🫠 Tab 1

Fintech Money Transfer UX Teardown

TASK: Do a UX Teardown of the Money Transfer Flow in Three Fintech / Banking Apps

I'd be analysing

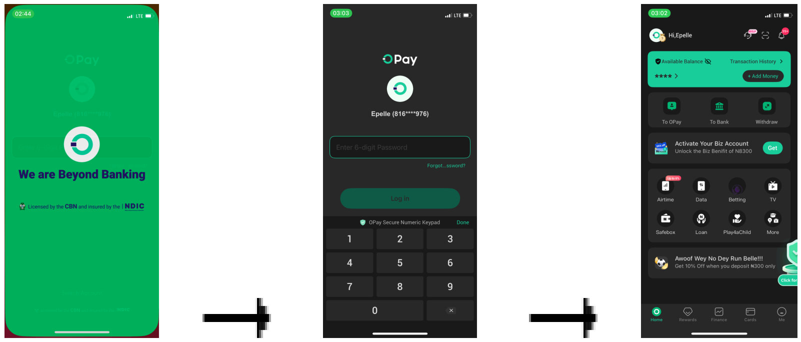
1. **Opay digital services limited**
2. **OneBank by Sterling**
3. **United Bank For Africa (UBA)**

GOAL: To analyze the money transfer flow of the banking apps listed above and to identify what works well, key friction points, and prioritized opportunities for improvement.

OPAY Digital Services Limited – Money Transfer flow process

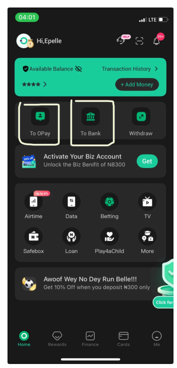
STEP 1: When you open the Opay app, the splash screen briefly appears before transitioning to the login screen. If "Login with Face ID" is enabled, the app automatically scans your face and signs you in instantly. If Face ID isn't set up or supported on your device, you'll manually enter your password and tap **Login** to access the homepage.

Face ID enabled login

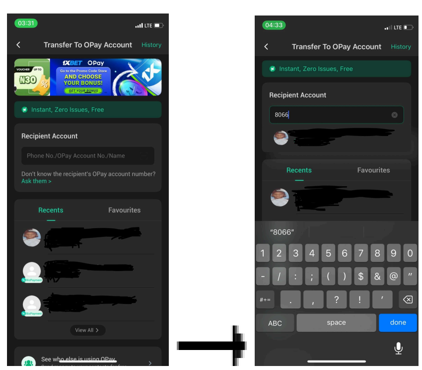


Password login

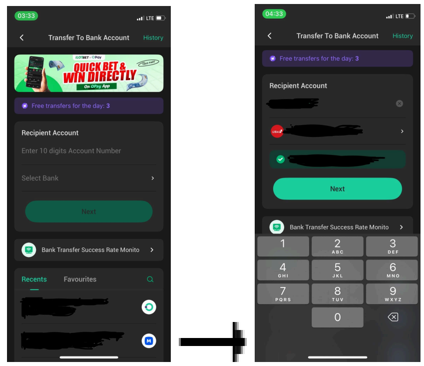
STEP 2: On the homepage, tap **"To Opay"** to send money to another Opay user, or **"To Bank"** to transfer funds to an account at a different bank.



STEP 3: Enter the recipient's **phone number, Opay account number, or name** when sending to an Opay user, or their **bank account number** when sending to another bank. If the details are valid, the recipient's name and bank will automatically appear for confirmation. You can also choose a previously used recipient from the **Recent** section below.

