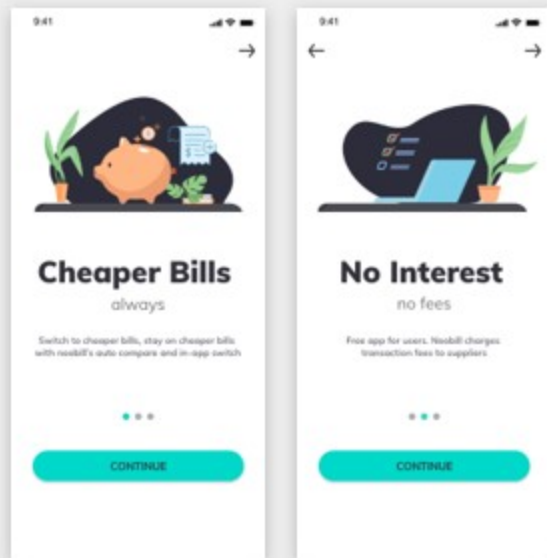


USER TESTING

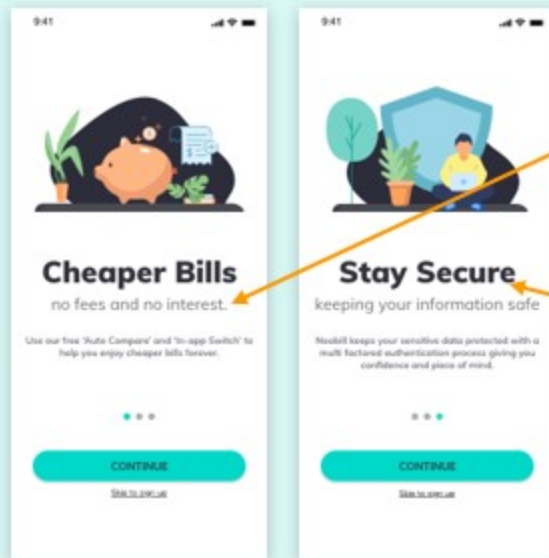
Welcome Screen

Before

User felt that he would need to know about the privacy and security of information within the first few screens to start using the app and share more information.



After



Both the **Cheaper Bills** and **No Interest** screens are put together and a new screen **“Stay Secure”** is added to the flow

USER TESTING

Home Screen

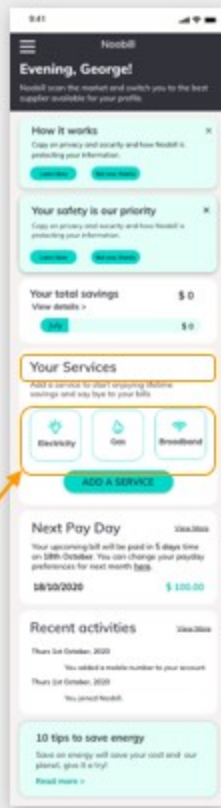
Before

According to the user, the most important information would be **data security and safety**, then **how it works** and next **Available Services**, then **Next PayDay** and then, savings etc.

User couldn't find the top "your safety" and "how it works" because those were not quite distinguishing from the others

User was bit confused with the name "Your Services"

User felt this section is clickable, but the purpose of this section was to inform about the available services



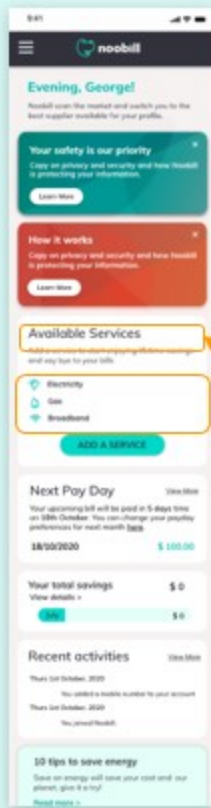
After

Information hierarchy is reshuffled based on user need and feedback

Those two most important sections are redesigned to make it more distinguishable

"Your Services" is replaced with "Available Services"

