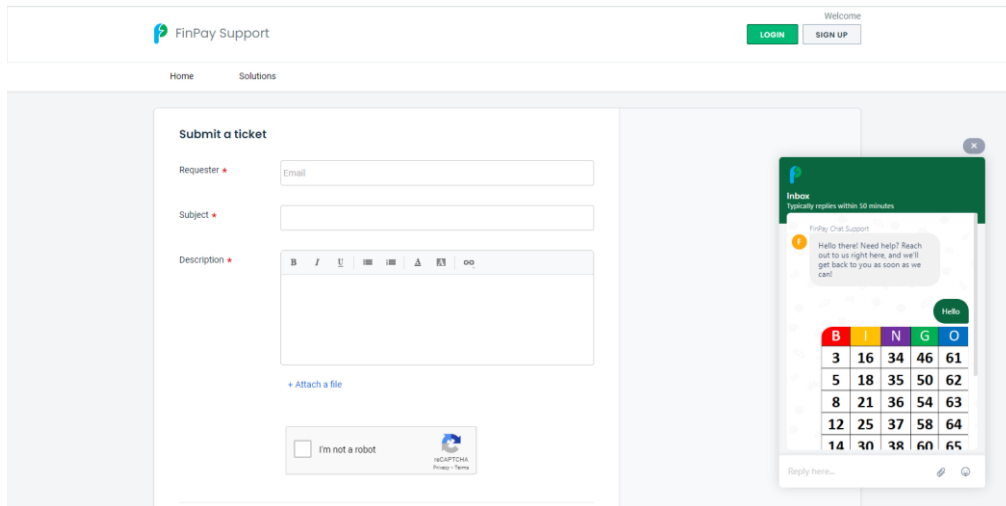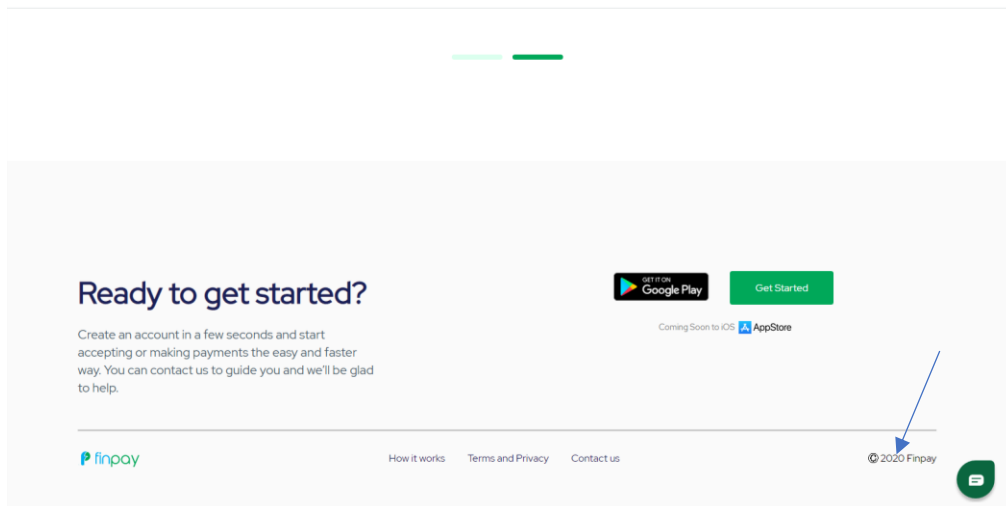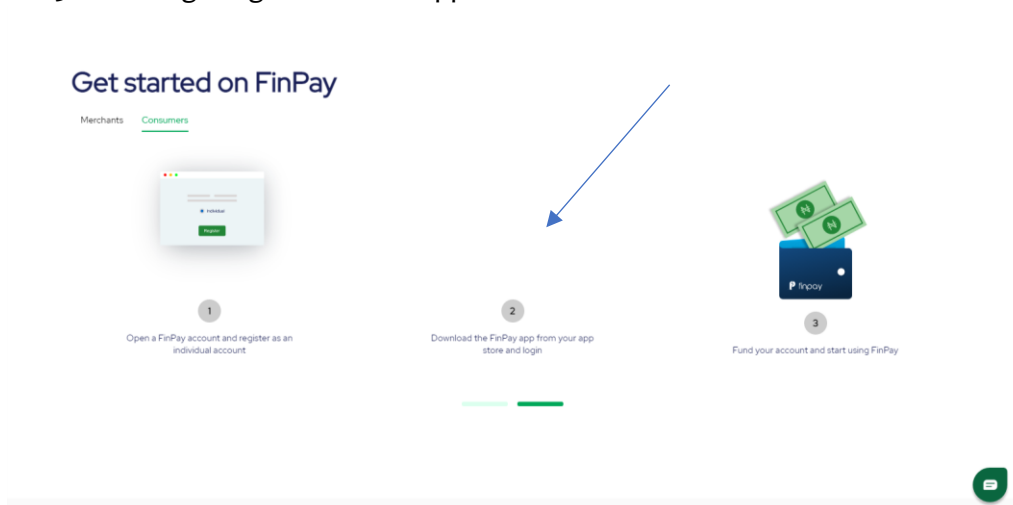1. No response after 