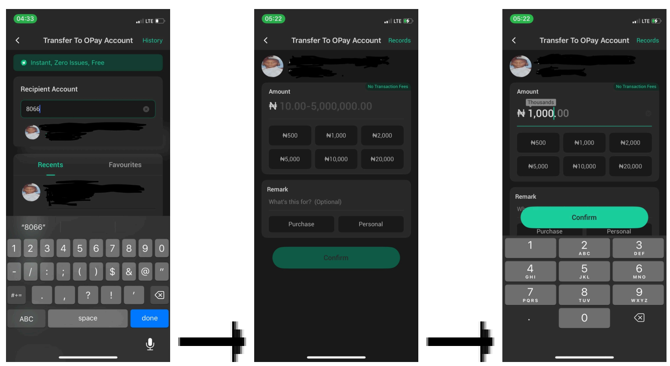


Transfer to Opay account

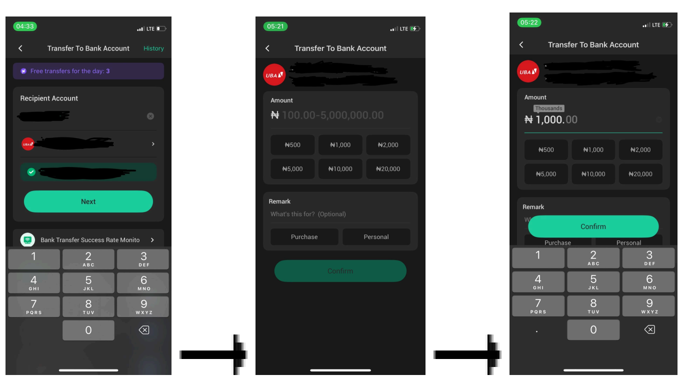


Transfer to a different bank account

STEP 4: For Opay accounts, tap the matching account that appears. For other banks, tap **Next** after confirming the details (account name and bank). You'll then proceed to the page where you enter the transfer amount and an optional remark.

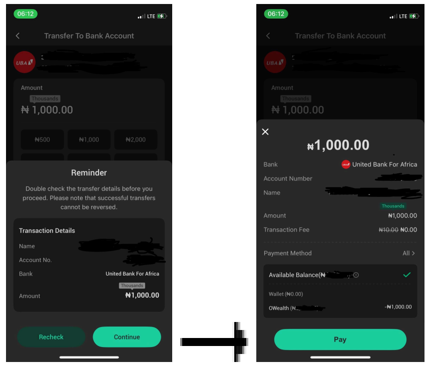


For Opay accounts

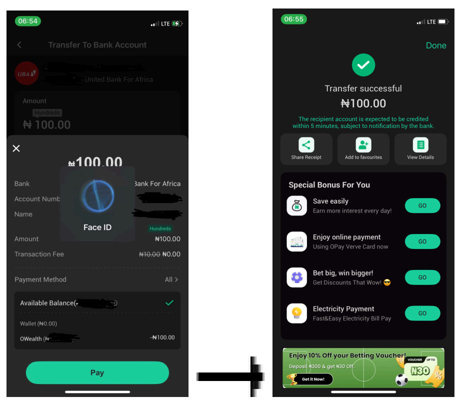


Transfer to a different bank account

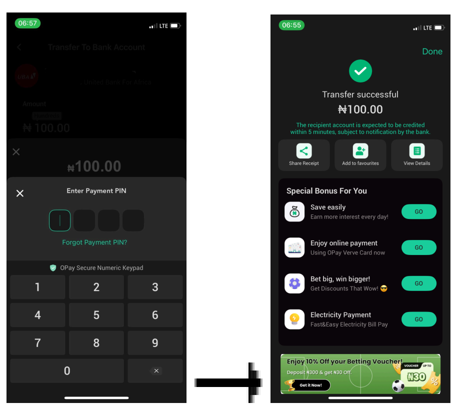
STEP 5: Tap **Confirm** to proceed. A review screen will appear showing the transaction details with two options: **Recheck** and **Continue**. Select **Recheck** to edit any information, or **Continue** to move to the payment screen, where you can finalize the transfer by tapping **Pay**.