This section is redesigned so that users don't feel that it is clickable

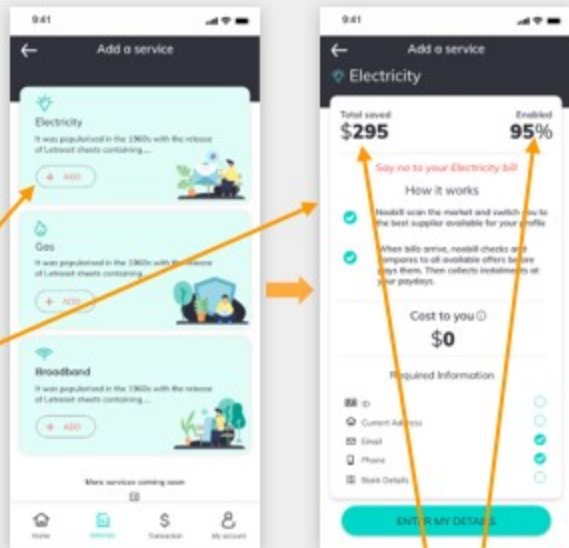


USER TESTING

Add a service and getting the winning deal

Before

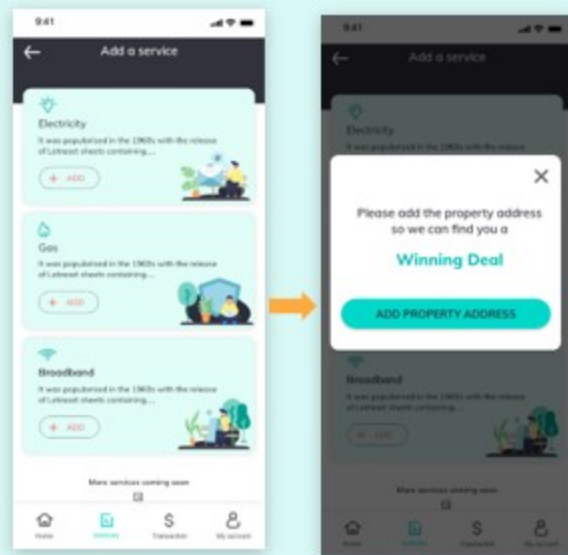
Users got confused when they landed to this **Electricity** page after clicking "Add" button on **Add a service** page



User got confused about the "Total Saved and Enabled figure"

After

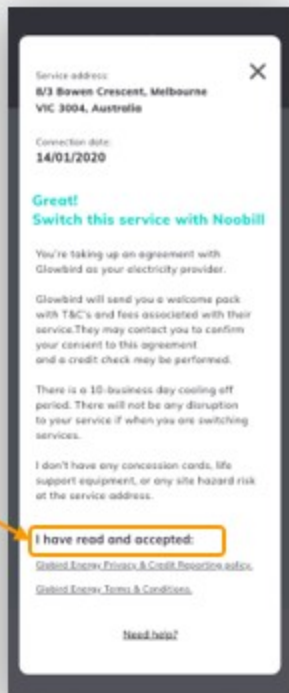
So, **Add a service-Electricity** page is replaced with **Add property address** page, where the users are informed that they need to add property address to be offered with the best deal



USER TESTING

Terms and condition page

Before



User was trying to accept the terms and condition by looking for a button and got confused

