

anyX
twin:

Portfolio

Biz4x • Send4x • Jibun Bank • Digitalization • Canopy

Biz4x

Foreign Exchange Management Software

Problem

Suria Muhabat SDN BHD acquired Biz4x as the company’s admin platform. Upon integration, several features were missing such as Accounting and Sales Order.

Insight

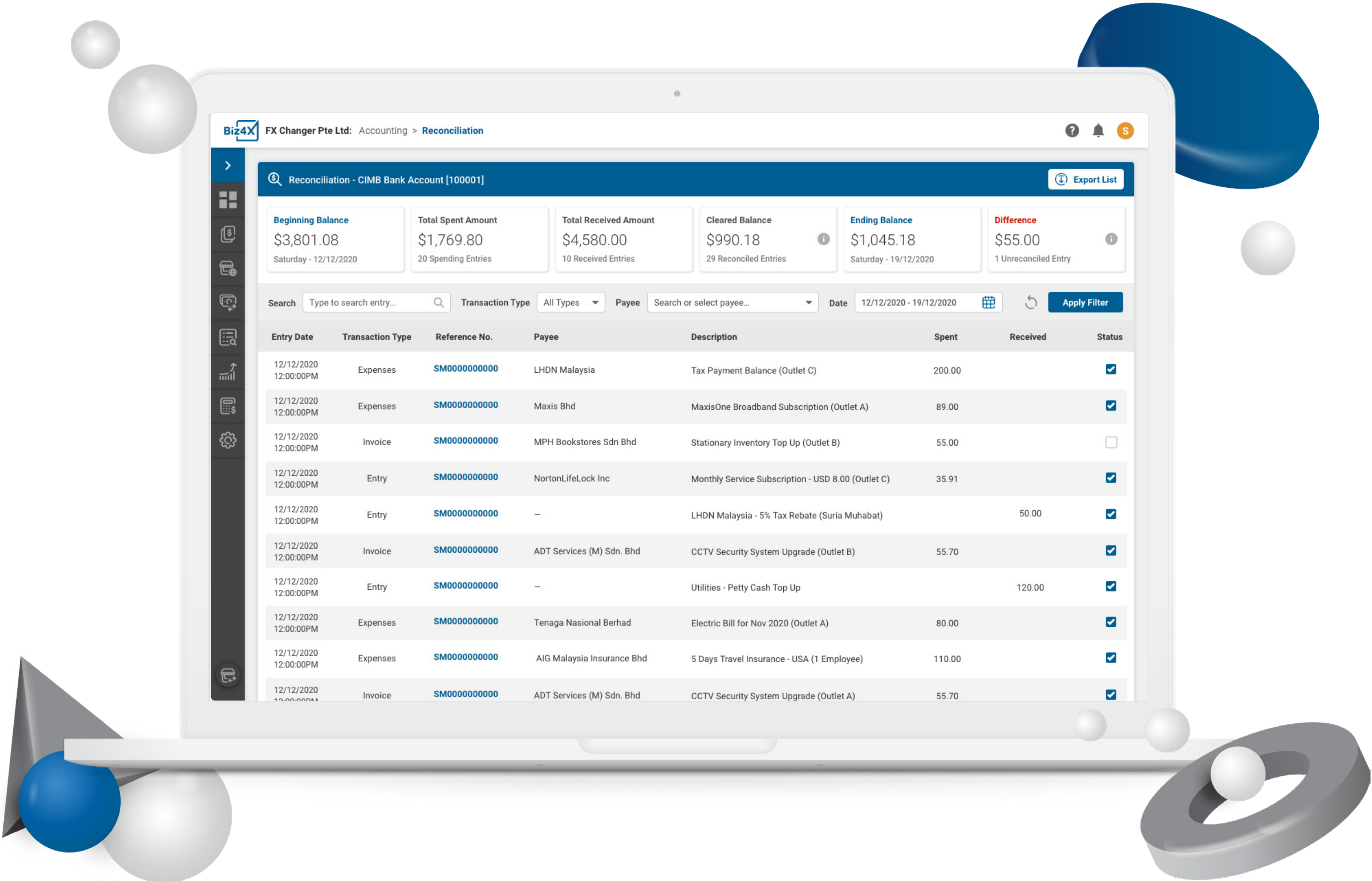
Suria’s internal platform was very dated, (developed about a decade ago) it was riddled with complex UX and an overall unsettling interface. As a result, it could not be integrated seamlessly.

Solution

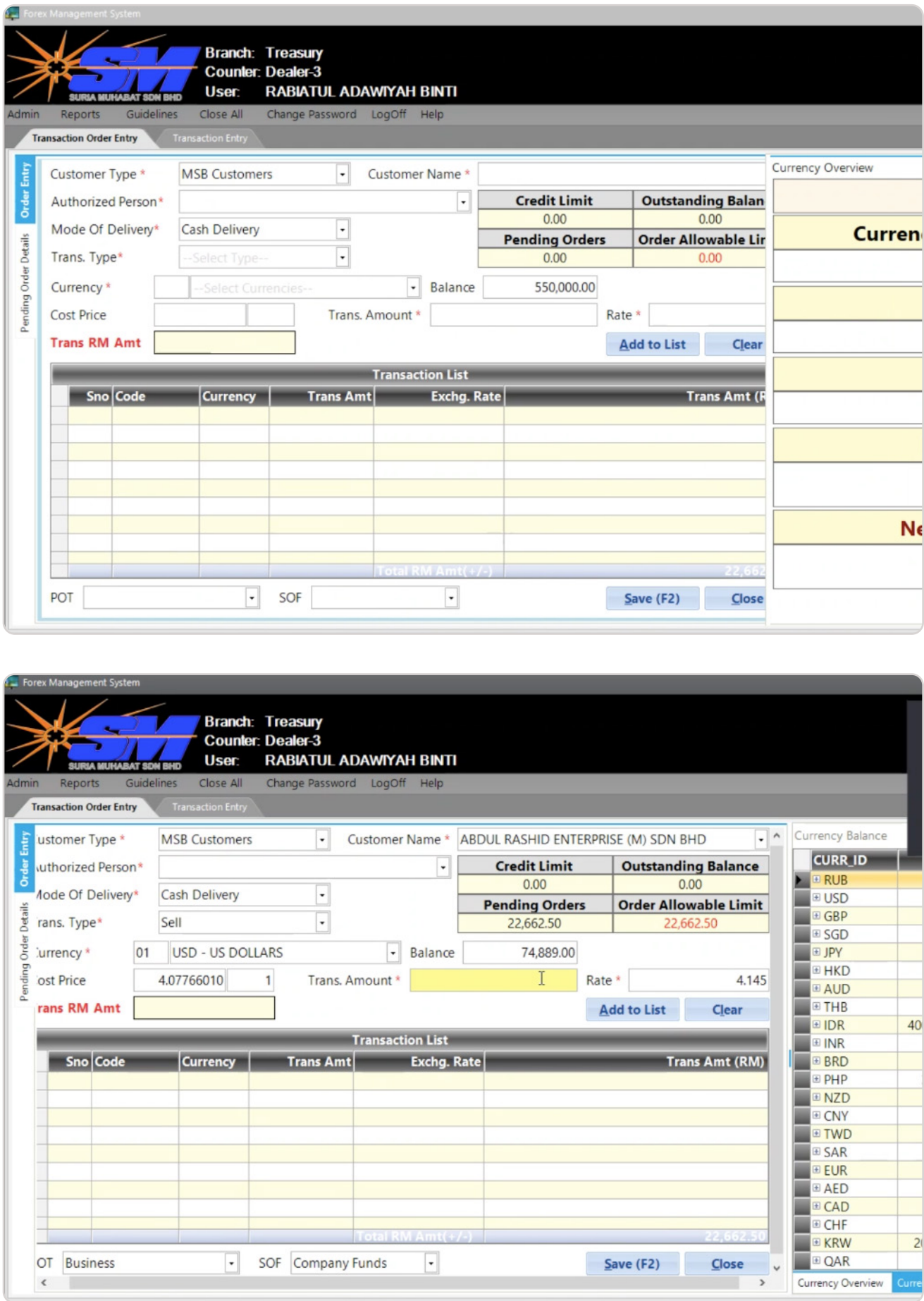
The Biz4x product team decided to reconstruct all the modules and proposed an improved UX system, working closely with Suria to ensure an intuitive and coherent flow for the team to adapt to utilising Biz4x efficiently.

My Role

I worked closely with the project manager to align the needs and requirements of Suria, including drafting and proposing user flows and the content architecture of the modules.

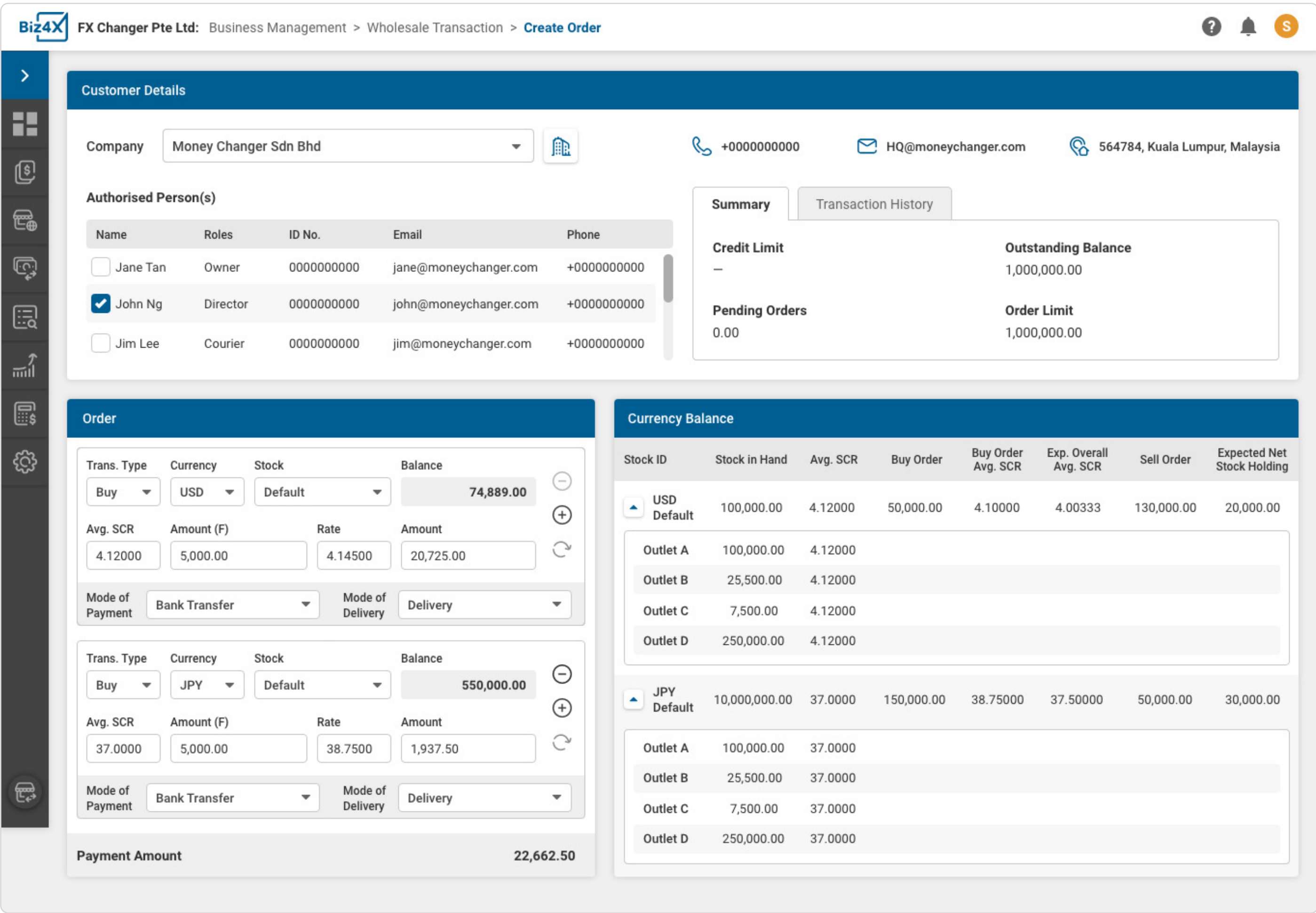


Suria's Interface



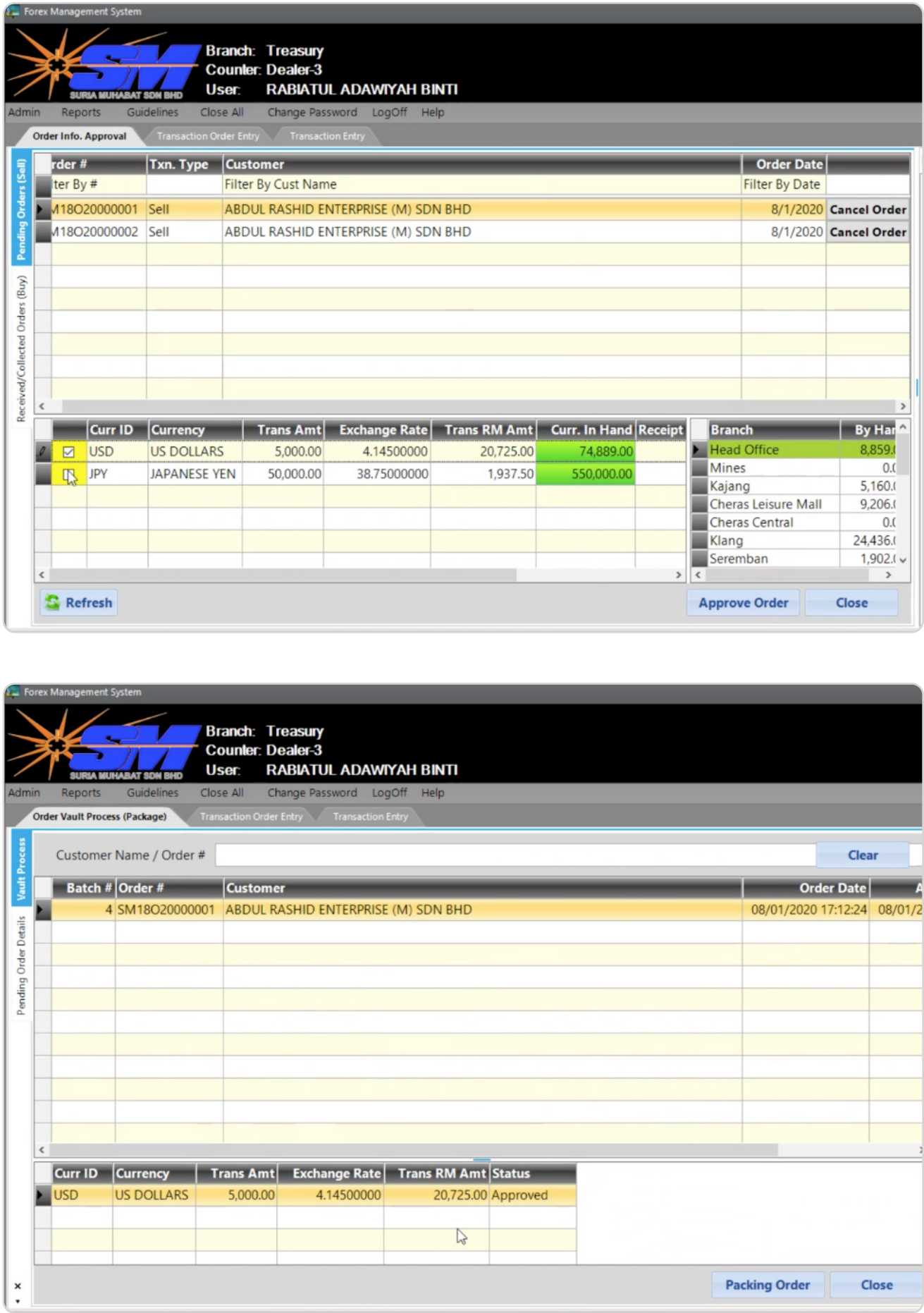
The original interface was crammed with functions and details, an overall unpleasant user experience. The proposed interface is much more structured, at the same time intuitive to the existing workflow.