STEP 6: When you tap **Pay**, Face ID (if enabled) will verify automatically, or you'll enter your payment PIN to complete the transfer. Once successful, a confirmation screen appears where you can **share the receipt, add the recipient to favorites, or view transaction details**.



Face ID enabled



Payment Pin

What Works Well

- **Smooth login** — Your name and phone number appear automatically, and you can sign in instantly with Face ID or a password.
- **Fast, free Opay transfers** — Opay-to-Opay transactions are instant and free. For other banks, the first three transfers are free.
- **Higher success rate** — The “Transfer to Bank” screen shows bank network status to help you choose a bank with a stable connection.
- **Quick access to past recipients** — You can easily select accounts you’ve previously transferred to.
- **Smart suggestions** — While entering account details, Opay suggests saved or Opay accounts automatically to reduce errors and speed up transfers.
- **Automatic verification** — The correct account name and bank appear as soon as you enter the number, helping prevent mistakes. You can also change the bank if needed.
- **Faster input** — Suggested transfer amounts and remarks streamline the process.
- **Review checkpoints** — Multiple confirmation screens allow you to double-check details before submitting the transfer.
- **Instant authorization** — Face ID verifies payment immediately, reducing extra steps.
- **Clear success feedback** — After payment, a “Transfer Successful” screen appears with options to share the receipt, add the recipient to favorites, or view details.
- **Reassurance messages** — On the “Transfer Successful” page, the app clearly communicates that the money will be credited within five minutes, reducing anxiety for both sender and recipient.
- **Clear error messages** – Help you quickly understand what went wrong and how to fix it.
- **Face verification for bulk transfers** – Ensures you’re the authorized sender, reducing fraud and enhancing account security.
- **Accessibility feature** – It is fully compatible with standard accessibility tools on both Android and iOS devices, including screen readers like VoiceOver and TalkBack

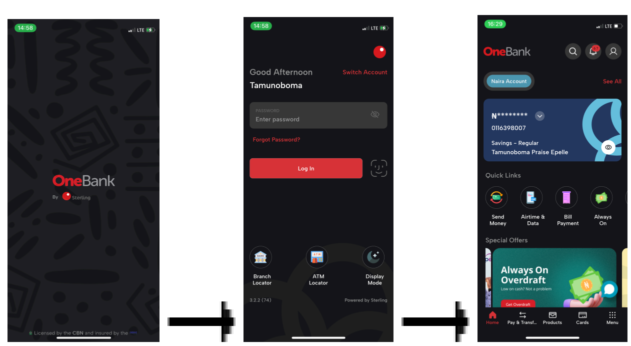
What Could Be Improved or Added

- The home page could better guide users by clearly labeling transfer actions (e.g., “Transfer” or “Send Money” above **To OPay**, **To Bank**, and **Withdraw**), reducing confusion in a money-sensitive flow.
- The **“To Bank”** button doesn’t explicitly convey that it initiates inter-bank transfers, which may confuse first-time or elderly users.

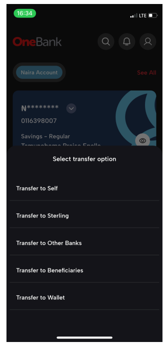
- A **scheduled transfer** feature is currently missing, limiting flexibility for recurring payments.
- A **business/bulk transfer** option enabling transactions above ₦5 million daily would better support high-value customers..
- Introducing a **split payment** feature would simplify shared or group transactions.
- Enhancements to the **request money** functionality could improve ease of use and reduce friction.
- The **Bank Transfer Success Rate Monitor** should appear just before the **Pay** button and display the real-time success rate of the specific bank the user is sending to, helping them make a more informed decision before confirming payment.
- Integration with more payment rails to provide a wider variety of underlying payment networks and infrastructures to offer more ways for money to be sent and received.