50 minutes as advertised; over 2 hours still no response
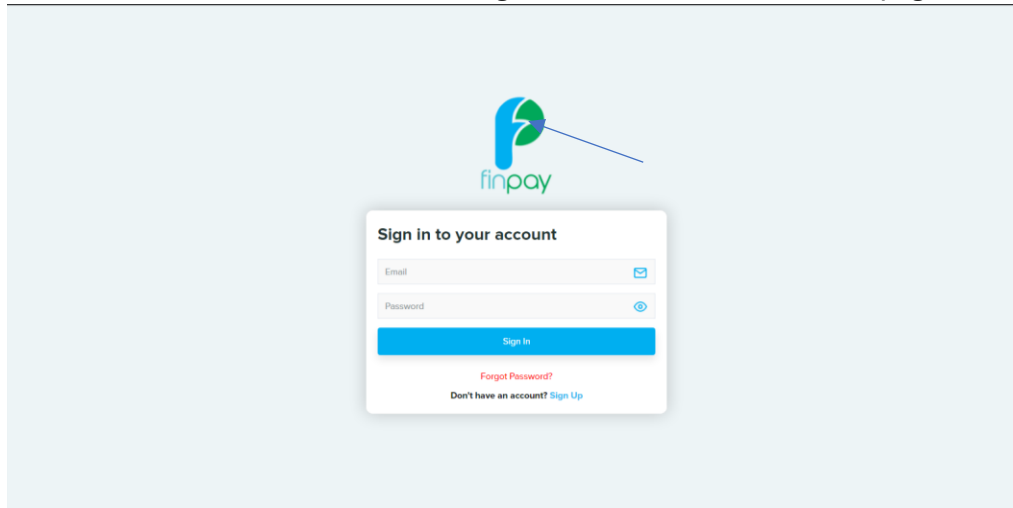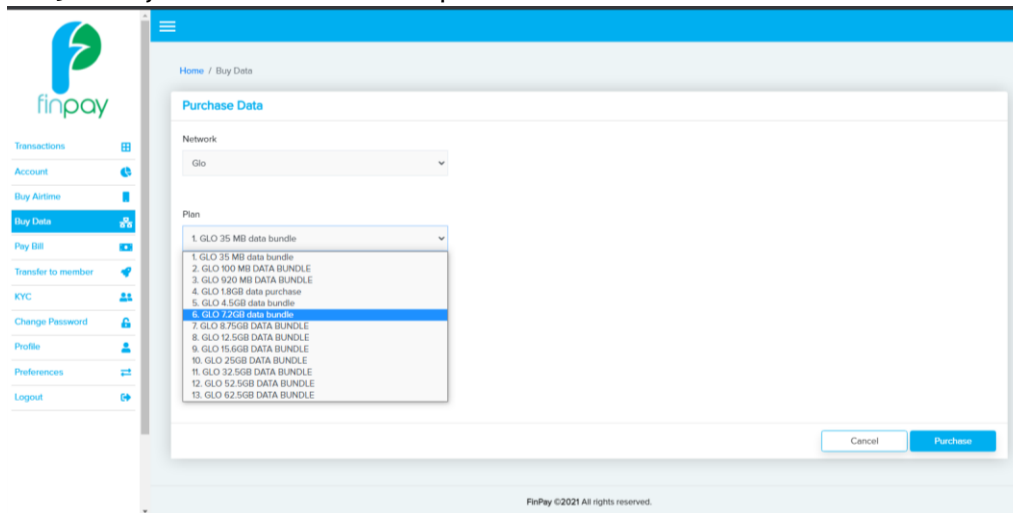

