

LEITRIM

MONAGHAN

CAVAN

LOUTH

LONGFORD

WESTMEATH

MEATH

ROSCOMMON

Athlone

Enniskillen

Lisnaskea

Cavan

Kells

Navan

Mullingar

Dungannon

Armagh

Keady

Tandragee

Banbridge

Bessbrook

Newry

Warrenpoint

Dundalk

Drogheda

Balbriggan

Ashbourne

Swords

Lisburn

Carryduff

Ballygowan

Saintfield

Ballynahinch

Portaferry

Downpatrick

Castlewellan

Newcastle

Dundrum Bay

Kilkeel

Dundalk Bay

Irish Sea

A4

M1

A1

N3

M1

N3

N4

M3

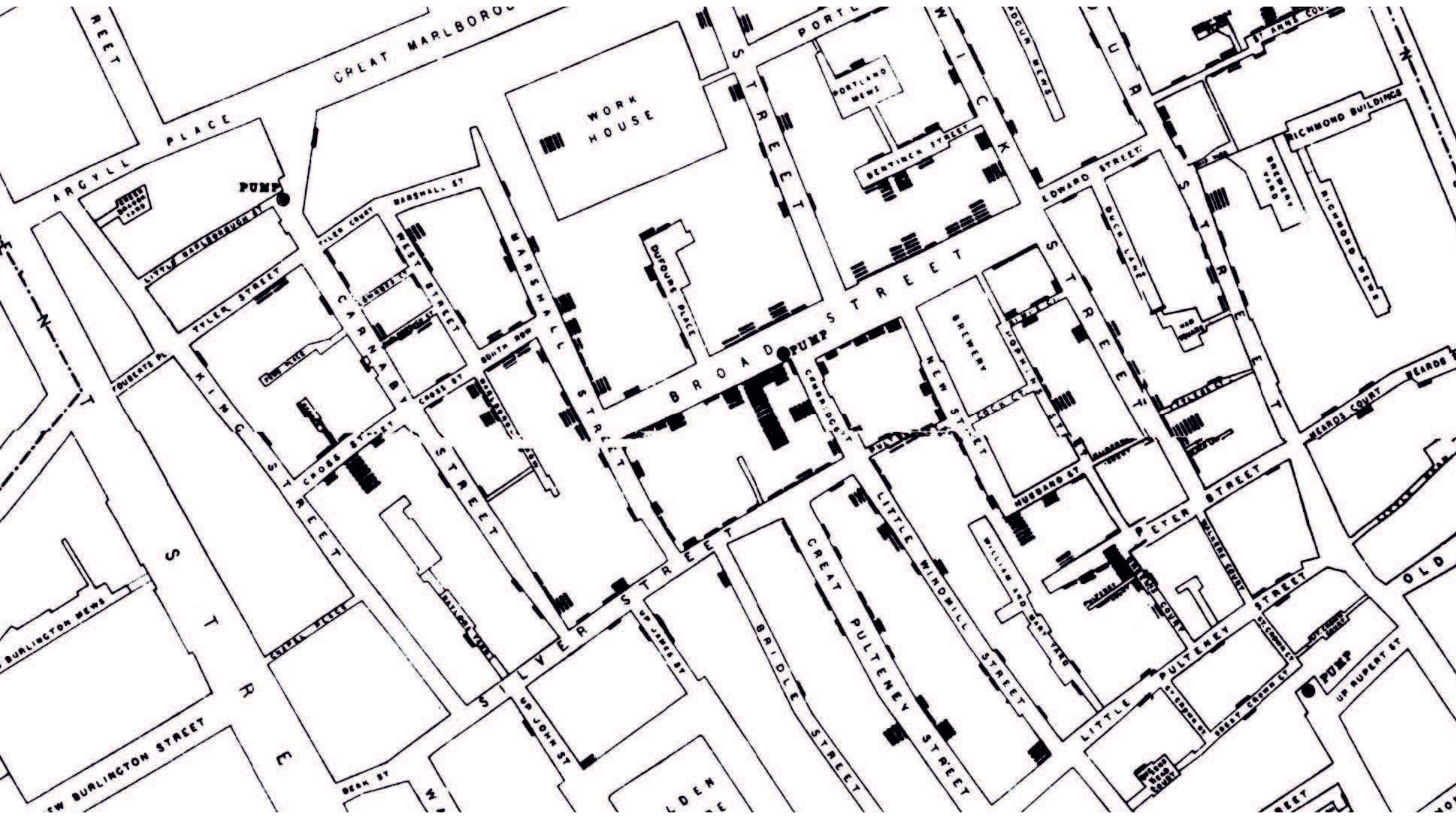
M2

N2

N4



Source: <https://twitter.com/livinglondonhis/status/1653642050632335360?s=20>





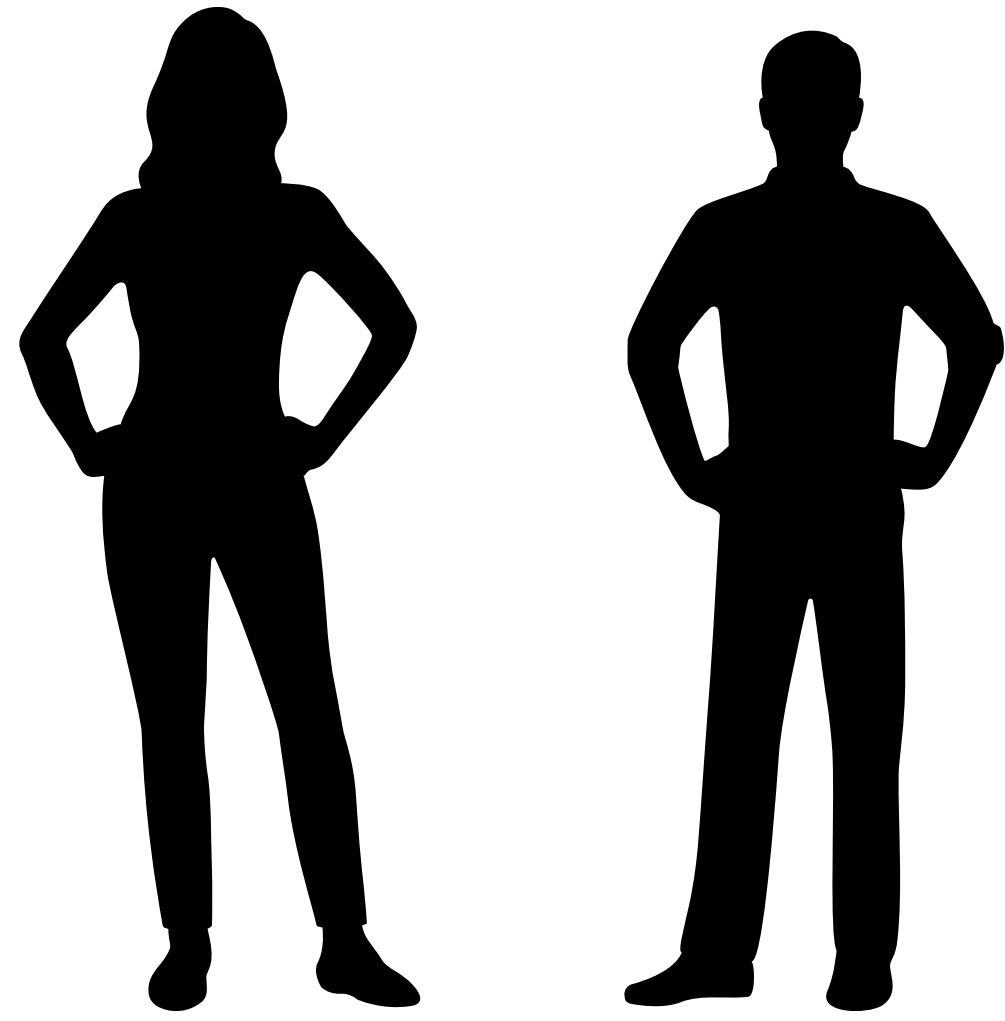
UX research.

**Activities that increase
our knowledge of**

**Who our customers are
What they're trying to do
What challenges they have
What we can do to improve their lives**

**Right Problem
Right Solution
Done Right**

Jen Cardello – Fidelity Investments



**Open-ended,
semi-structured
interview.**

Talk me through how you do your reconciliations
What's the hardest part about making a payment
And how have you overcome this problem

Guessing.

1:10:100

UX research as a risk mitigant.

13th June

Aer Lingus

-1,000.00

5th June

Allotment Wine Company

-50.00

1st June

Invoice 343434

+5,000.00



GROUP: ALL ACCOUNT: IE78AIBK93101203086040 W & N

- MESSAGES
- ACCOUNT INFORMATION
- STATEMENT
- ↓ PAYMENTS
 - ↓ Domestic
 - Account Transfer
 - Third Party (IBAN)
 - Bill Payment
 - Urgent Interbank
 - Account Transfer FX**
 - Third Party FX
 - ↓ International
 - Paylink
 - Paylink Euro
 - ↓ Payment Management
 - Authorisation
 - Beneficiaries
 - Utilities
- PAYMENT LOGS
- PAYMENT INFORMATION
- PAYMENT FILES
- STANDING ORDERS
- VIRTUAL ACCOUNT MGR
- SYSTEM MANAGEMENT
- LOCAL ADMIN