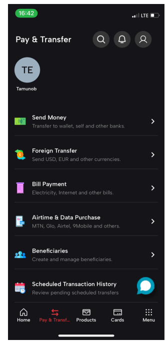
OneBank by Sterling — Money Transfer flow process

STEP 1: When you open the Sterling Bank mobile app, a brief splash screen appears for about five seconds before transitioning to the login page. Your username is pre-filled, and you can log in using either your password or Face ID. Once authenticated, you are taken directly to the home page, and you receive an instant email notification confirming a successful login.



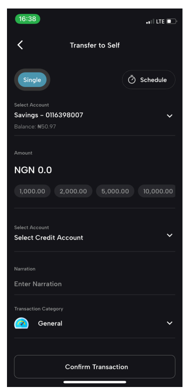
STEP 2: Tap the “Send Money” button or “Pay & Transfer” button below then choose from the following transfer options:

Send money 



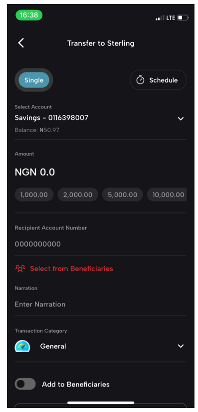
Pay & Transfer

STEP 3: If you select **"Transfer to Self,"** you'll be directed to a page where you choose the source account (if you have multiple Sterling accounts). You can pick from the suggested amounts for quick transfers or enter a custom amount. Then select the destination credit account, optionally add a narration, and choose a transaction category (or keep the default "General"). You can also schedule the transfer using the button at the top-right corner. Once everything is set, tap **Confirm Transaction** to proceed.



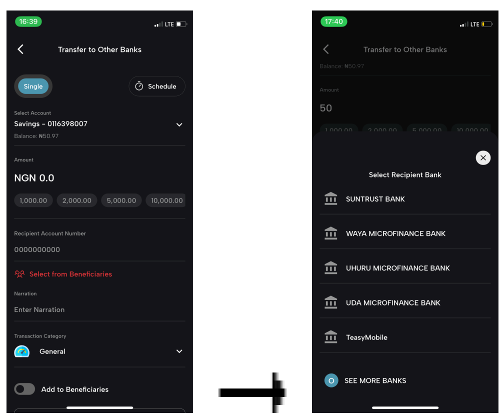
OR

If you select **"Transfer to Sterling,"** you'll be directed to a page where you choose the source account (if you have multiple Sterling accounts). You can pick from the suggested amounts for quick transfers or enter a custom amount. Then input the destination Sterling account or select from beneficiaries, optionally add a narration, and choose a transaction category (or keep the default "General"). You can also schedule the transfer using the button at the top-right corner. Once everything is set, tap **Confirm Transaction** to proceed.



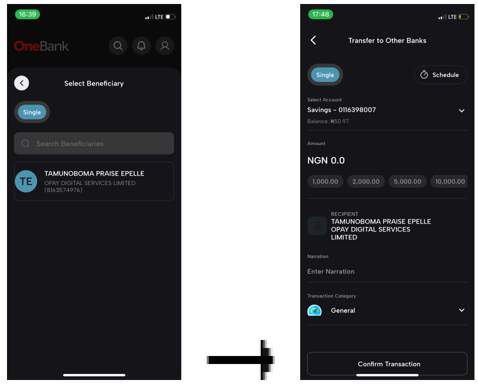
OR

If you select **"Transfer to Other Banks,"** you'll first choose the source account (if you have multiple Sterling accounts). You can select a suggested amount for quicker processing or enter a custom amount. Then, input the recipient's account number, the app will display matching bank options. If the correct bank doesn't appear, tap **"See More Banks"** to manually select the bank or choose from your saved beneficiaries. You may also add a narration and select a transaction category (or leave the default "General"). A scheduling option is available at the top-right corner. When all details are confirmed, tap **Confirm Transaction** to proceed.