After



So, "I have read and accepted" section has been removed

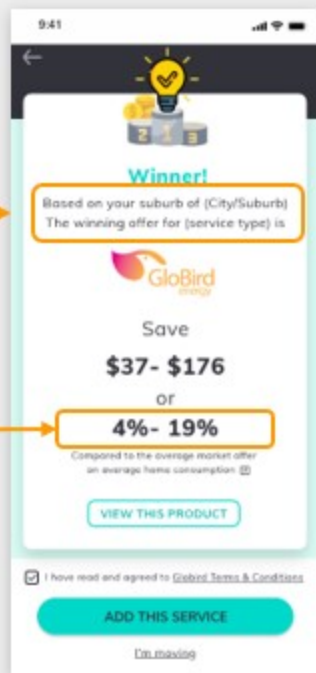
USER TESTING

Winning deal page

Before

This section and information felt generic to the user

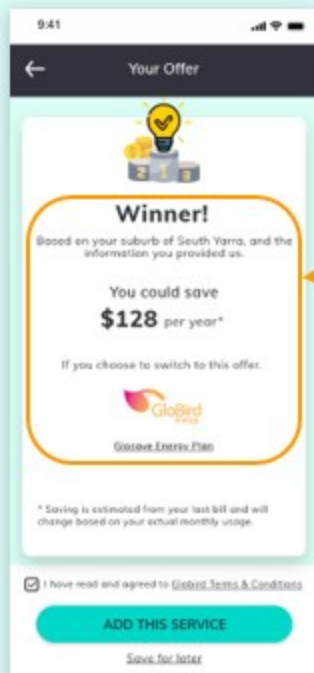
User did not feel that percentage is valuable information for him



After

To add more personal touch, the address of the user are added along with the right flow of information

The saving percentage was taken off from the page



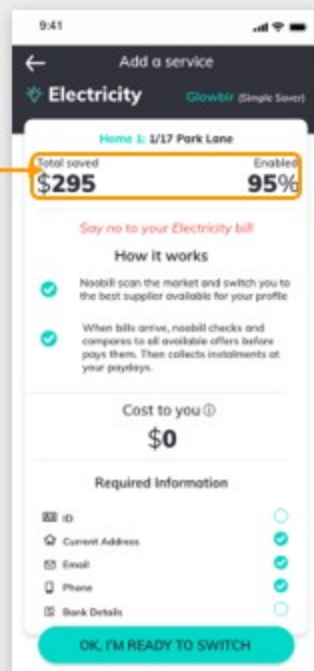
USER TESTING

Summary page before switching

Before

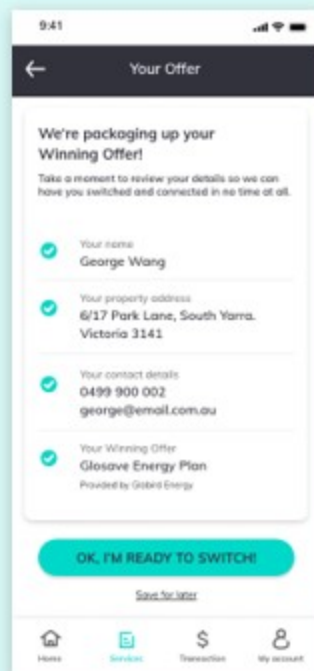
User did not understand the numbers

Users were not sure if he already switched after landing onto this page from the offer page and page content was confusing to users



After

Summary page is replaced with the "Electricity" page by packaging the whole information and preparing the user to switch to the new offer



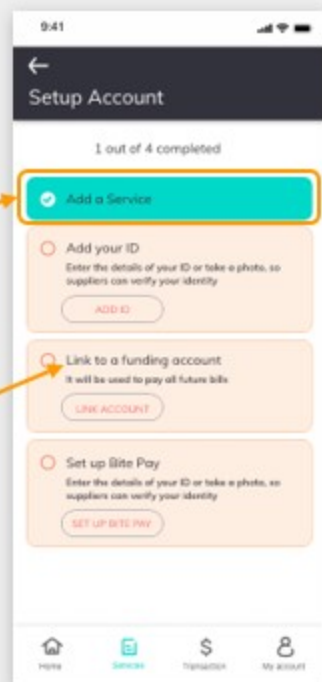
USER TESTING

Setup Account Screen

Before

User thought that this is a clickable button

By **“Link to a funding account”** users felt that this app can access their bank account and users were not sure of proceed further from here

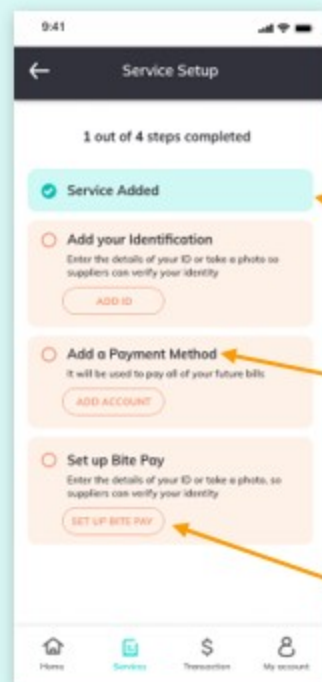


After

The change was made in here so that it does not look like clickable anymore

The **“Add a Payment Method”** is added instead of “Link to a funding account” for clear understanding