Domestic Account Transfer FX

From Account Details : W & N
BIC: AIBKIE20 **IBAN: IE78AIBK93101203086040**
Debit Narrative :

To Account Details :
Name :
BIC : AIBKIE20 **IBAN : IE20AIBK93101200018004**
Originator Ref:

Payment Details :

Amount	Currency	Currency Quote
<input type="text" value="500"/>	<input type="text" value="AUD"/>	AUD 500.00 = EUR 334.63

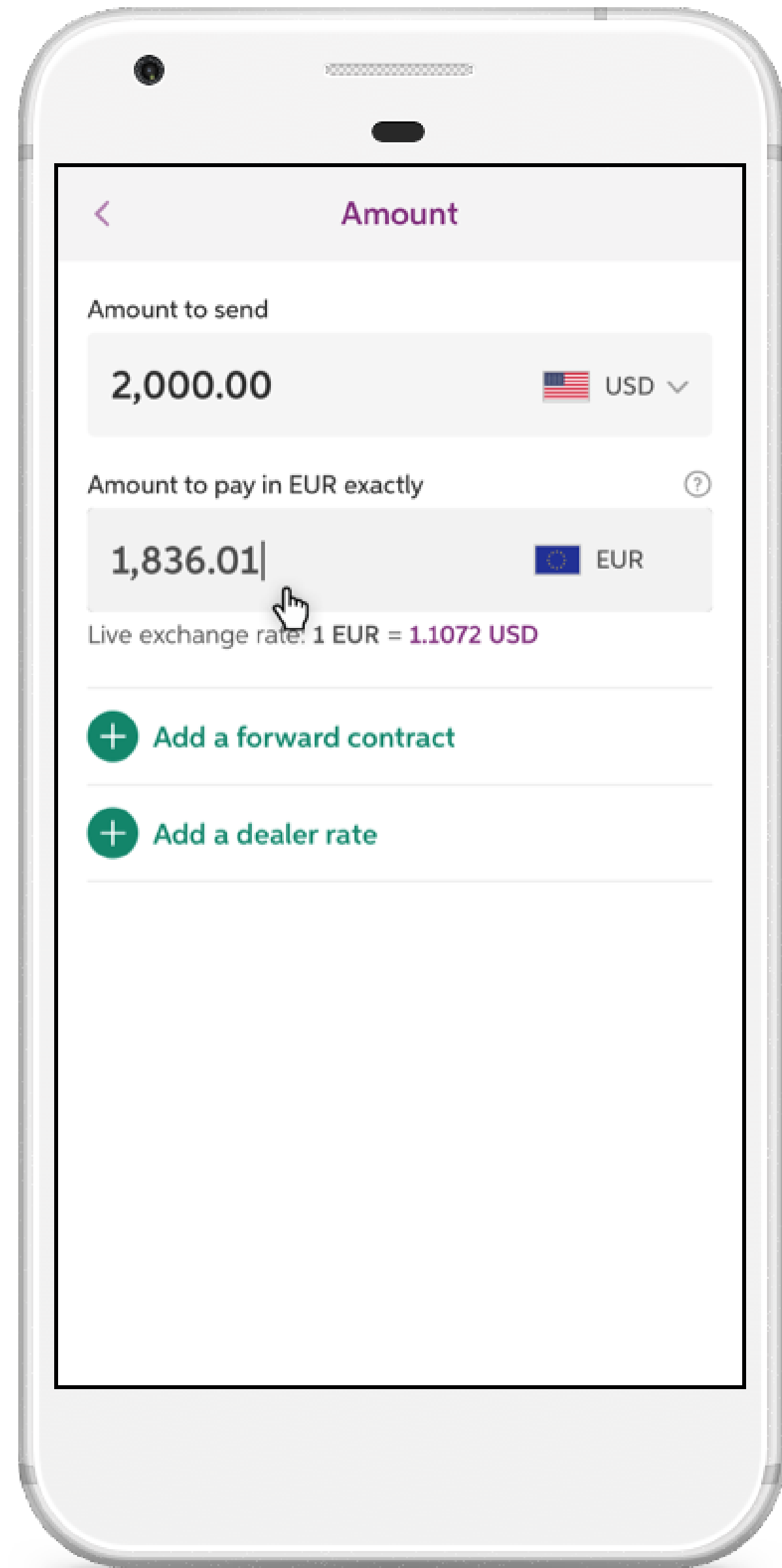
Tick to pay equivalent of 500 EUR in AUD

Requested Debit Date: / /

For important payment information, including payment charges, cut off times and execution timeframes please cons

FORWARD CONTRACT RATE DEALER RATE

8 ways to pay



**A single, simple
way to pay.**



UX research
is **not** optional.