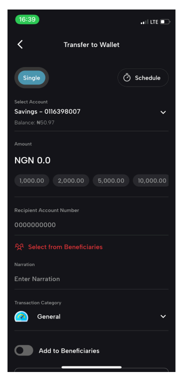
OR

If you select **"Transfer to Beneficiaries,"** you'll see a list of your saved beneficiaries or you can search for one. After selecting a beneficiary, choose the source account (if you have multiple Sterling accounts), then either pick a suggested amount or enter a custom amount. You can optionally add a narration and select a transaction category (or leave the default "General"). A scheduling option is also available at the top-right corner. Once all details are set, tap **Confirm Transaction** to proceed.

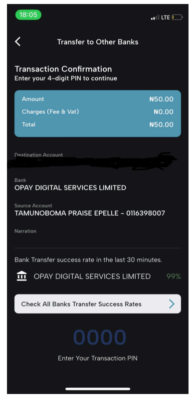


OR

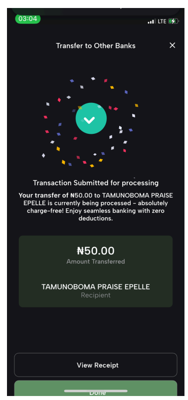
If you select **“Transfer to Wallet,”** you’ll choose the source account (if you have multiple Sterling accounts), then either select a suggested amount or enter a custom amount. Next, input the destination wallet account or select from saved beneficiaries. You can optionally add a narration and choose a transaction category (or keep the default “General”). A scheduling option is available at the top-right corner. Once everything is set, tap **Confirm Transaction** to proceed.



STEP 4: After tapping **“Confirm Transaction,”** you’ll be taken to a verification page where you can review all transfer details, amount, destination account, bank, source account, and narration. This page also displays the transfer success rate of the recipient’s bank over the last 30 minutes, with the option to check other banks’ success rates. Once everything looks correct, enter your 4-digit PIN to complete the transaction.



STEP 5: Once the transaction is completed, a success screen appears showing the transferred amount and recipient details, along with options to "View Receipt" or tap "Done." You'll also receive an instant debit alert email confirming the transaction.



What Works Well

- Smooth login experience with Face ID or password, plus instant email notifications for added security.
- The Clear **Send Money** button reduces confusion for first-time users.
- Well-defined transfer options make it easy to choose the right action.
- Ability to select the source account, helpful for users with multiple Sterling accounts.
- Suggested transfer amounts speed up the process, while custom entry remains available.
- One-tap option to save a recipient as a beneficiary.
- **Schedule Transfer** feature with flexible start/end dates and frequency, great for recurring payments.

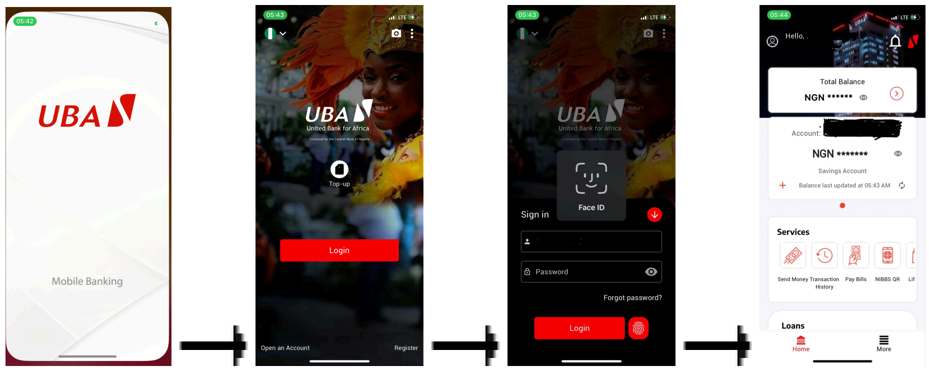
- Automatic bank suggestions after entering an account number help reduce errors and fraud.
- A **Transaction Confirmation** page ensures details are reviewed before finalizing.
- Success screen and confirmation email provide immediate reassurance after payment.
- Clear error messages guide users when issues occur.
- **Zero transfer fees**, a competitive advantage in a fee-heavy banking environment.
- **The View Receipt** option supports easy proof of payment.
- Compliant with standard accessibility features on iOS and Android.
- Fast, reliable, and well-optimized transfer flow.
- Modern, intuitive UI with clearer receipts enhances user confidence.
- **Transaction History** enables real-time status tracking for transparency and peace of mind.
- Low minimum transfer amount, you can send as low as ₦10