Only the buttons are clickable here

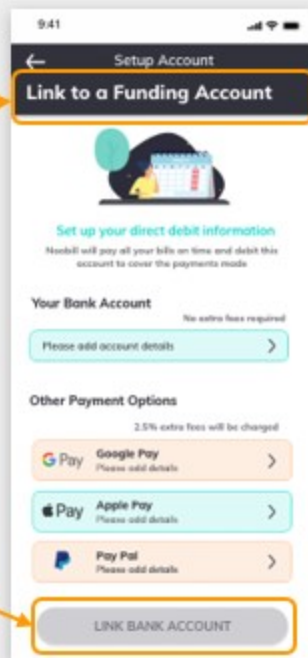


USER TESTING

Adding payment details page

Before

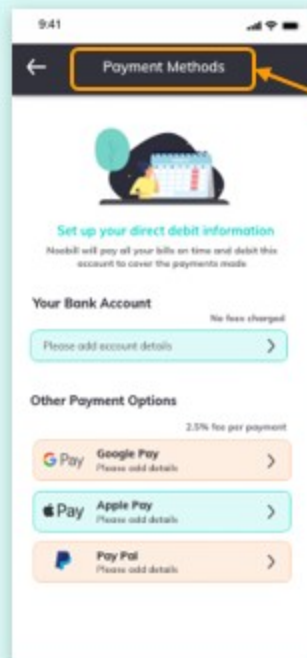
The same confusion which has been discussed in the previous slide



This button text can cause the same confusion which has been discussed earlier. Besides, no button is required here

After

"Payment Method" is added instead of "Link to a funding account" for clear understanding



USER TESTING

Select paydays page

Before

User asked if they can pay bills every two weeks



After

Add "fortnightly" option to increase payday flexibility.

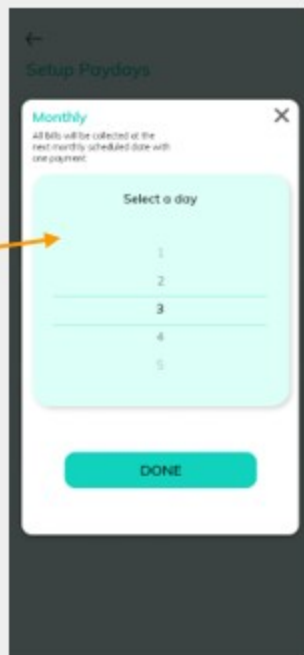


USER TESTING

Select paydays page

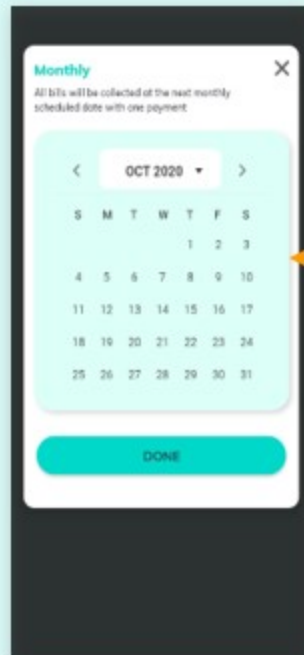
Before

User found the scrollable date is not convenient to use.



After

Use calendar view to replace the scrollable date.



USER TESTING

Set up account detail page

Before

User questioned that if they can save the current stage and come back later to continue editing it.

← Link a Bank Account

Set up your direct debit information

Noobill will pay all your bills on time and debit this account to cover the payments made

No extra fees, no expired cards - always pay on time

Account Name
GeorgeWang

Your BSB Number 6 digits only
123456

Your Account Number
14234567890

I have read and agreed with [direct debit agreement](#)

LINK BANK ACCOUNT

After

9:41

← Add a Payment Method

Your Bank Details

Noobill will pay all your bills on time and debit this account to cover the payments made

Account Name
George Wang

Your BSB Number 6 digits only
123 456

Your Account Number
14234567890

I have read and agreed with [direct debit agreement](#)

ADD THIS ACCOUNT

[Save for later](#)

Add "save it for later" feature to improve usability.