Biz4x Proposed Interface



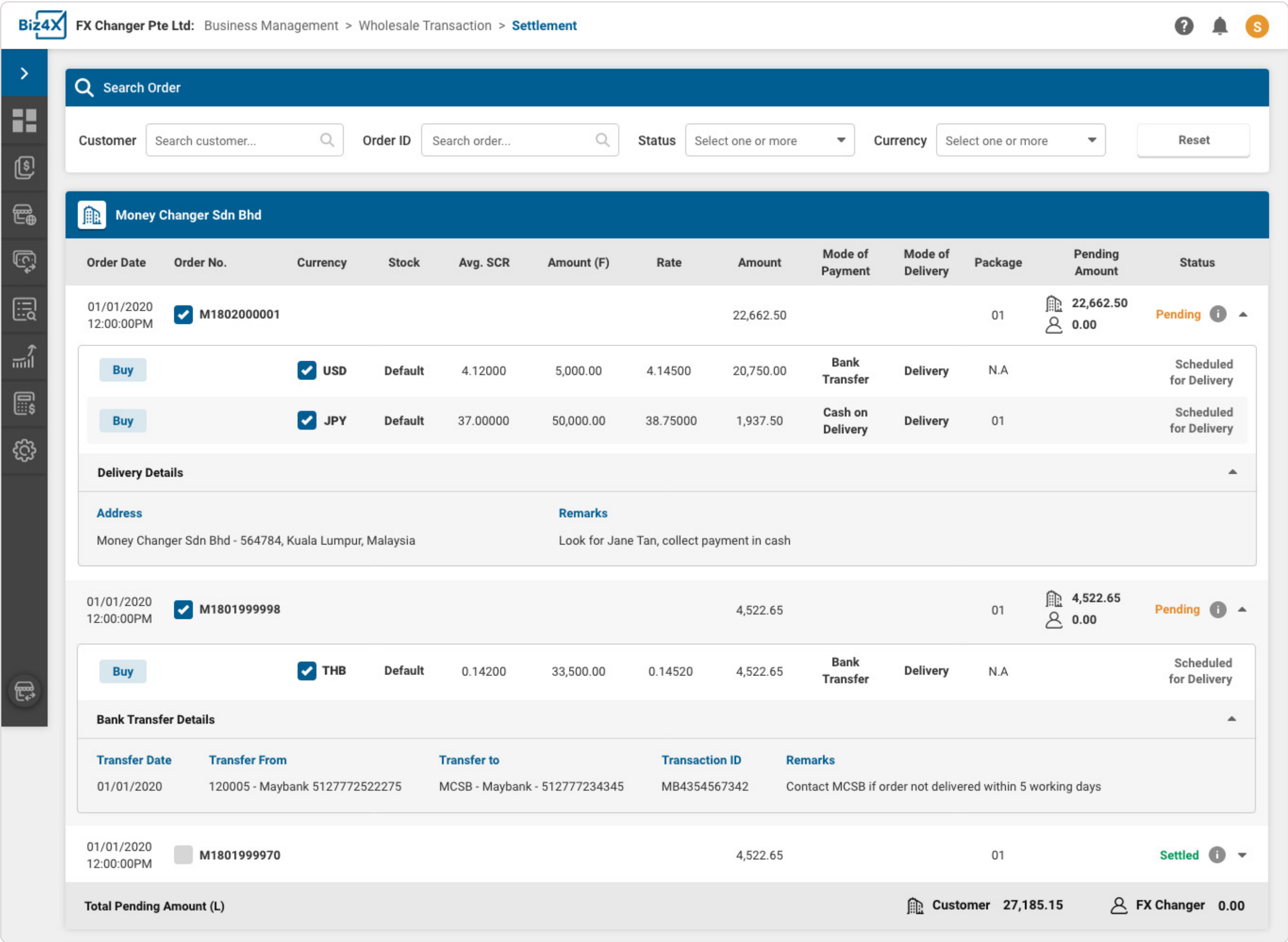
[View Prototype >](#)

Suria's Interface



A number of pages looked almost identical, which occasionally confused users. The proposed interface provides a clearer distinction, and displays order details with a clean yet informative approach.

Biz4x Proposed Interface



View Prototype >

Activity List

Biz4X

Suria Muhabat Sdn Bhd: Accounting > Activity List

?

🔔

S

Activity List

5 Pending Approval

Add New...

Export List

Search

Type to search entry...

Q

Date

12/12/2020 - 12/12/2020

📅

Entry Type

All Entries

▼

Payment Type

All Types

▼

↺

Apply Filter

Date & Time	Entry No.	Title	Entry Type	Payment Type	Payment To	Amount (L)	Payment From	Reference No.	Actions
12/12/2020 12:00:00PM	SM0000000000	Convention Trip	Expenses	Bank Transfer	Payee Name	8,768.45	Account Name [120001 - CIMB]	RF0000000000	📘✎🗑
Expenses List									
Category	Name	Description	Currency	Amount (F)	Rate	Amount (L)	Reference No.	Actions	
Business Trip	Flight Tickets	Round Flight Tickets - Malaysia Airlines (KUL to JFK)	USD	1,100.00	4.3310	4,763.11	RN0000000000	🔗	
Business Trip	Accommodation	Conrad New York (10/10 - 15/10)	USD	425.00	4.3310	1,840.29	RN0000000000	🔗	
Business Trip	Travel Allowance	Travel Allowance – 10/10 - 15/10 (100 USD/Day)	USD	500.00	4.3310	2,165.05	RN0000000000	🔗	
Total Amount (L)						8,768.45			
12/12/2020 12:00:00PM	SM0000000000	Funds Transfer	Entry	—	—	150.00	—	RF0000000000	📘✎🗑
12/12/2020 12:00:00PM	SM0000000000	Staff Insurance	Invoice	Credit Card	Payee Name	2,942.15	Account Name [120002 - AM]	RF0000000000	📘✎🗑
12/12/2020 12:00:00PM	SM0000000000	Funds Transfer	Entry	—	—	1,500.00	—	RF0000000000	📘✎🗑
Debit & Credit									
Debit Account Name		Credit Account Name		Currency		Amount			
Account Name [120005 - Maybank]		Account Name [120002 - AM]		MYR		250.00			
		Account Name [120001 - CIMB]		MYR		500.00			
		Account Name [120004 - RHB Bank]		MYR		500.00			
Total Amount						MYR 1,500.00			
12/12/2020 12:00:00PM	SM0000000000	Outlets Utilities	Expenses	Bank Transfer	Payee Name	1,526.15	Account Name [120005 - Maybank]	RF0000000000	📘✎🗑

5 of 5 Entries Displayed

Previous1Next

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Reconciliation

Biz4X

Suria Muhabat Sdn Bhd: Accounting > Reconciliation

?

🔔

S

Reconciliation - CIMB Bank Account [100001]

Export List

Beginning Balance

\$3,801.08

Saturday - 12/12/2020

Total Spent Amount

\$1,769.80

20 Spending Entries

Total Received Amount

\$4,580.00

10 Received Entries

Cleared Balance

\$990.18

29 Reconciled Entries

Ending Balance

\$1,045.18

Saturday - 19/12/2020

Difference

\$55.00

1 Unreconciled Entry

Search

Type to search entry...

Q

Transaction Type

All Types

▼

Payee

Search or select payee...

▼

Date

12/12/2020 - 19/12/2020

📅

↺

Apply Filter

Entry Date	Transaction Type	Reference No.	Payee	Description	Spent	Received	Status
12/12/2020 12:00:00PM	Expenses	SM0000000000	LHDN Malaysia	Tax Payment Balance (Outlet C)	200.00		☑
12/12/2020 12:00:00PM	Expenses	SM0000000000	Maxis Bhd	MaxisOne Broadband Subscription (Outlet A)	89.00		☑
12/12/2020 12:00:00PM	Invoice	SM0000000000	MPH Bookstores Sdn Bhd	Stationary Inventory Top Up (Outlet B)	55.00		☐
12/12/2020 12:00:00PM	Entry	SM0000000000	NortonLifeLock Inc	Monthly Service Subscription - USD 8.00 (Outlet C)	35.91		☑
12/12/2020 12:00:00PM	Entry	SM0000000000	—	LHDN Malaysia - 5% Tax Rebate (Suria Muhabat)		50.00	☑
12/12/2020 12:00:00PM	Invoice	SM0000000000	ADT Services (M) Sdn. Bhd	CCTV Security System Upgrade (Outlet B)	55.70		☑
12/12/2020 12:00:00PM	Entry	SM0000000000	—	Utilities - Petty Cash Top Up		120.00	☑
12/12/2020 12:00:00PM	Expenses	SM0000000000	Tenaga Nasional Berhad	Electric Bill for Nov 2020 (Outlet A)	80.00		☑
12/12/2020 12:00:00PM	Expenses	SM0000000000	AIG Malaysia Insurance Bhd	5 Days Travel Insurance - USA (1 Employee)	110.00		☑
12/12/2020 12:00:00PM	Invoice	SM0000000000	ADT Services (M) Sdn. Bhd	CCTV Security System Upgrade (Outlet A)	55.70		☑

10 of 30 Entries Displayed

Previous123Next

The new Accounting modules allow users to manage their transaction finances in one place; supporting multi-currency entries and quick reconciliation of accounts.

View Prototype >

Send4x

Remittance Comparison Platform

Problem

Many remittance users still resort to sending money via traditional remittance methods or through banks, resulting in exorbitant processing fees and longer transfer times.

Insight

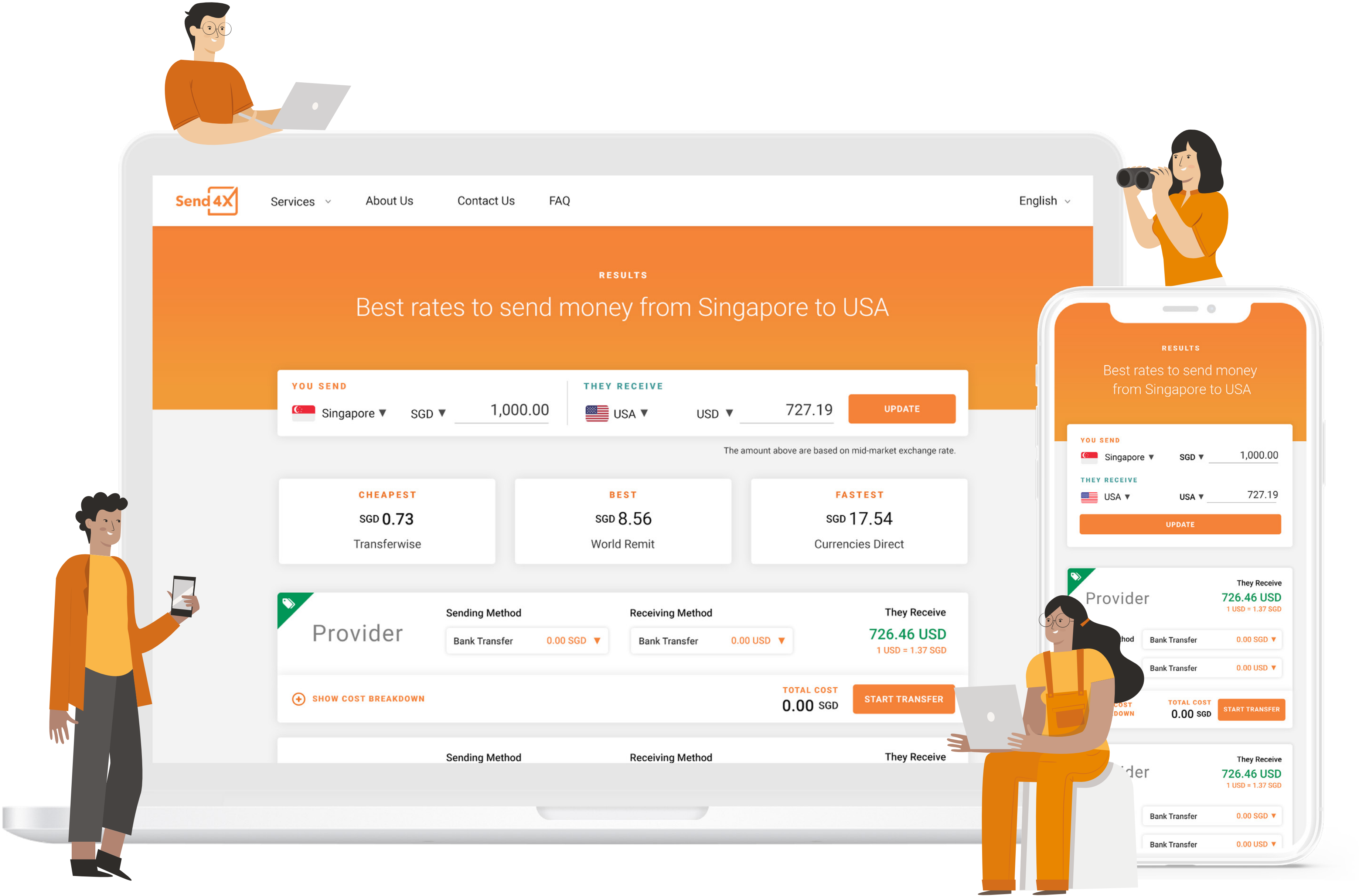
Users are unaware of the vast selection of service providers online today, also having the impression that it costs the same as bank transfers.

Solution

Creating a platform for remittance users to learn about remittance; with unbiased profile reviews of service providers and searching the best remittance rates online.

My Role

I worked closely with a product intern (with a finance background), gathering user and financial research related to remittance. We also developed the overall user experience such as user flows and content architecture.



YOU SEND

 Singapore ▼

SGD ▼

1,000.00

THEY RECEIVE

 USA ▼

USD ▼

917.78

FIND BEST RATES

Step One

Users select the desired remittance details with the site’s currency calculator based on the currency mid market rate.