What Could Be Improved or Added

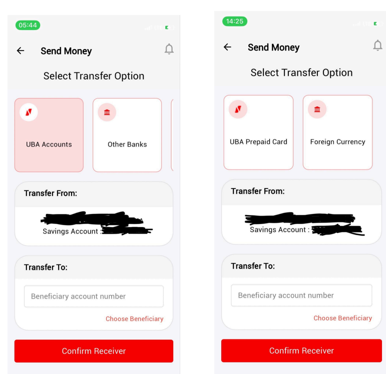
- No quick Resend/Repeat Transaction option, increasing friction when transferring to frequent recipients.
- The narration field is optional but not clearly labeled
- Biometric authentication (Face ID/fingerprint) should be extended to transaction authorization for faster and more secure transfers.
- App performance can be further optimized for faster response times during peak usage.
- A Split Payment feature would improve group or shared expense management.
- Scheduled transfers lack a simple “One-off” option for single future payments.
- Support for QR code payments would provide a seamless alternative payment method.
- The automatic bank detection after entering an account number is unreliable. It often displays incorrect bank options and does not suggest Moniepoint, even when the account number belongs to that bank.

United Bank for Africa (UBA) – Money Transfer flow process

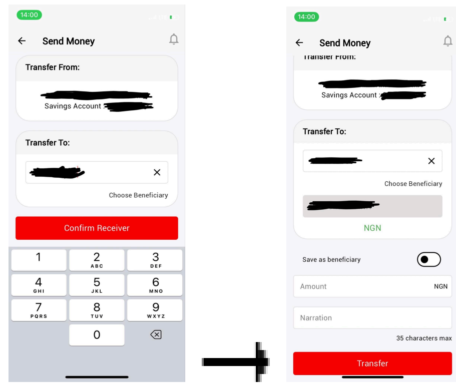
STEP 1: When you open the UBA mobile app, the splash screen appears briefly before transitioning to a screen where you tap on login to access the login screen. Your registered phone number is pre-filled, and you can choose to sign in using either your password or Face ID. After authentication, the app loads for a few seconds and then takes you to the homepage.



STEP 2: Tap the “Send Money” option to choose your transfer type. By default, you’ll see the “UBA Accounts” option for transfers to other UBA users. If you’re sending to another bank, select “Other Banks.” Additional options like transfers to UBA prepaid cards and foreign currency transfers are available but outside the scope of this exercise.

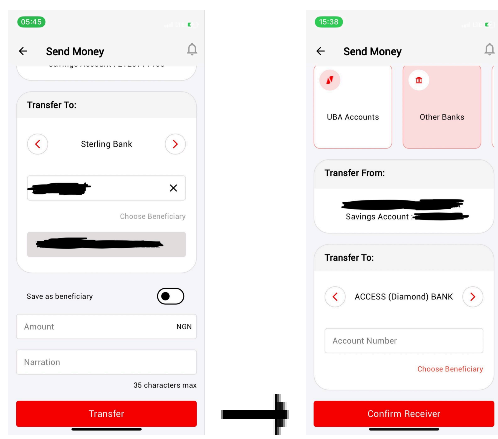


STEP 3: For transfers to a UBA account, enter the recipient’s account number or select from your beneficiaries, then tap “Confirm Receiver.” Once the account is verified, the recipient’s name appears and you can enter the amount, add a required narration, and choose to save the account as a beneficiary. Finally, tap “Transfer” to proceed.

