



FastPay

Banking App

Project Info

Modern banks are aware of the topical trends and the innovations that have to follow by using reliable and user-friendly applications. The UX strategy seems to be the major trend in the app development for banks for the next few years. But there's one thing that banks should clear up such as what kind of experience their customers want to get from them.

1. Real-time notifications

Get notified as soon as you make a payment.

2. Spending insights

Whether categorized by type or merchant, monthly targets can be applied so you stay within your budget.

3. Fast customer service

Support provided through an in-app chat feature.

4. Security

If you have lost your card, you can lock the card in-app instantly.

Challenge

How much do I have left to spend today?

Design focus is to improving savings for users.

As banks typically make their money through lending, saving features are not prioritized as strongly as spending.

With this in mind, the design features that encourage users to be more effective in saving and investing.

Solution

- **To calculate a daily spend, I'll need to capture the user's regular income, recurring expenses and savings.**
- **Using Monzo's data, I could identify the average money in, average money out and then capture the amount they wish to save.**
- **As a user spends, this daily budget will decrease. Users should also be able to see the impact of spending over consecutive days.**
- **This will naturally encourage positive emotions when they see spending less accumulates more money for tomorrow.**