CHEAPEST

SGD 0.73

Transferwise

BEST

SGD 8.56

World Remit

FASTEST

SGD 17.54

Currencies Direct

TransferWise

Sending Method

Bank Transfer 0.00 SGD ▼

Receiving Method

Bank Transfer 0.00 USD ▼

They Receive

726.46 USD

1 USD = 1.37 SGD

SHOW COST BREAKDOWN

TOTAL COST 0.73 SGD

START TRANSFER

TransferWise

Sending Method

Bank Transfer 0.00 SGD ▼

Receiving Method

Bank Transfer 0.00 USD ▼

They Receive

726.46 USD

1 USD = 1.37 SGD

You Send

1,000.00 SGD

Amount to Convert

Local amount to convert after fees & charges

1,000.00 SGD ⊕

Converted Amount

Local amount converted to chosen foreign currency

726.46 USD ⊕

They Receive

726.46 USD ⊕

HIDE COST BREAKDOWN

TOTAL COST 0.73 SGD

START TRANSFER

Step Two

Users are presented with search results of service providers, including an extensive cost breakdown of the transaction.

What We Think About Transferwise

PROS

Safe

Regulated in Singapore and different parts of the world it operates

Cheap

Up to five times cheaper than sending money through banks in Singapore

Fast

International payments on major routes are delivered within 24 hours compared to 3-7 days for a bank

Transparent

Costs are always transparent and there are no hidden fees
Check pricing upfront →

Easy

Provides multiple payment options such as bank transfer, credit or debit cards with money being credited directly to the recipient's bank account

CONS

Limited

You can only make transfers to a bank account.

Cap

Larger transfers can be limited.

Accessibility

Customer service through a phone line is not available in some countries

Step Three

If the user is unfamiliar with a provider, users can check out the site’s reviews on providers to learn the pros and cons of engaging their services before committing.

Sending Method

Bank Transfer0.00 SGD

Receiving Method

Bank Transfer0.00 USD

They Receive

726.46 USD

1 USD = 1.37 SGD

You Send

1,000.00 SGD

Amount to Convert

Local amount to convert after fees & charges

1,000.00 SGD

Sending Method: Bank Transfer

0.00 SGD

Transfer Fees

5.00 SGD

Promo

— 5.00 SGD

\$25 OFF your first transfer with TransferWise!

SENDTW25

Total transfer fees

0.00 SGD

Converted Amount

Local amount converted to selected foreign currency

726.46 USD

Mid-Market Exchange Rate

1,000 SGD = 727.19 USD

Provider's Exchange Rate: +0.1%

1,000 SGD = 726.46 SGD

Exchange Cost

0.73 SGD

Total exchange fees

0.37 SGD

They Receive

726.46 USD

Receiving Method: Bank Transfer

0.00 USD

Transaction Speed

1 — 2 Days

HIDE COST BREAKDOWN

TOTAL COST

0.73 SGD

START TRANSFER

Cost Breakdowns

An extensive breakdown (right) is provided, to ensure cost transparency for users with supporting icons to break visual text fatigue.

Provider discounts are also automatically applied, so users will always get the best rates available online.

A collage of five illustrations featuring orange-clad characters. Top left: A man and a woman in orange shirts and dark pants are shaking hands. Top middle: A woman in an orange sweater and yellow pants sits at a wooden desk with a laptop. Top right: A woman in an orange shirt and white skirt holds a camera, with speech bubbles containing a globe, a star, and a dollar sign. Bottom left: A woman in an orange dress sits in a white armchair, holding a smartphone. Bottom right: A man in an orange t-shirt and dark pants sits at a desk with a laptop, with colorful confetti and stars floating above it.

Send4x Mascots

Send4x has a series of mascots which is essentially the diverse representation of it's target market.

Simple, friendly and playful, it creates a positive experience and engagement as users learn more about remittance.

Send Money with TransferWise

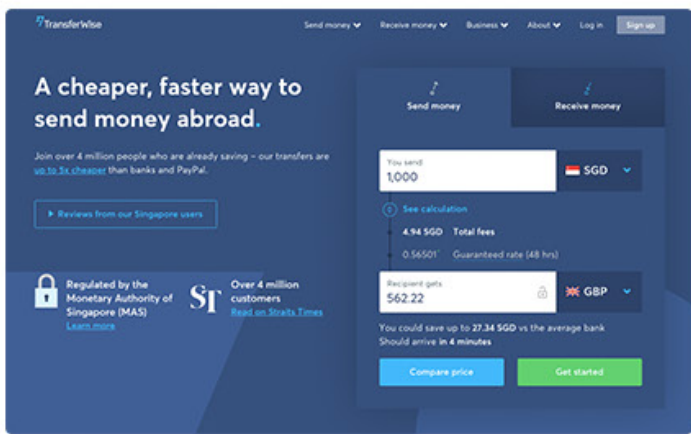
TransferWise is one of the best money transfer providers and offers one of the cheapest ways to send money online with the best rates for money transfer.



About TransferWise

TransferWise is an online money transfer service, which lets you transfer money up to eight times more cheaply than with a bank. It works by bypassing pricey international payments entirely through using two local transfers instead of one online international transaction.

TransferWise was founded in 2011 in London and Estonia and now has 12 offices around the world. It is available in 71 countries and covers 1300 currency routes.



What We Think About Transferwise

PROS



Safe

Regulated in Singapore and different parts of the world it operates



Cheap

Up to five times cheaper than sending money through banks in Singapore



Fast

International payments on major routes are delivered within 24 hours compared to 3-7 days for a bank



Transparent

Costs are always transparent and there are no hidden fees

[Check pricing upfront](#) →



Easy

Provides multiple payment options such as bank transfer, credit or debit cards with money being credited directly to the recipient's bank account

CONS



Limited

You can only make transfers to a bank account.



Cap

Larger transfers can be limited.



Accessibility

Customer service through a phone line is not available in some countries

How Do I Get Started with Transferwise?



STEP 1
Register for a Free Account



STEP 2
Input an Amount for Sending



STEP 3
Add your Recipient's Bank Details



STEP 4
Verify Your Identity



STEP 5
Pay for Your Transfer

Credibility

In Singapore, TransferWise is regulated by the Monetary Authority of Singapore (MAS), and just like large banks and financial institutions, verifies its users to protect against fraud and money laundering. It's regulated in different parts of the world where it operates - FCA in the UK and European Economic Area (EEA), Australian Securities and Investments Commission (ASIC) in Australia, et al. You can see more information [here](#).



Customer Reviews

“

So far so good experience with them. Excellent conversion rate with reasonable fee. New user gets free transfers too, thank you! Staff is tactful, professional and prompt too. Although many said no local phone for support, my emails get responded within a day for working days (do consider for different time zones), and if there's problem, it gets solved quite promptly. Refunding works well too. Recommending them at any time now, keep up the good work!

”

[Read More Reviews](#) →

“

Found it easy and cheap to send money to India. Better rates than most banks. Can see the difference for big amounts. Smaller amount (200-300 sgd) banks are still good.

”

Like Send4x, TransferWise believes in making the costs of money transfers

Service Provider Reviews

The review page allows the users to learn more about the service providers with a general introduction, *Pros & Cons* section and a simple tutorial on how to make a transaction.

Credibility details are also included, so users can be rest assured of the legitimacy of the service provider.

Jibun Bank

Personalised Banking App

Problem

Despite the various services the app offers, users only utilise the app to check account balances or make simple transactions.

Insight

Users found the features such as AI Market Data and Spending Overview a little complex to understand, resulting in the features being under-utilised

Solution

Proposing a brand new approach to the app, restructuring financial management features, ATM finder and remittance (with send4x search engine integration)

My Role

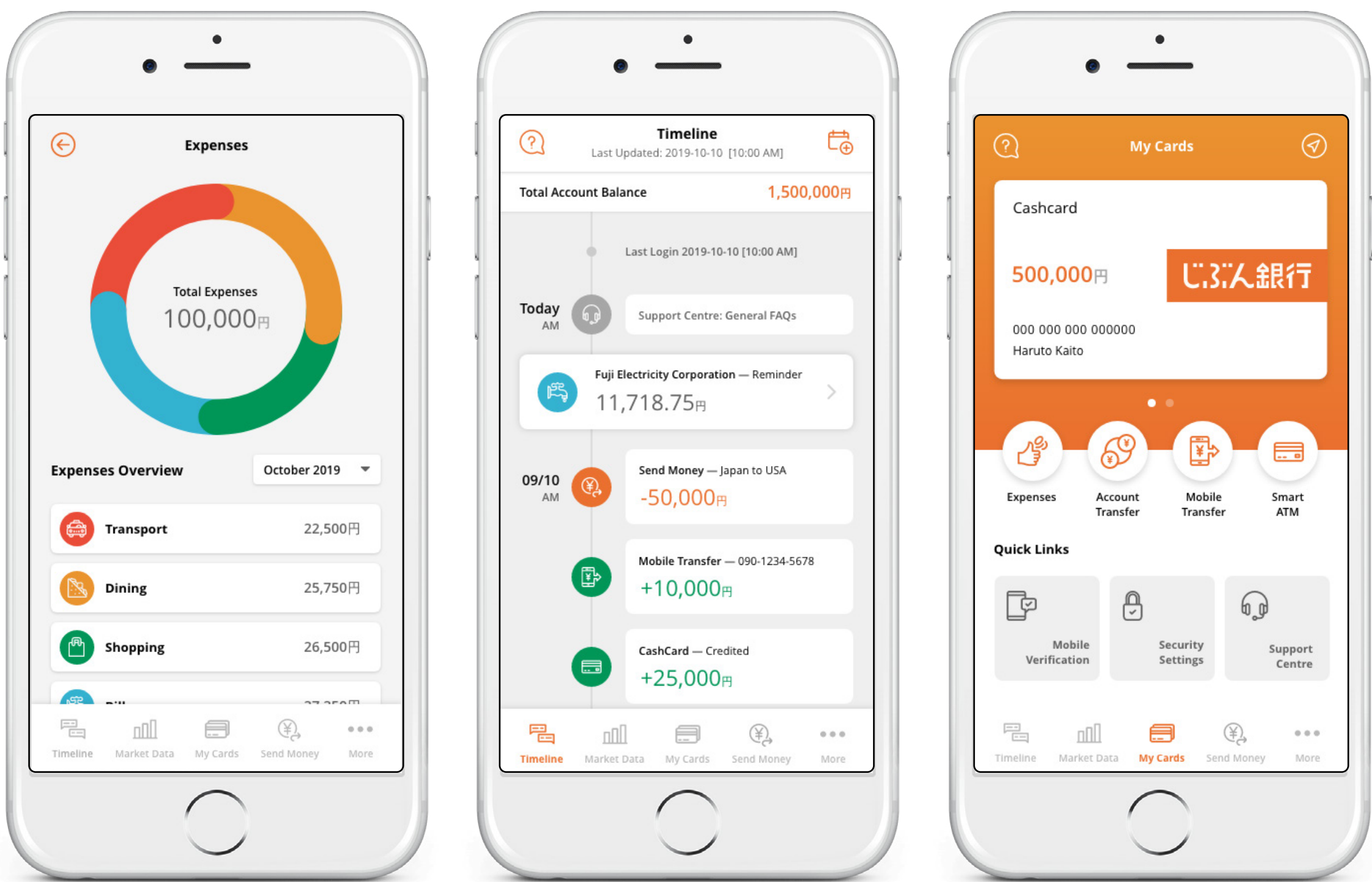
I was tasked to rework on the overall UI, proposing a fresher interface. I also researched about personalised banking, testing other banking apps and understanding the key UX components discovered upon research.



Jibun Screens



Proposed UI



The proposed UI has a cleaner approach, allowing users to digest information easier, even at a glance.

Expenses Overview

←

Expenses

Total Expenses

100,000円

Expenses Overview

October 2019 ▾

🚗

Transport

22,500円

🍽️

Dining

25,750円

🛒

Shopping

26,500円

🎫

Bills

27,250円

Saving Tips for October

🚗

Save up to 800円 if you ride MOMO taxis after 1pm instead

🍰

Have a sweet tooth? Get desserts at 50% off after 8pm at Yummy Mochi

🛒

Receive a 400円 Voucher when you shop at Family Supermarket

🎫

Get a 5% Rebate when you pay your Bills with Jibun DebitCard

Savings & Investments

🌱

Have plans for the future?

Let us help you make your dreams come true. Try out Savings Planner feature to get started!

Try It Now! →

Rebates

Monday 2019-10-09

1223454676542

Fuji Electricity Corporation — 5% Rebate

+585.93円

Sunday 2019-10-08

1223454676542

Yes! Broadband Services — 5% Rebate

+195.31円

Transactions

Monday 2019-10-09

1223454676542

Fuji Electricity Corporation — October 2019

11,718.75円

1223454676542

Yummy Mochi — Harajuku

937.50円

1223454676542

Momo Taxi — Metered Trip

1,171.88円

1223454676542

Family Supermarket — Harajuku

6,250.00円

Sunday 2019-10-08

←

Transaction Details

Monday 2019-10-09 [12:45PM]

1223454676542

Ichiran Ramen — Shijinku

2,343.75円

Jibun Perks with Ichiran Ramen

🍜

Free Ramen Upsize!

Flash your Jibun DebitCard to get a Free Ramen Upsize (worth 500円)!

Promotion ends 1 November 2019

The expenses page was restructured to include a breakdown of the expenses and suggested saving tips related to the user’s transactions.

Users can tap on the transactions to find out the location of where it was made, and also highlight any partner promotions related to the location

Savings Planner

Savings Planner

×

🛩️

Save for A Vacation

📚

Save for Education

🚗

Save for A New Car

🏠

Save for A New Home

👴👵

Save for Retirement

★

Create Your Own

Active Goals

🛩️

Holiday to France

350,000円

10,000円 to go!

📚

Engineering Master Class

110,000円

Timeline

Market Data

My Cards

Send Money

More

A savings planner was also introduced, to encourage users to save for their desired goals and plans for the future

AI Market Data

?