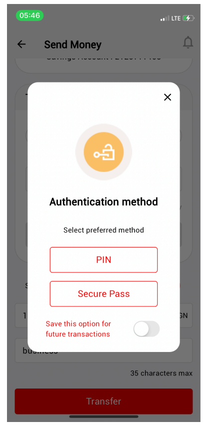


OR

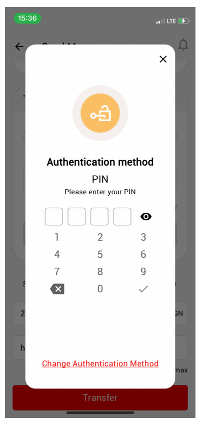
For transfers to other banks, select **"Other Banks,"** choose the destination bank, and enter the recipient's account number. Tap **"Confirm Receiver,"** and once the name appears, you can save the account as a beneficiary, enter the amount, add the required narration, and tap **"Transfer"** to continue.

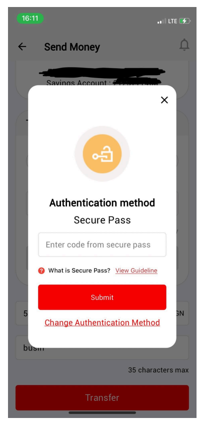


STEP 4: After tapping **"Transfer,"** an authentication prompt appears, allowing you to choose your preferred method (PIN or Secure Pass) to authorize the transaction and also a button to save your choice for future transactions.

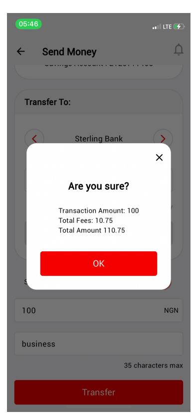


STEP 5: A prompt appears for you to either enter your PIN or enter the Secure Pass code, depending on the authentication method you selected earlier.

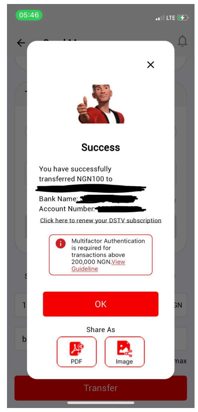




STEP 6: After entering your PIN or Secure Pass code, a confirmation popup appears showing the transaction amount, fees, and total debit amount, along with an “OK” button to proceed.



STEP 7: After you click OK, a success screen appears displaying the transferred amount, recipient name, account number, and options to either share the receipt as a PDF or image, or simply tap OK to finish.



What Works Well

- Flexible login options (Face ID or password)
- Clearly labeled **“Send Money”** option for easy navigation
- Automatic recipient name validation reduces errors and fraud
- Low minimum transfer amount, you can send as low as ₦10
- Multiple authentication methods for secure transactions
- Easy receipt sharing for payment confirmation
- Debit alerts via SMS and email
- Clear error messaging, guide users when issues occur.
- Clear success feedback, after payment, a “Success" screen appears with options to share the receipt as pdf or image.

What Could Be Improved or Added

- No quick **Resend/Repeat Transaction** option, slowing transfers to frequent recipients
- Transfer fees applied to nearly all transactions (except UBA-to-UBA), even very small amounts
- **Narration is mandatory**, adding friction where it should be optional
- No suggested amounts or narration presets to speed up input
- Extra login step before entering credentials increases unnecessary clicks
- App response is often slow with frequent loading delays
- The **“Are you sure?”** step should show full transfer details (recipient name, account number, bank) and occur *before* PIN entry for better confirmation

