

Difficult navigation and user interface

Long waiting times for customer support

Limited functionality compared to traditional banking

Security concerns with online transactions

Difficulty in accessing account information

Lack of personalized customer service

Inconsistent transaction processing times

Limited options for transferring funds between accounts

Overly complicated login process

Limited options for bill pay and transfers

Lack of integration with other financial management tools

Inability to easily dispute transactions

Limited options for depositing checks remotely

Difficulty in setting up automatic payments and transfers

Limited options for setting up alerts and notifications

High fees for certain transactions or services

Limited options for viewing detailed transaction history

Difficulty in accessing account statements

Limited options for setting up account preferences

Inability to easily update personal information

Lack of mobile app functionality compared to desktop version

Inconsistent availability of customer service representatives

Limited options for setting up account alerts and reminders

Inability to easily track spending and budgeting

Lack of integration with other financial accounts

Limited options for setting up recurring payments

Difficulty in accessing account balances and transaction history

Limited options for customizing account settings

Inability to easily link external bank accounts

Limited options for setting up account security features

Difficulty in accessing account activity and statements

Limited options for setting up account notifications

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