AI Market Data

⌂

Last Updated: 2019-10-10 [10:00 AM]

USD

United States Dollar

Highest 107.33¥

Lowest 106.20¥

EUR

Euro

Highest 117.96¥

Lowest 116.22¥

CNY

Yuan Renminbi

Highest 15.06¥

Lowest 14.55¥

KRW

Korean Won

Highest 89.46¥

Lowest 88.70¥

GBP

Pound Sterling

Highest 133.42¥

Lowest 132.11¥

Timeline

Market Data

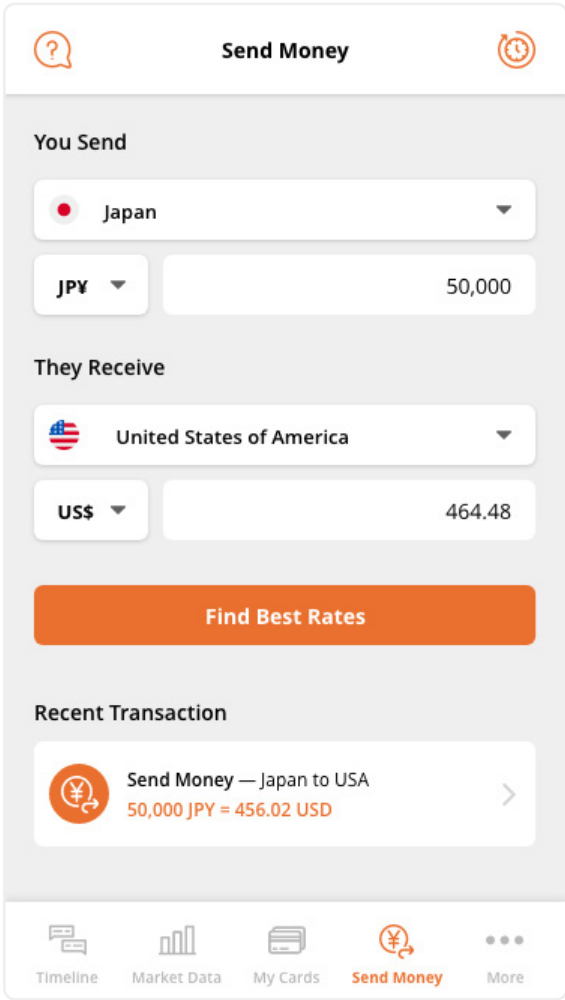
My Cards

Send Money

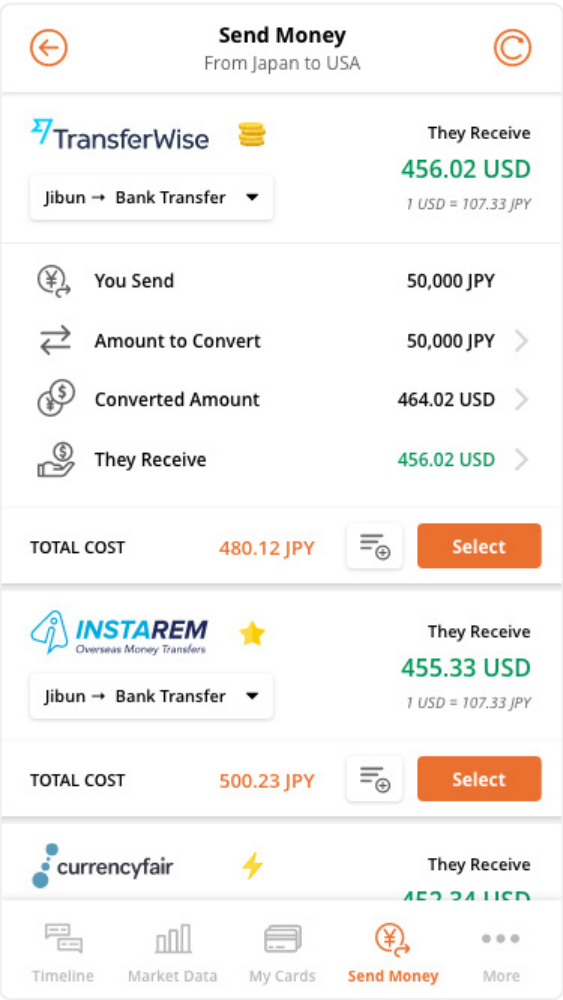
More

A simple update was made to the AI Market data screen with more white space for an improved visual balance

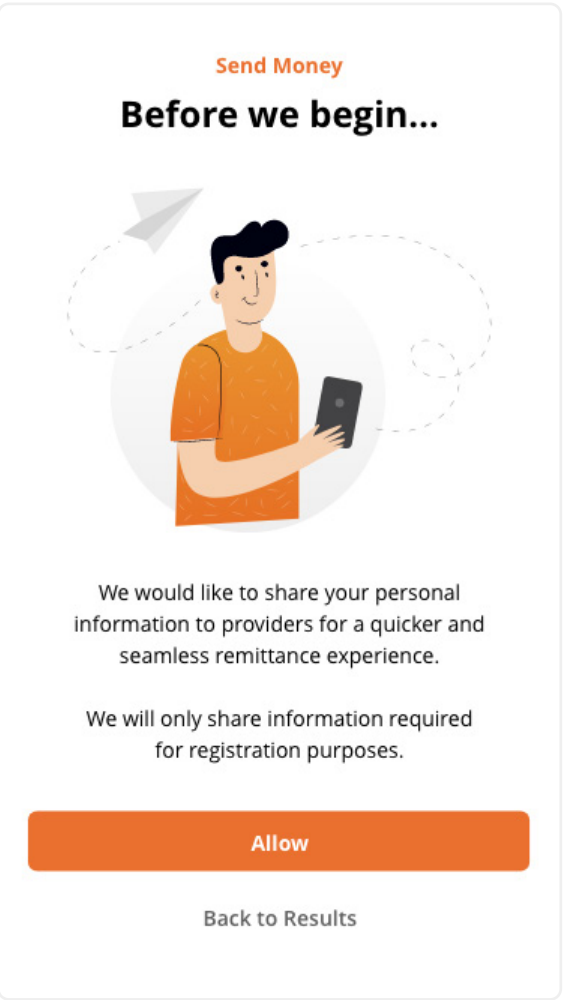
Remittance Transaction Flow



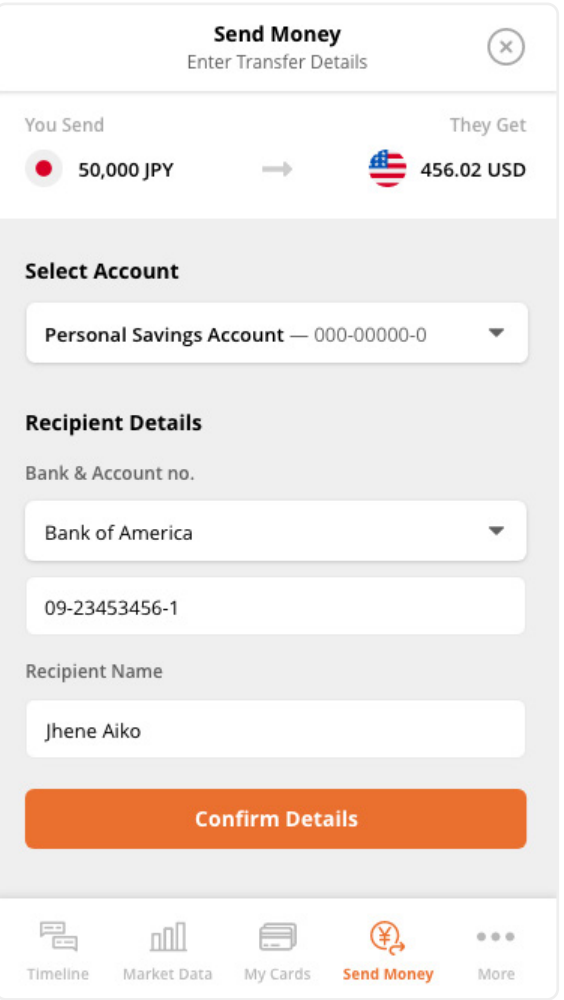
User enter remittance details



Search results are presented to the user



The app requests authorisation for quick registration



User confirms details of the transaction

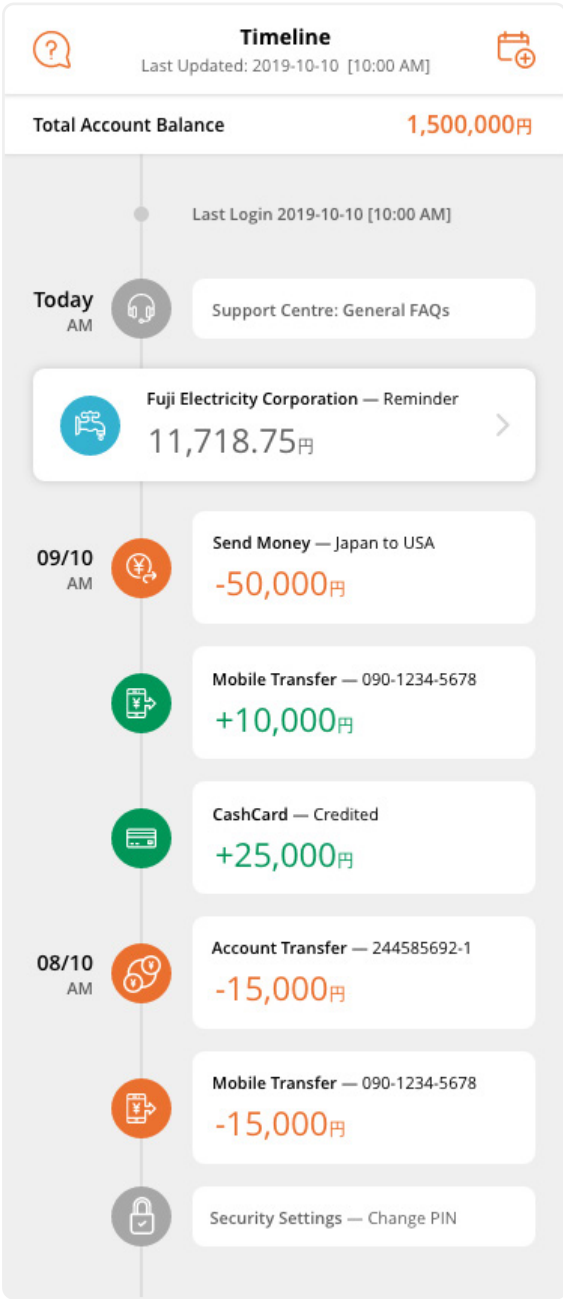


My Cards Dashboard



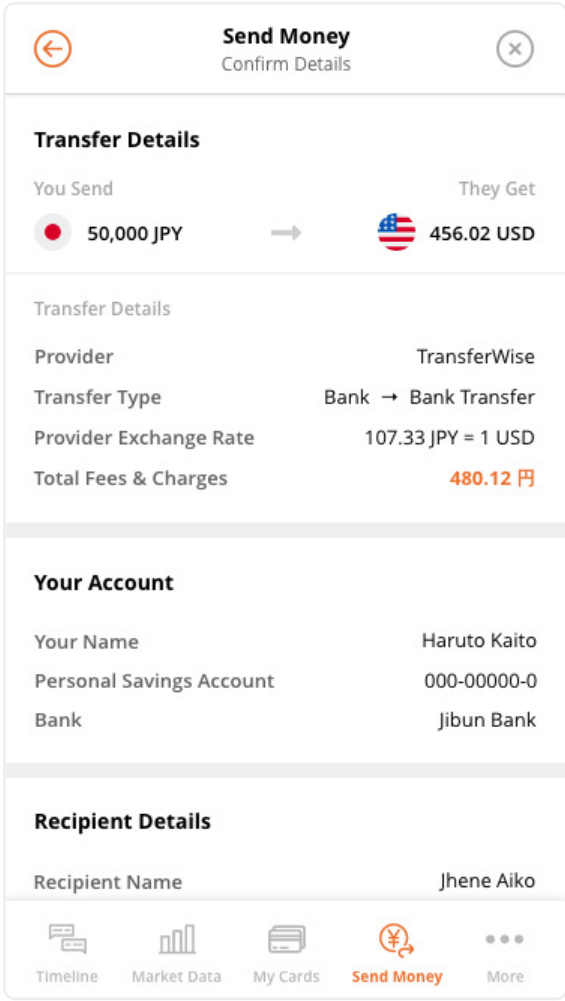
My Cards Dashboard

This dashboard allows the user to easily toggle between cash card and debit card by simply tapping on the card

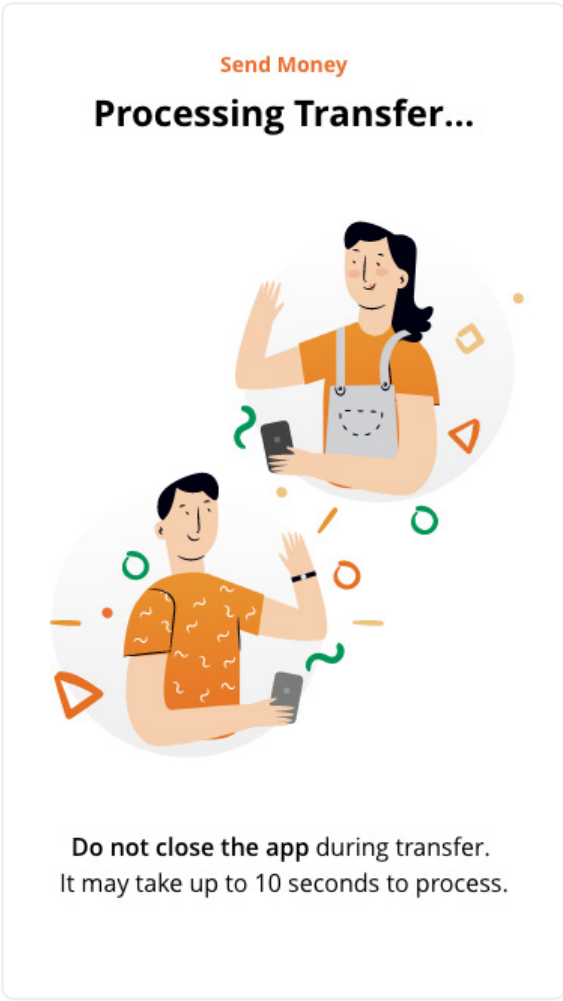


Account Timeline

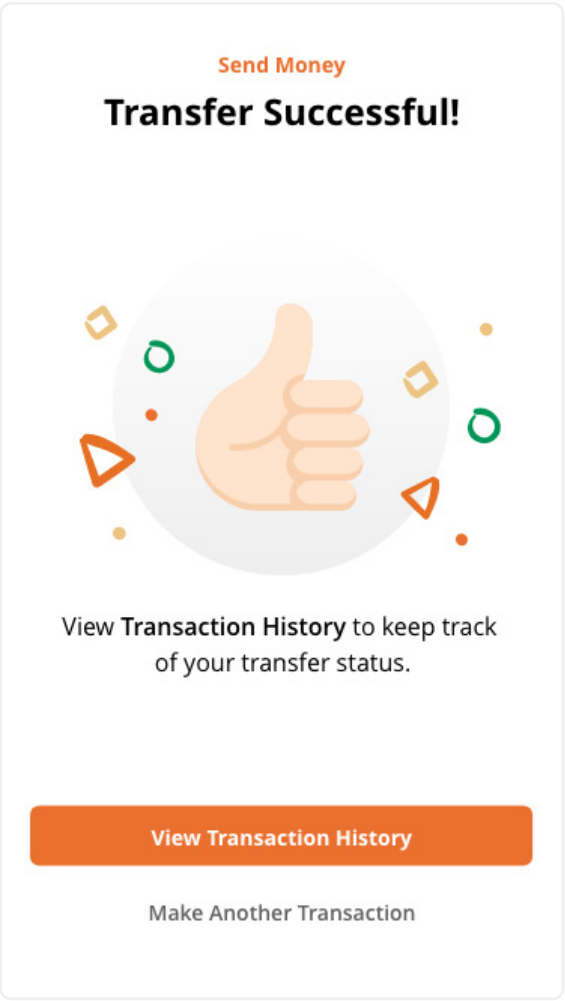
Redesigned the account timeline screen *with less orange* for a more comfortable reading experience



