

Paynix User Feedback

Thank you for participating! This short survey helps us design a better mobile money app

** Indicates required question*

1. What is your age group? *

Mark only one oval.

- ☐ under 18
- ☐ 18 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 and above

2. What is your occupation? *

Mark only one oval.

- ☐ Student
- ☐ Employed
- ☐ Self-employed
- ☐ Unemployed
- ☐ Other: _____

3. How often do you use mobile banking or money transfer apps? *

Mark only one oval.

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Rarely
- ☐ Never

4. Which features do you use most? *

Check all that apply.

- ☐ Checking balance
- ☐ Sending money
- ☐ Receiving money
- ☐ Paying bills
- ☐ Viewing transaction history
- ☐ Airtime/data purchase
- ☐ Customer support/chat
- ☐ Other (please specify): _____

5. How important are these features?

Mark only one oval.

1 2 3 4 5

Fast ☐ ☐ ☐ ☐ ☐ Secure login (PIN/biometrics)

6. Would you prefer biometric login? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

7. Do you experience any problems with your current app? *

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ If yes, what issues?

8. Which layout style do you prefer? *

Mark only one oval.

- ☐ Minimalist
- ☐ Detailed
- ☐ No preference

9. Do you prefer a light or dark theme? *

Mark only one oval.

- ☐ Light
- ☐ Dark
- ☐ Auto/system-based
- ☐ No preference

10. Which additional features would you like to see?

11. How likely are you to recommend a mobile money app? *

Mark only one oval.

- ☐ Very unlikely
- ☐ Unlikely
- ☐ Neutral
- ☐ Likely
- ☐ Very likely

12. Any other feedback?

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