2. © not updated to 2021

3. Missing image for mobile app download

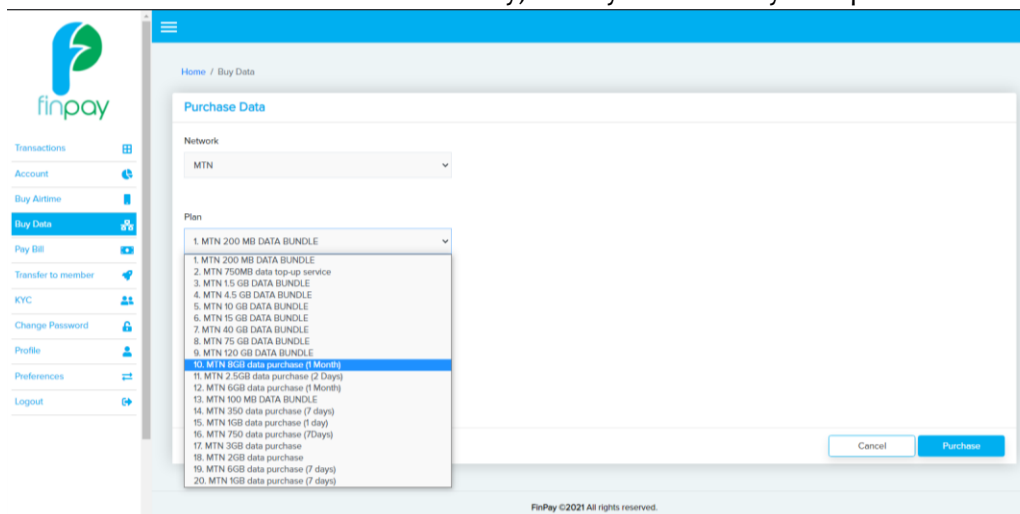4. Should be able to click on the logo and redirected to the home page

finpay

Sign in to your account

Email

Password

Sign In

Forgot Password?

Don't have an account? Sign Up

5. Why are some written in capital letters and others in small letters?

finpay

Home / Buy Data

Purchase Data

Network

Glo

Plan

1. GLO 35 MB data bundle
1. GLO 35 MB data bundle
2. GLO 100 MB DATA BUNDLE
3. GLO 920 MB DATA BUNDLE
4. GLO 1.8GB data purchase
5. GLO 4.5GB data bundle
6. GLO 7.2GB data bundle
7. GLO 8.75GB DATA BUNDLE
8. GLO 12.5GB DATA BUNDLE
9. GLO 15.6GB DATA BUNDLE
10. GLO 25GB DATA BUNDLE
11. GLO 32.5GB DATA BUNDLE
12. GLO 52.5GB DATA BUNDLE
13. GLO 62.5GB DATA BUNDLE

Transactions
Account
Buy Airtime
Buy Data
Pay Bill
Transfer to member
KYC
Change Password
Profile
Preferences
Logout

Cancel   Purchase

6. Can we have subsections for daily, weekly and monthly data plans?

finpay

Home / Buy Data

Purchase Data

Network

MTN

Plan

1. MTN 200 MB DATA BUNDLE
1. MTN 200 MB DATA BUNDLE
2. MTN 750MB data top-up service
3. MTN 1.5 GB DATA BUNDLE
4. MTN 4.5 GB DATA BUNDLE
5. MTN 10 GB DATA BUNDLE
6. MTN 15 GB DATA BUNDLE
7. MTN 40 GB DATA BUNDLE
8. MTN 75 GB DATA BUNDLE
9. MTN 120 GB DATA BUNDLE
10. MTN 8GB data purchase (1 Month)
11. MTN 2.5GB data purchase (2 Days)
12. MTN 6GB data purchase (1 Month)
13. MTN 100 MB DATA BUNDLE
14. MTN 350 data purchase (7 days)
15. MTN 1GB data purchase (1 day)
16. MTN 750 data purchase (7Days)
17. MTN 3GB data purchase
18. MTN 2GB data purchase
19. MTN 6GB data purchase (7 days)
20. MTN 1GB data purchase (7 days)