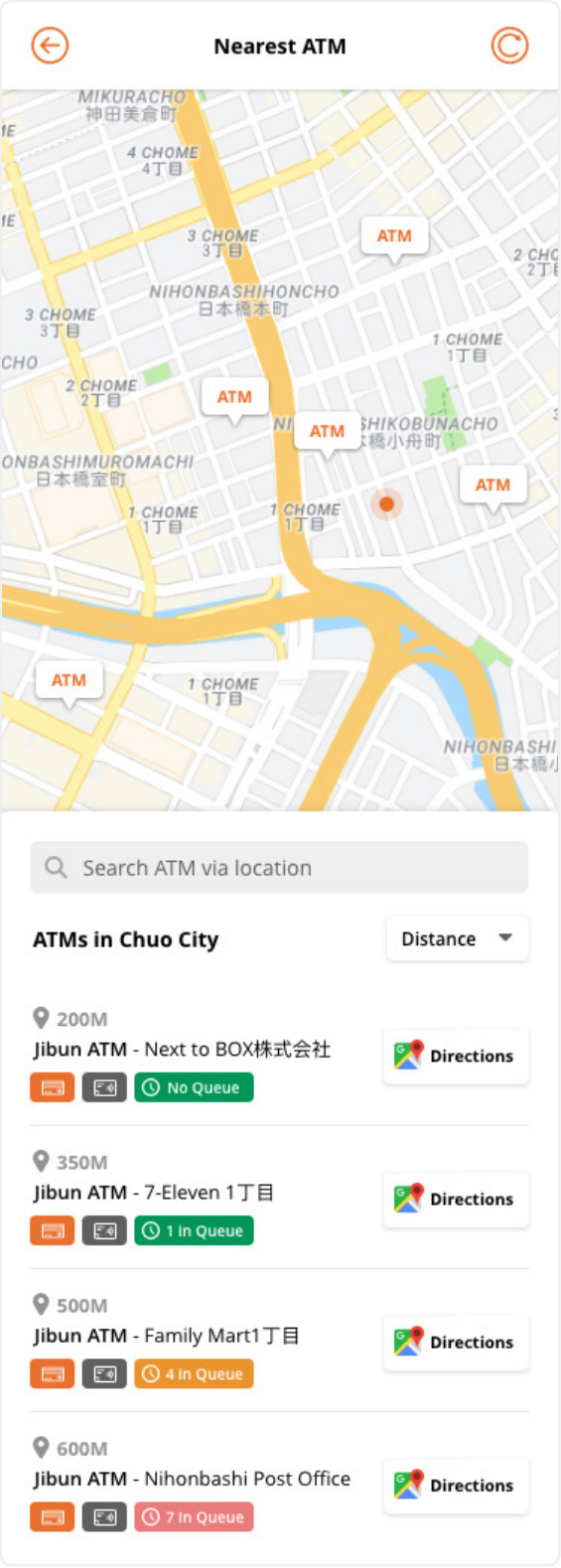
A summary of the transaction is presented



The app processes the transfer



Users will be greeted with a success screen once completed



Nearest ATM

This feature helps users to locate ATMs nearby, including a LIVE update on the queue line

Digitalization

Multi-Platform FX Suite

Problem

With the emergence of multi-currency cards and eWallets, Money Service Businesses are losing customers to service providers with competitive rates and general convenience.

Insight

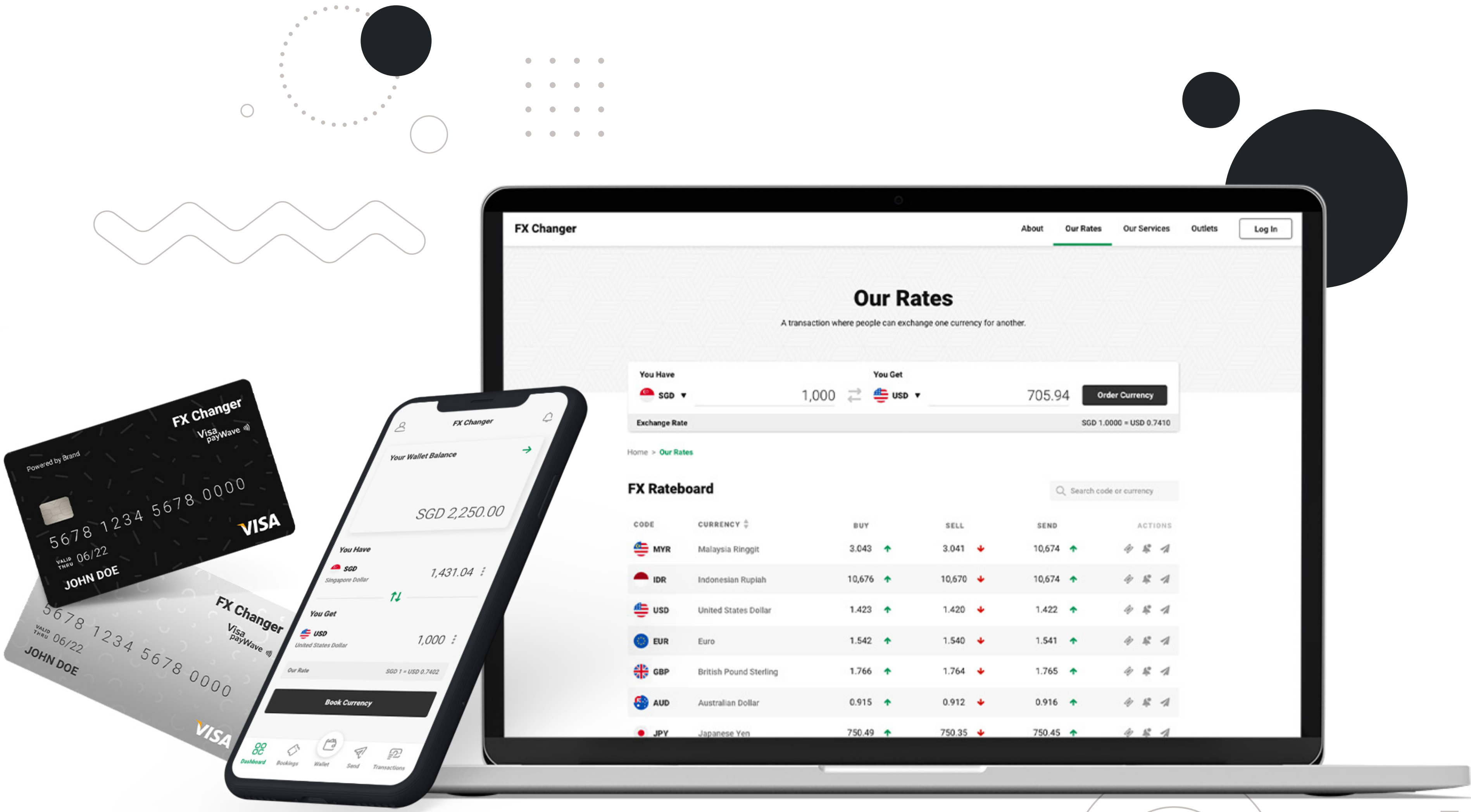
Money changers lack the knowledge to expand their business digitally and are uncertain of the needs and requirements to do so.

Solution

4xLabs developed a product service solution for Money Changers to jumpstart their digital integration with a customer acquisition website, interactive kiosk, eWallet App and multi-currency card.

My Role

I did extensive research on competitors; understanding onboarding flows, interactions with kiosks and features available on related apps. I also strategized users flows and overall experience, ensuring a seamless ecosystem between platforms.



FX Changer

AboutOur RatesOur ServicesOutletsLog In

Our Rates

A transaction where people can exchange one currency for another.

You Have

SGD

1,000

↔

You Get

USD

705.94

Order Currency

Exchange Rate

SGD 1.0000 = USD 0.7410

Home > Our Rates

FX Rateboard

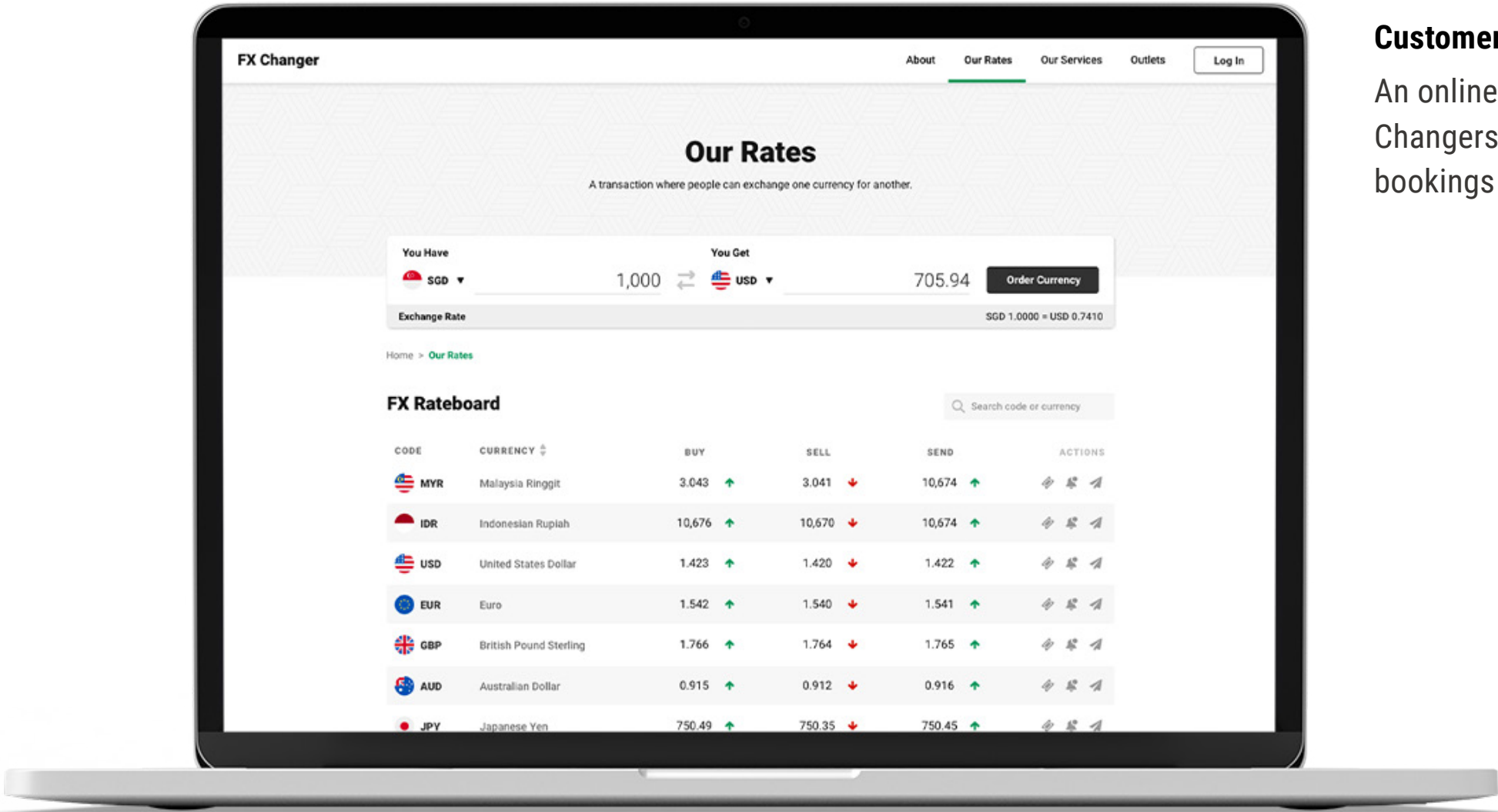
Search code or currency

CODE	CURRENCY	BUY	SELL	SEND	ACTIONS
MYR	Malaysia Ringgit	3.043	3.041	10,674	
IDR	Indonesian Rupiah	10,676	10,670	10,674	
USD	United States Dollar	1.423	1.420	1.422	
EUR	Euro	1.542	1.540	1.541	
GBP	British Pound Sterling	1.766	1.764	1.765	
AUD	Australian Dollar	0.915	0.912	0.916	
JPY	Japanese Yen	750.49	750.35	750.45	



Interactive Kiosk

An interactive kiosk for users to make transactions in strategic locations or after retail hours.



Customer Acquisition Website

An online presence for Money Changers to gain customers and bookings online.

Multi-currency card
A multi-currency supported debit card for users to utilise globally with ewallet integration.



eWallet App

An extensive app that can make transactions such as bookings, remittance and currency exchange.

