



## INTRODUCTION

Thank you for meeting with us. We really appreciate your time.

My name is **XXX** and this is **XXX**. We're students from Academy Xi and today we will be asking you a few questions to assist EbonFX gain a better understanding of their users' needs to deliver a better customer experience. This should take no longer than 30 – 40 minutes.

Just to let you know:

- You may refuse to participate at any time
- You may take a break when required
- You may ask questions at any point

In addition to taking notes, we would like to record this session if that's OK with you. Your answers will remain anonymous, be shared with a dedicated Project Team only, and will not be used beyond the scope of this project.

Before we start recording, do you have any questions?

[Start recording]

## USER BACKGROUND

1. Tell us a little about yourself ...

### Prompts:

- How old are you?
- What is your current role in the company you work? Company size? Who else is on the team?
- Family life?
- Hobbies, etc.?

## USER BEHAVIOUR

2.1. Can you tell us why you transfer money overseas?

### Prompts:

- Business vs personal?
- How often?

2.2. Can you tell us how you transfer money overseas?

**Prompts:**

- Platforms/apps used?
- Process?
- How much time do you spend on this task?

3. What is important to you when transferring money overseas? Why do you say that?

**Note:** Listen carefully when the participant answers and question each response.

4. What helps you build trust in a company that transfers your money overseas and why?

5.1. What do you like about how you currently transfer money overseas? Why do you say that?

5.2. What do you dislike/what are your frustrations? Why?

**EBONFX | COMPASS GLOBAL MARKETS**

6. What encouraged you to sign up with EbonFX/Compass Global Markets?

**Follow-up:**

- How long have you been transacting with them?

7. Can you tell us about your sign-up experience?

**Prompts:**

- Initial thoughts and feelings?
- Did you have any questions?
- How did you go about finding the answers?

8. What has been your experience with EbonFX/Compass Global Markets to date?

**Prompts:**

- Pleasure & pain points

9. How do you go about finding information to answer any queries you may have while transacting?

**Prompts:**

- Method/s used?
- Was your query addressed timeously?

**Commented [1]:** FOR NEW USERS: Refer to company/platform/app they mention in response to Q2.2

**Commented [2]:** FOR NEW USERS: This question may fall away if you feel their answers to Q5.1 & 5.2 cover it.



---

10. What additional features/functions do you wish EbonFX/Compass Global Markets had to improve your transaction experience?

11. Would you recommend EbonFX/Compass Global Markets to others and why/why not?

**WRAP UP**

12. That brings me to the end of my questions. Before you go, do you have any questions for us, or is there anything you would like to add?

13. May we contact you in the future if we require additional information and to conduct user testing?

Thank you again for your time.