- Limited authentication options, **Face ID/biometrics should be supported** during transfers
- Bank name should auto-detect from account number, not require a manual search
- The flow contains **too many steps**, reducing efficiency
- Navigation can feel confusing with unclear forward/backward logic
- Accessing past transactions requires excessive scrolling; better search and filtering are needed
- No **real-time bank transfer success rate** indicator before confirming payment
- Lacks smart UI improvements like **auto-suggestions** and **reassurance messages**
- No **scheduled transfers**, reducing automation for recurring payments
- No **business/bulk transfer** functionality for high-value or corporate users
- No **gamification or rewards** to boost engagement
- No **split payments** for group expenses
- No **request money** feature to reduce friction for receiving funds
- **Transaction history lacks real-time status tracking**, limiting transparency
- No support for **QR code payments**, which are increasingly common and convenient
- Needs improved accessibility and clarity to support all user groups

Money Transfer Flow Comparison

OPay vs Sterling Bank vs UBA

User Experience & Flow

Feature	**OPay**	**Sterling Bank**	**UBA**
Steps to Complete Transfer (Interbank)	6 steps	5 steps	7 steps
Clear 'Send Money' Label	unclear	yes	yes

Suggested Transfer Amounts	yes	yes	no
Suggested Narration/Remarks	yes	no	no
Recent Recipients Quick Access	yes	no	no
Save as Beneficiary Option	no	yes	yes
Repeat/Resend Transaction	yes	no	no
Narration Field	Optional	Optional	Mandatory

Authentication & Security

Feature	**OPay**	**Sterling Bank**	**UBA**
Face ID Login	yes	yes	yes
Face ID for Transaction Auth	yes	no	no

PIN for Transaction Auth	yes	yes	yes
Multiple Auth Methods	no	no	yes
Account Name Verification	Automatic	Automatic	Automatic
Face Verification for Bulk	yes	no	no

Advanced Features

Feature	OPay	Sterling Bank	UBA
Scheduled Transfers	no	yes	no
Recurring Transfer Setup	no	yes	no
QR Code Payments	no	no	no
Split Payment Feature	no	no	no

Request Money Feature	yes	no	no
Transaction Categories	no	yes	no

Network & Reliability

Feature	**OPay**	**Sterling Bank**	**UBA**
Bank Success Rate Monitor	yes	yes	no
Success Rate Timing	At the input recipient account page	At confirmation	no
App Performance	Fast	Fast	Slow
Real-time Status Updates	yes	yes	no

Fees & Limits

Feature	**OPay**	**Sterling Bank**	**UBA**

Same-Bank Transfer Fee	Free	Free	Free
Interbank Transfer Fee	First 3 free	Free	Charged
Minimum Transfer Amount	₦100	No minimum	No minimum
Daily Transfer Limit	₦5M	Varies	Varies

Confirmation & Receipts

Feature	**OPay**	**Sterling Bank**	**UBA**
Pre-transaction Review Screen	yes	yes	No
Multiple Confirmation Checkpoints	yes	yes	Limited
Share Receipt (PDF)	yes	no	yes
Share Receipt (Image)	yes	yes	yes

Email Confirmation	yes	yes	yes
SMS Alert	yes	yes	yes
Reassurance Messages	yes	yes	Limited

Accessibility & Usability

Feature	OPay	Sterling Bank	UBA
Screen Reader Support	yes	yes	yes
Clear Error Messages	yes	yes	yes
Auto Bank Detection	yes	Unreliable	Manual
Transaction History Search	yes	yes	Limited

Key Takeaways

OPay Strengths

- Bank success rate monitoring
- Face ID transaction auth
- Free interbank transfers (first 3)
- Smart suggestions

Sterling Strengths

- Scheduled transfers
- Zero transfer fees
- Lowest minimum (any amount)
- Transaction categories

UBA Strengths

- Easy receipt sharing (PDF/Image)
- Multiple auth methods
- Email confirmations
- Lowest minimum (any amount)

Overall Rankings

Best Overall UX: OPay (fastest, smartest features, best auth)

Best Value: Sterling Bank (free transfers, scheduling, low fees)

Needs Most Improvement: UBA (slow, excessive steps, costly)