Kiosk Machine



Security Camera

Kiosk QR Code

Contactless Payment

Vertical Touch Screen

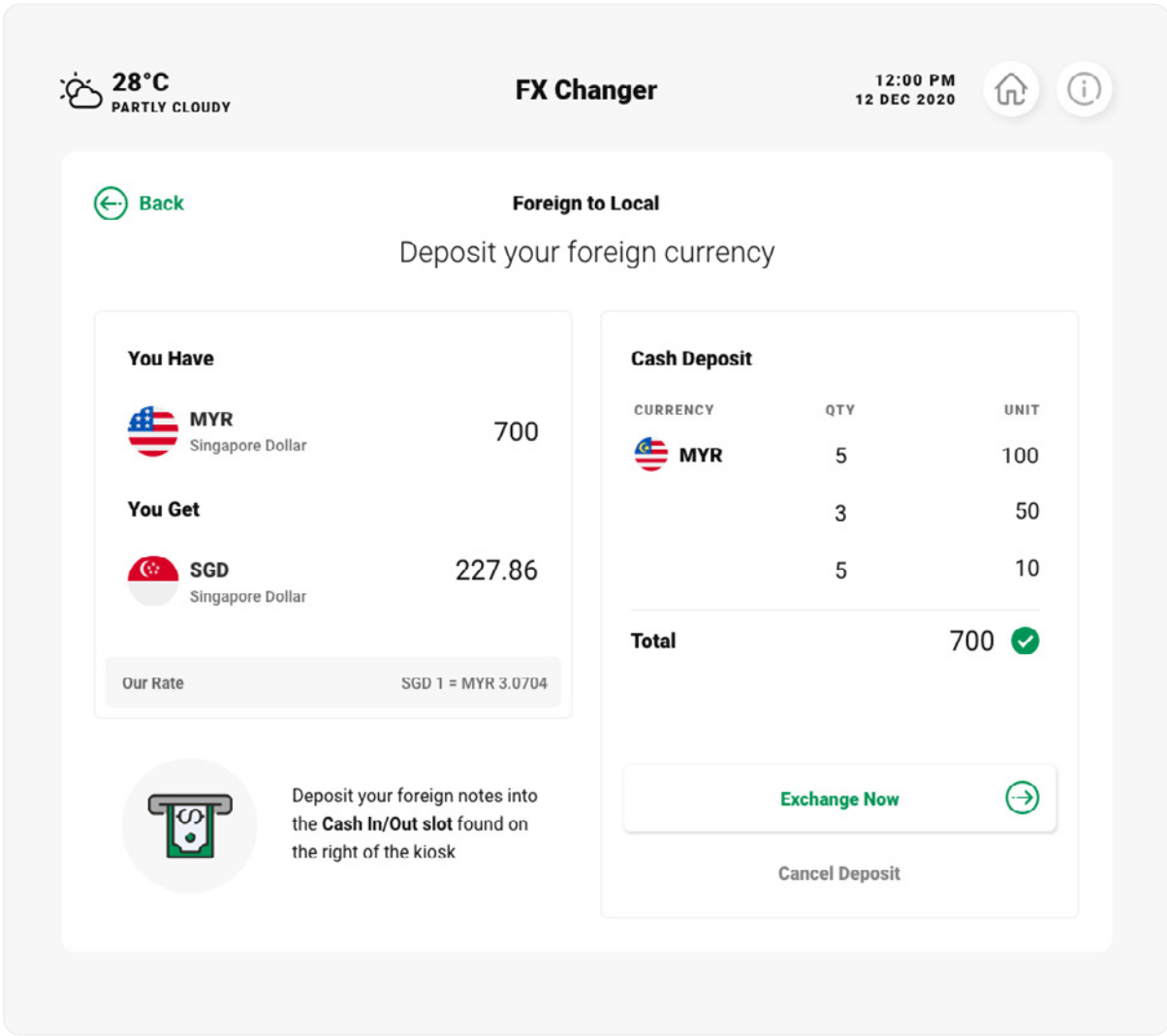
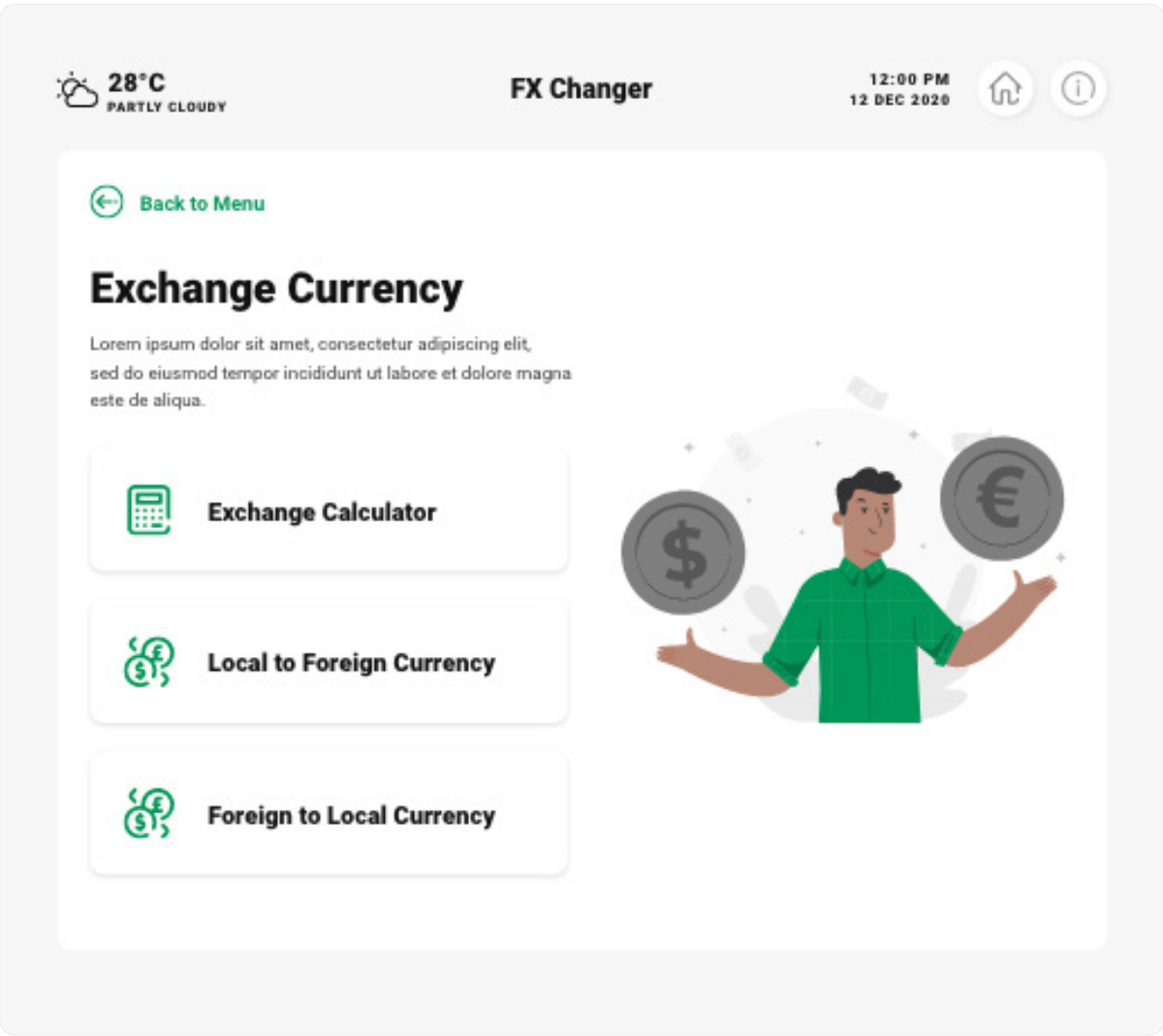
Cash In & Out

Receipt Printer

Full Keyboard

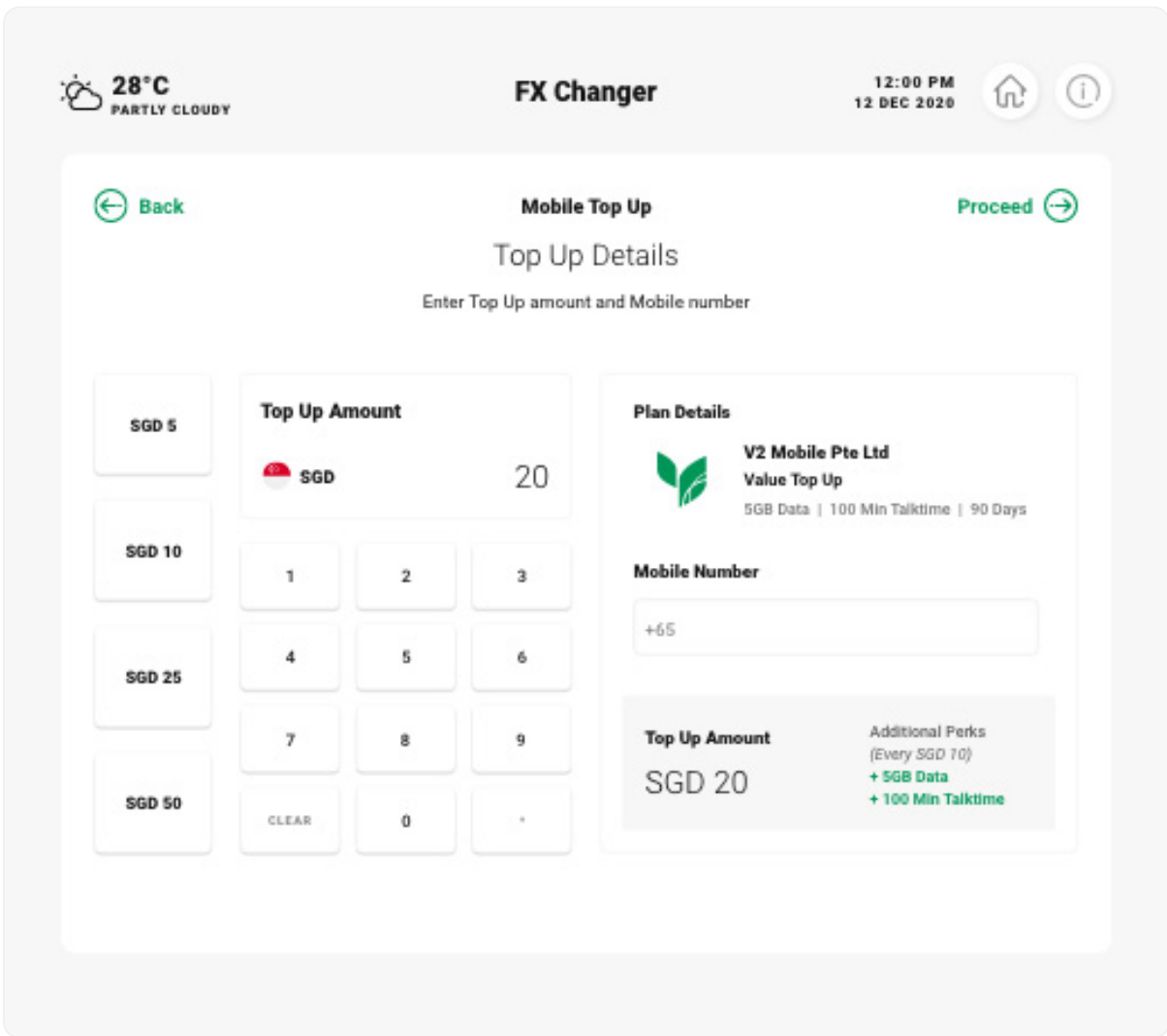
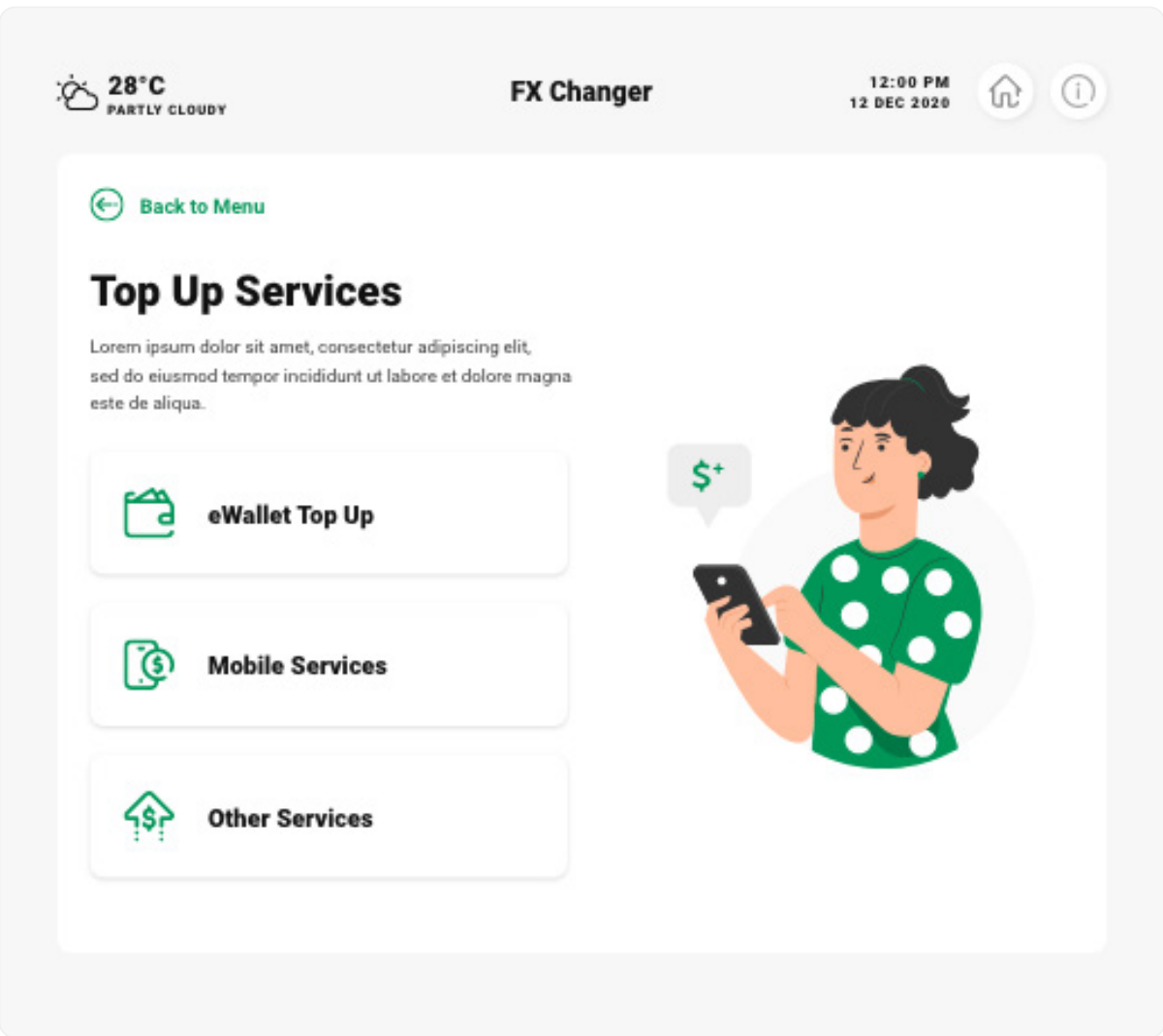
Change Drop

Kiosk Screens



Exchange Currency

Users can exchange currencies for both directions (Foreign to Local, Local to Foreign) with the multi-currency cash deposit feature.



Top Up Services

Users can top up eWallets or mobile services on the kiosk with QR Code integration.

Landing Page

FX Changer

AboutOur RatesOur ServicesOutletsLog In

24-hours Multi-Currency

Our app allows you to cater to your FX needs 24/7 with your very own multi-currency card to enhance your global transactions.

Download App



You HaveSGD1,000You GetUSD705.94Order Currency

Exchange RateSGD 1.0000 = USD 0.7104

About Us

A money changer is a person or organization whose business is the exchange of coins or currency of one country, for that of another. This trade was a predecessor of modern banking.

This provided a way for banks and other specialist financial companies such as bureaux de change and forex brokers to easily change one country's money for another, and with the added confidence of transparency.

Our Services

Currency Exchange

A transaction where people can exchange one currency for another.

View Rates

Remittance

Remittance is a transfer of money by foreigners to their home country.

Send Money

Multi-Currency Card

A multi-currency card is a card you can use anywhere in the world.

Learn More

Top 10 Currencies

Last updated 5 minutes ago

MYR BUY 3.043 SELL 3.047 SEND 3.043	IDR BUY 10,676 SELL 10,670 SEND 10,674	USD BUY 1.423 SELL 1.420 SEND 1.422	EUR BUY 1.542 SELL 1.540 SEND 1.541	GBP BUY 1.766 SELL 1.764 SEND 1.765
AUD BUY 0.915 SELL 0.912 SEND 0.916	JPY BUY 750.49 SELL 750.35 SEND 750.45	KRW BUY 11,584 SELL 11,582 SEND 11,583	THB BUY 228.37 SELL 228.32 SEND 228.35	CNY BUY 50.012 SELL 50.008 SEND 50.010

Rate Alert

Get notified when it hits your desired rate

USD

1.4385

1.43901.4450

Your email address

Send Rate Alerts

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FX Changer

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Remittance

Remittance is a transfer of money by foreigners to their home country.

