is 15.59%



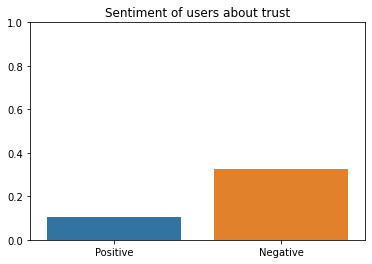
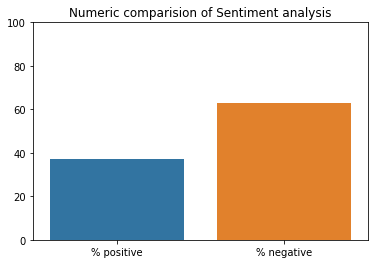
* Average rating by these users is 1.45 out of 5
* Sentiment:

Figure 2: This shows how many people are positive or negative about this aspect

Figure 1: This shows Intensity of negativity or positivity of sentiments

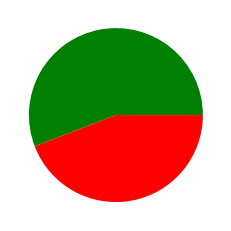
### Inference:

### About 15% of users have written about trust on the app

### Out of which 60% users have suspicious view about the app while others are satisfied of its services

# 8.Covid-19 effect

* Percentage of users writing about this topic is 2.96%



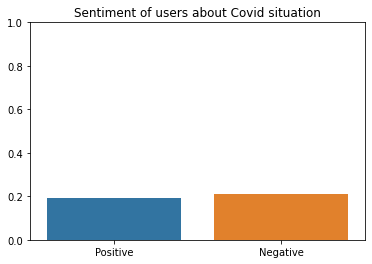
* Average rating by these users = 2.79 of 5
* Sentiment analysis:

Figure 2: This shows how many people are positive or negative about this aspect

Figure 1: This shows Intensity of negativity or positivity of sentiments

### Inference:

1. The services given by the app in covid-19 pandemic times have negative sentiment

### 