Transactions
Account
Buy Airtime
Buy Data
Pay Bill
Transfer to member
KYC
Change Password
Profile
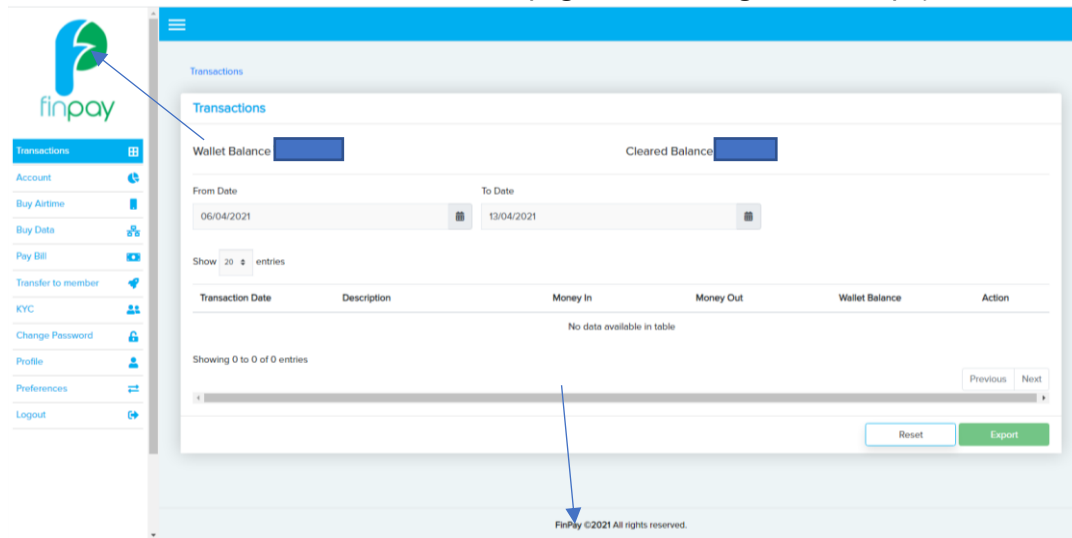Preferences
Logout

Cancel   Purchase

7. Why is the internet on Smile written with capital letter "I" whereas that on Swift is written with small letter "i"?
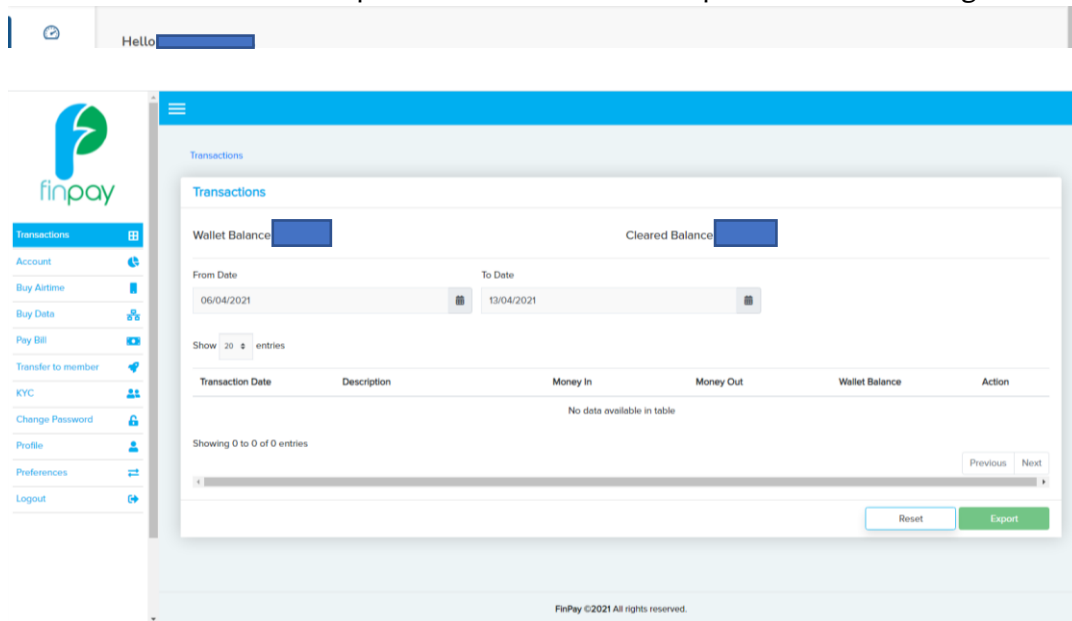

8. Why not stick with one font style? Don't mix and match


9. SMS notification will also be useful

10. I should be redirected to the homepage after clicking on the "finpay" icon or the footnote.

11. Having a "Welcome or hello, my first or last name message" at the top left or right-hand corner like the example below will make it more personal and meaningful to the end user.

12. No option to deactivate account. What if I am not satisfied with the service or I no longer feel comfortable using this service? I should be given the option to walk away.
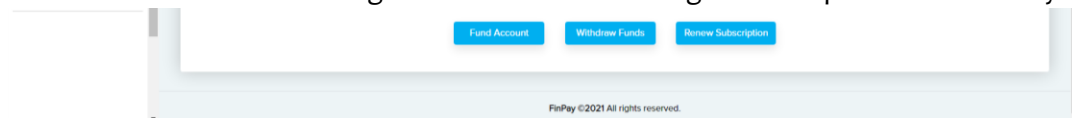
13. Since we're testing this website, we should have been given dummy credentials to both signup and login with, and not have to use our own legal identities to do so. Also, we should have money in our accounts (this is where the dummy identities come to play) so we could test the deposit and withdrawal functionalities of the site – since it is the key essence of the website.