Transfer Details

Your Details

Recipient Details

Summary

Payment

Completed

Home > Remittance

You Send

FromSingapore

CurrencySGD

Amount250.00

Transfer TypeeWallet

They Get

ToMalaysia

CurrencyMYR

Amount767.43

Transfer TypeBank Transfer

1.00 SGD = 3.07 MYR

Continue

Remittance

Users can do remittance transactions on the website, with the Money Changer’s exclusive rates.

FX Changer

AboutOur RatesOur ServicesOutletsLog In

Customer Registration

Register with us today to experience quicker transactions, order priorities and exclusive FX rates

Home > Sign Up

Create An Account

Country of Residence

Select Country

Email Address

user@mail.com

Password

Confirm Password

Your Personal Details

First Name

Enter first name eg. John

Last Name

Enter Last name eg. Doe

Date of Birth

DD / MM / YYYY

Contact No.

+00 0000 0000

Customer Registration

Users can create a basic user account for quicker transactions.

FX Changer

AboutOur RatesOur ServicesOutletsLog In

Our Rates

A transaction where people can exchange one currency for another.

You HaveSGD1,000You GetUSD705.94Order Currency

Exchange RateSGD 1.0000 = USD 0.7410

Home > Our Rates

FX Rateboard

Search code or currency

CODE	CURRENCY	BUY	SELL	SEND	ACTIONS
MYR	Malaysia Ringgit	3.043	3.041	10,674	
IDR	Indonesian Rupiah	10,676	10,670	10,674	
USD	United States Dollar	1.423	1.420	1.422	
EUR	Euro	1.542	1.540	1.541	
GBP	British Pound Sterling	1.766	1.764	1.765	

View & Book Rates

Users can book or send reminders for exchange rates directly on the site.

FX Changer

AboutOur RatesOur ServicesOutletsJD

John Doe

john@mail.com

My Account

eWallet

Payment Methods

My Bookings

My Transactions

Recipients & Friends

Log Out

My Account

My Address

Apt Blk 110 Money Street Ave 1

#10-10

Singapore

Singapore 600100

Edit

My Email

john@mail.com

Password

.....

Edit

My Contact No.

+65 9100 1234

Edit

Verification Status

Successfully Verified

Account Page

The account page is connected to the eWallet app, allowing users to manage their account on desktop as well.

Onboarding Flow

←

OTP Mobile Verification

Enter your phone number



+65

▼

0000 0000

Send OTP Pin

User enters mobile no to verify

←

Numeric Passcode

Enter 4-Pin Passcode

●

●

●

●

👁

1

2

3

4

5

6

7

8

9

#

0

*

Continue

User sets a 4-pin passcode

←

Create Account

Email Address

name@mail.com

Create Password

●●●●●●

👁

Retype Password

●●●●●●

👁

Continue

User enters account details

←

Personal Details

First Name

First name

Last Name

Last name

Alias

e.g John

Date of Birth

DD / MM / YYYY

📅

Gender

Select

▼

Continue

User enters personal details

←

Personal Details

Country of Residence

Select Country

▼

Address

e.g block no, street name, unit no.

City

Postal Code

City name

000000

Contact No.



+65

▼

0000 0000

☐

I agree to the [Terms & Conditions](#)

Submit Details

User enters address details

Would you like to apply for our FX Card?





Supports over 20+ currencies



Enjoy exclusive exchange rates



Top up your card anytime via App



Spend anywhere with zero charges

Apply Card Now

No thank you, I'll apply next time →

The card CTA is presented

←

Identity Verification

Select your preferred verification method:



Singaporean/PR

2 - 3 Minutes



Foreign Pass

10 - 12 Minutes



Manual Entry

9 - 10 Minutes

User select identity type

←

Singaporean/PR



Applying with SingPass is a quick, pre-filled application process with no document uploads required.

Apply with SingPass (MyInfo)

No SingPass? [Enter manually Instead →](#)

Locals are redirected to SingPass

←

Foreign Pass Type

Employment & Education

Employment Pass

➤

S Pass

➤

Work Permit

➤

Student Pass

➤

Others

Long Term Visit Pass

➤

Dependant's Pass

➤

EntrePass

➤

Work Holiday Pass

➤

Training Work Permit

➤

Foreign users select pass type

←

Take Pass Photos



Speed up your verification process by taking two photos of your Pass.
Take pictures of both front and back. Make sure your card is physically present and they're clear and in-focus!

Continue

User is prompted to take ID photos

Front of Pass

✕

Front

Make sure your Pass fits within the box for the system to recognise your card

Take Photo

Front of ID

Back of Pass

✕

Back

Make sure your Pass fits within the box for the system to recognise your card

Take Photo

Back of ID

←

Confirm Details on ID

Please ensure that all information below is correct as per your ID document

Full Name

John Doe

Date of Birth

12/12/1980

NRIC Number

S8012345B

Nationality

Singaporean

▼

Residential Address

Apt Blk 110 Money Street Ave 1, #10-10

City

Singapore

Zip Code

Details auto-generated from ID

←

Take a Selfie



Selfie Tips



We will only use your selfie to compare with your ID photo



Look directly at the camera



If you are wearing glasses, make sure your eyes can be seen, no tinted lenses



Be rest assured that your details are sealed and protected at all times

Take Selfie Now

User prompted to take a selfie

Take a Selfie

✕

Selfie

Make sure your face fits within the boxed area for the best selfie shot.

Take Photo

Take a selfie

Welcome Onboard!

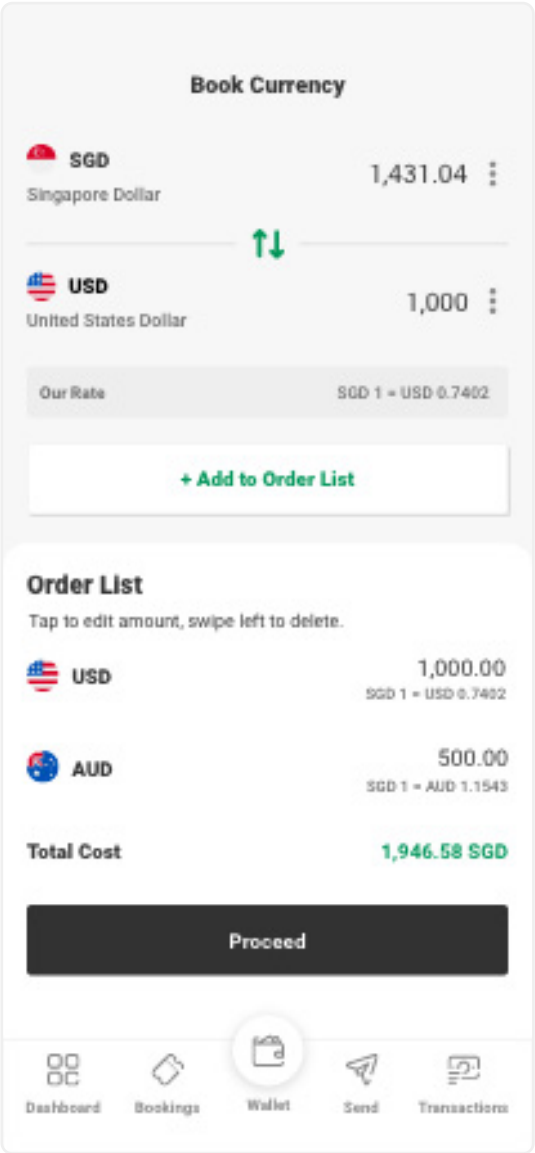


Please [Enable Notifications](#) to receive updates on the status of your card. In the meantime, feel free to use the app to **Send Money** or **Book Currencies**.

Enable Notifications

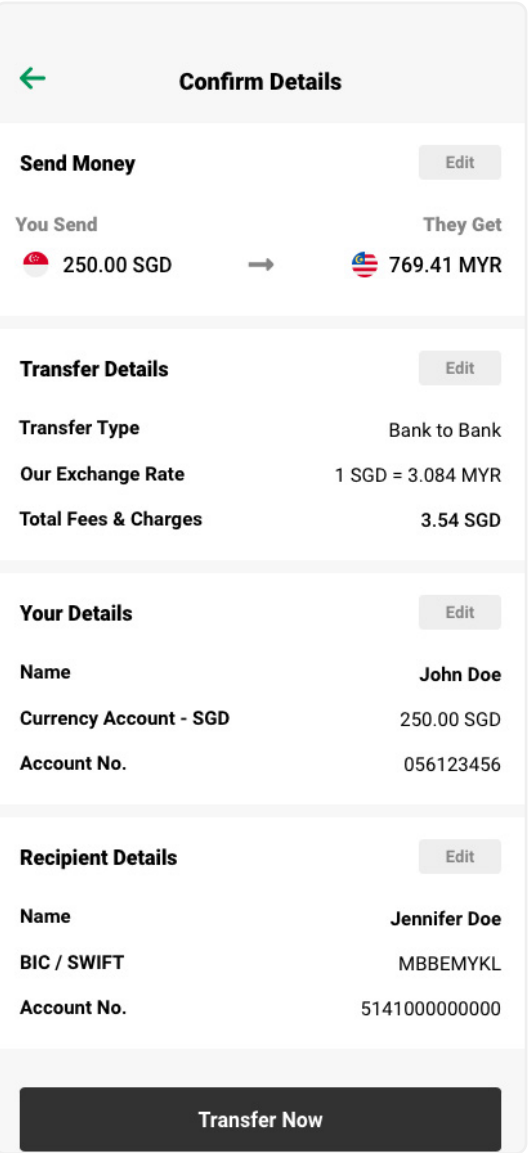
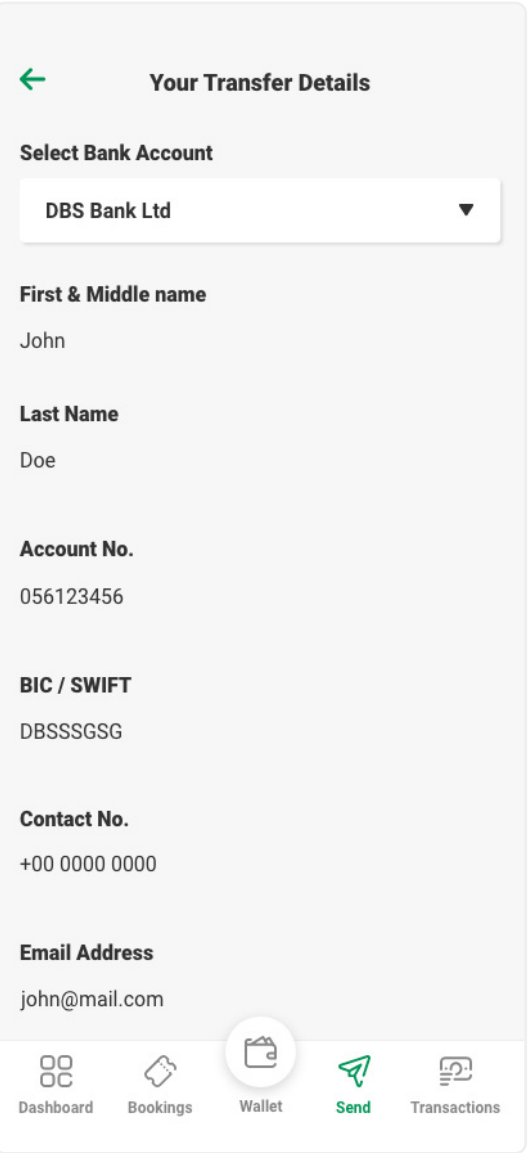
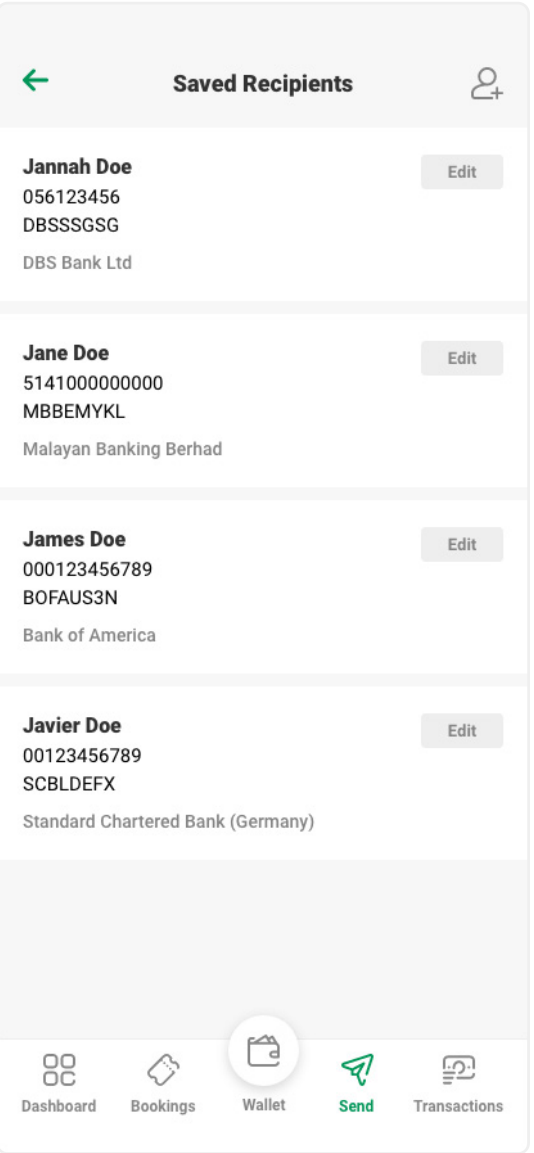
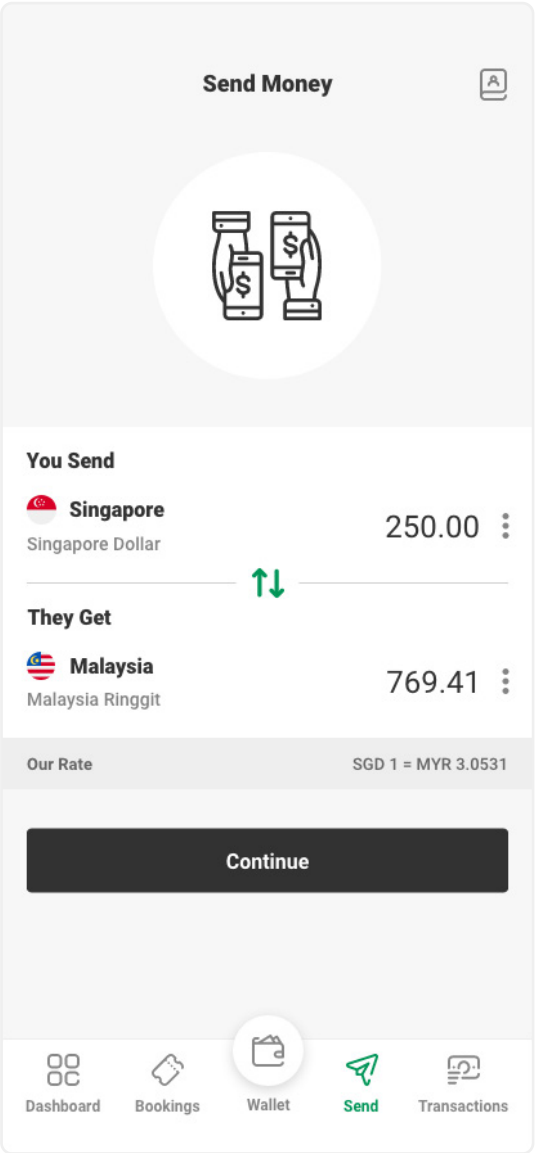
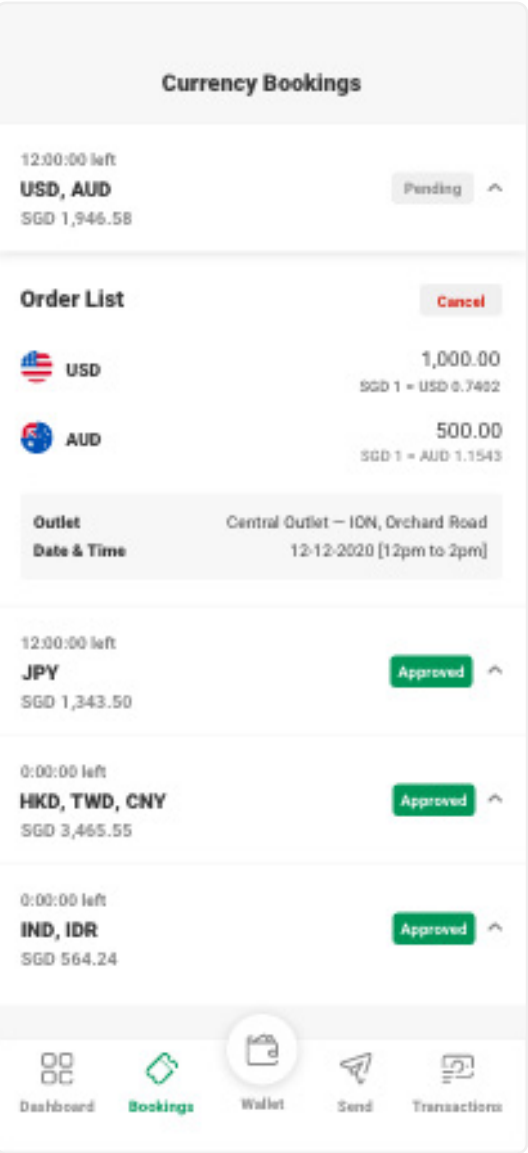
Return to Log In Screen →

