

Top Online Problems for those Who Conducted Online Banking Transactions



Key Problems Encountered

43% Received error messages.

34% The website was difficult to navigate.

31% Difficulty checking in/ logging on to the website.

29% Insufficient, incorrect, or confusing information on the website.

28% Unable to complete an action or transaction due to an endless loop.

26% Search function on the website was not functioning properly.

19% Were automatically kicked off the page.

Source: 2009 US Tealeaf Survey of Online Consumer Behavior, conducted by Harris Interactive