Onboarding successful



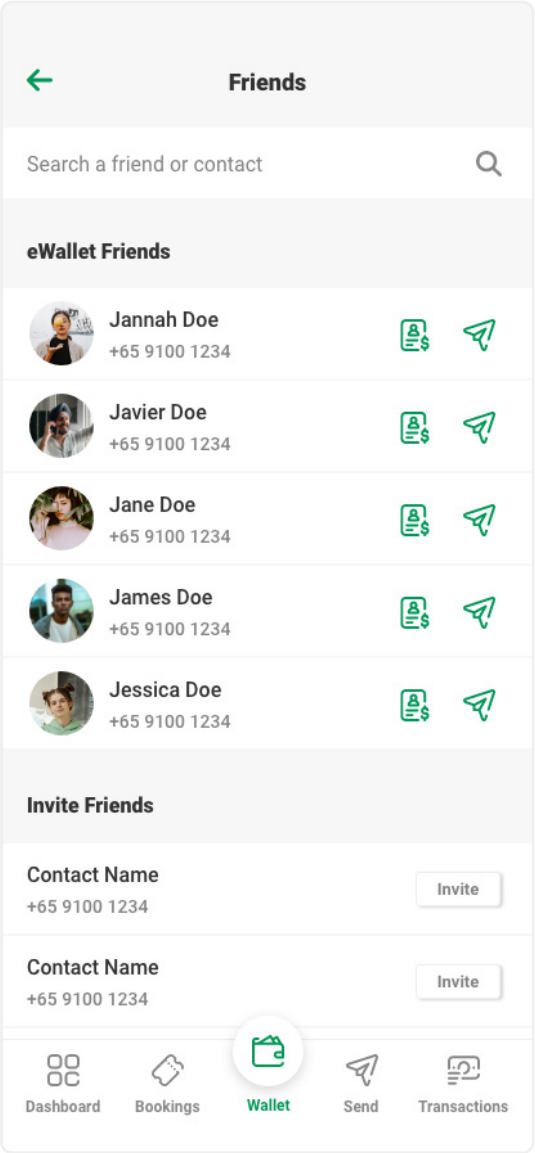
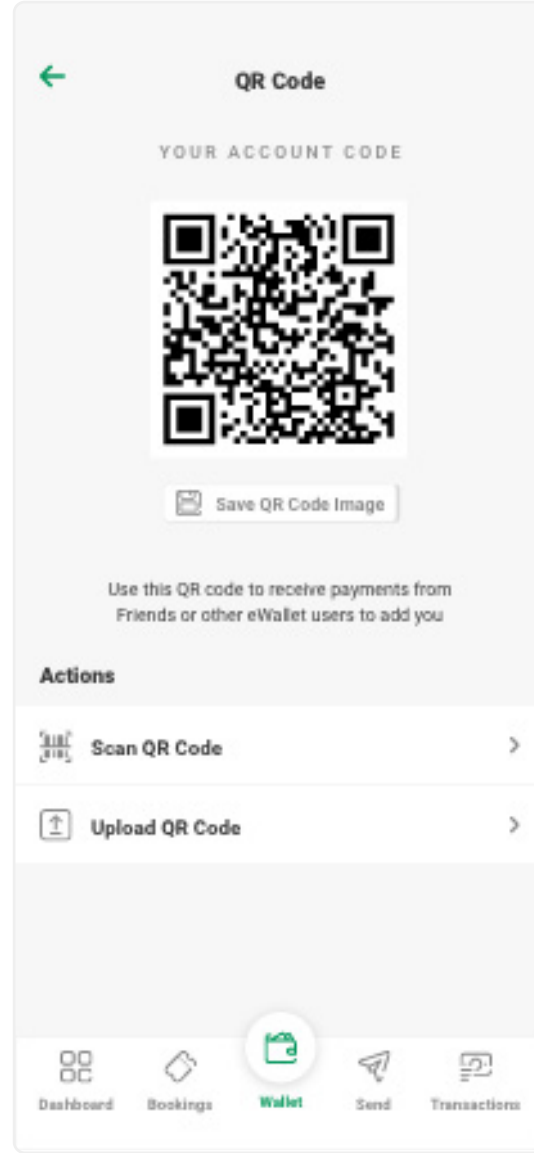
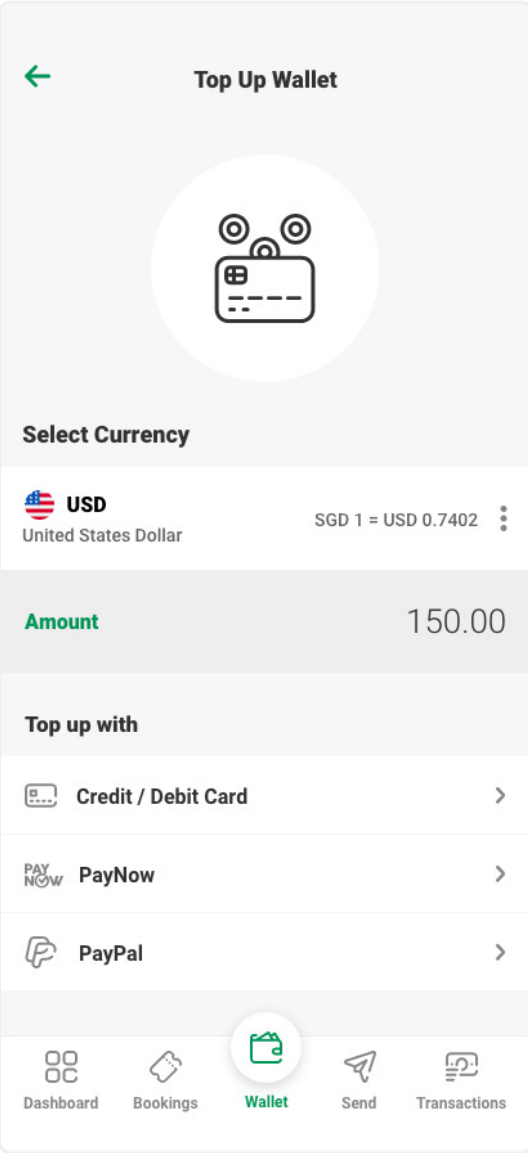
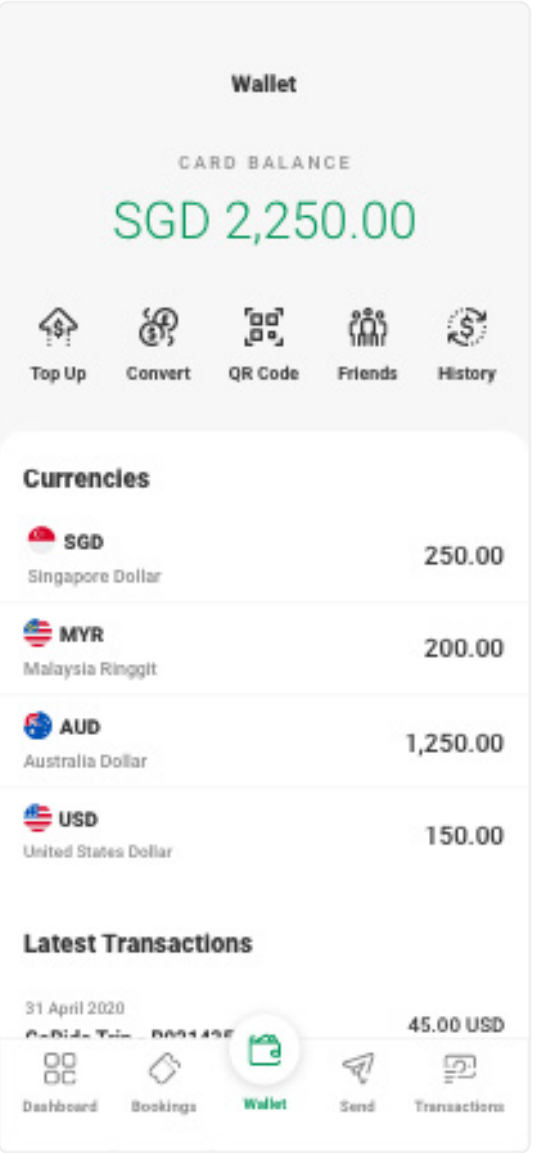
Book Currency

Users can book multiple currencies on the app with the Money Changer



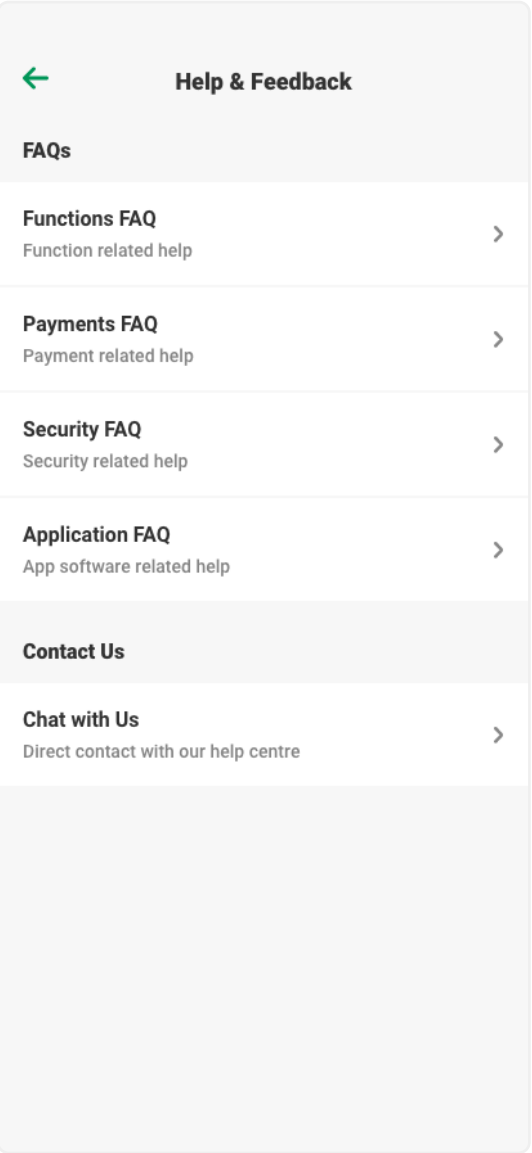
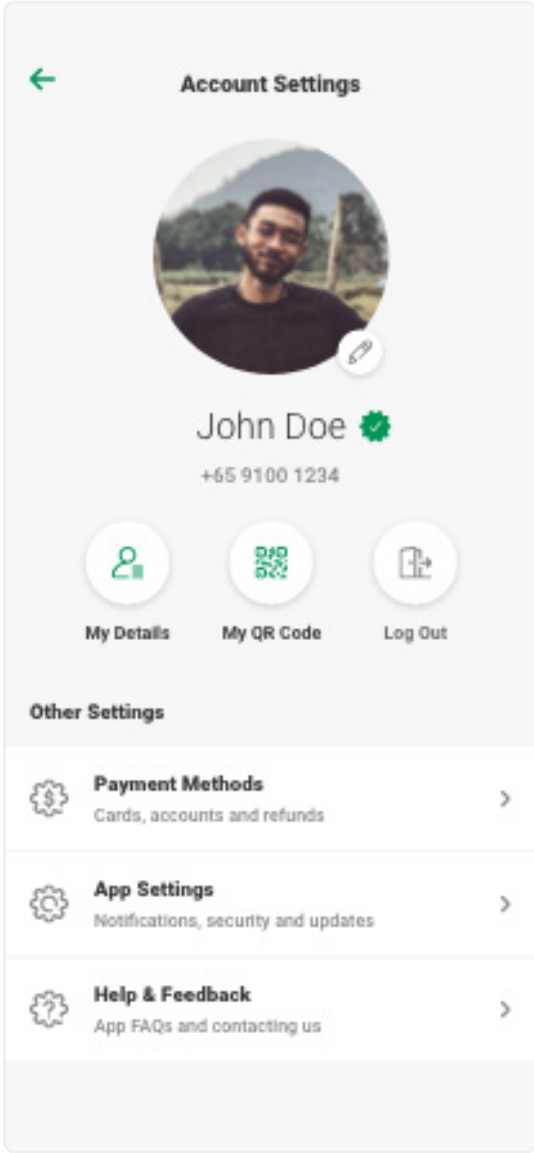
Remittance

Users can make remittance transactions, with the function to save recipient details for future transfers



Wallet

The eWallet has extensive features to fully utilise the digital payment experience with wallet top up, convert credited currencies, personalised QR codes, friends list and transactions history



Account Settings

Users have a dedicated account page to manage their account payment methods, setting or search for support

Canopy

Wealth Management Software

Problem

Users have expressed concerns and struggles of the platform being overwhelming and a bit of a challenge to understand upon initial onboarding.

Insight

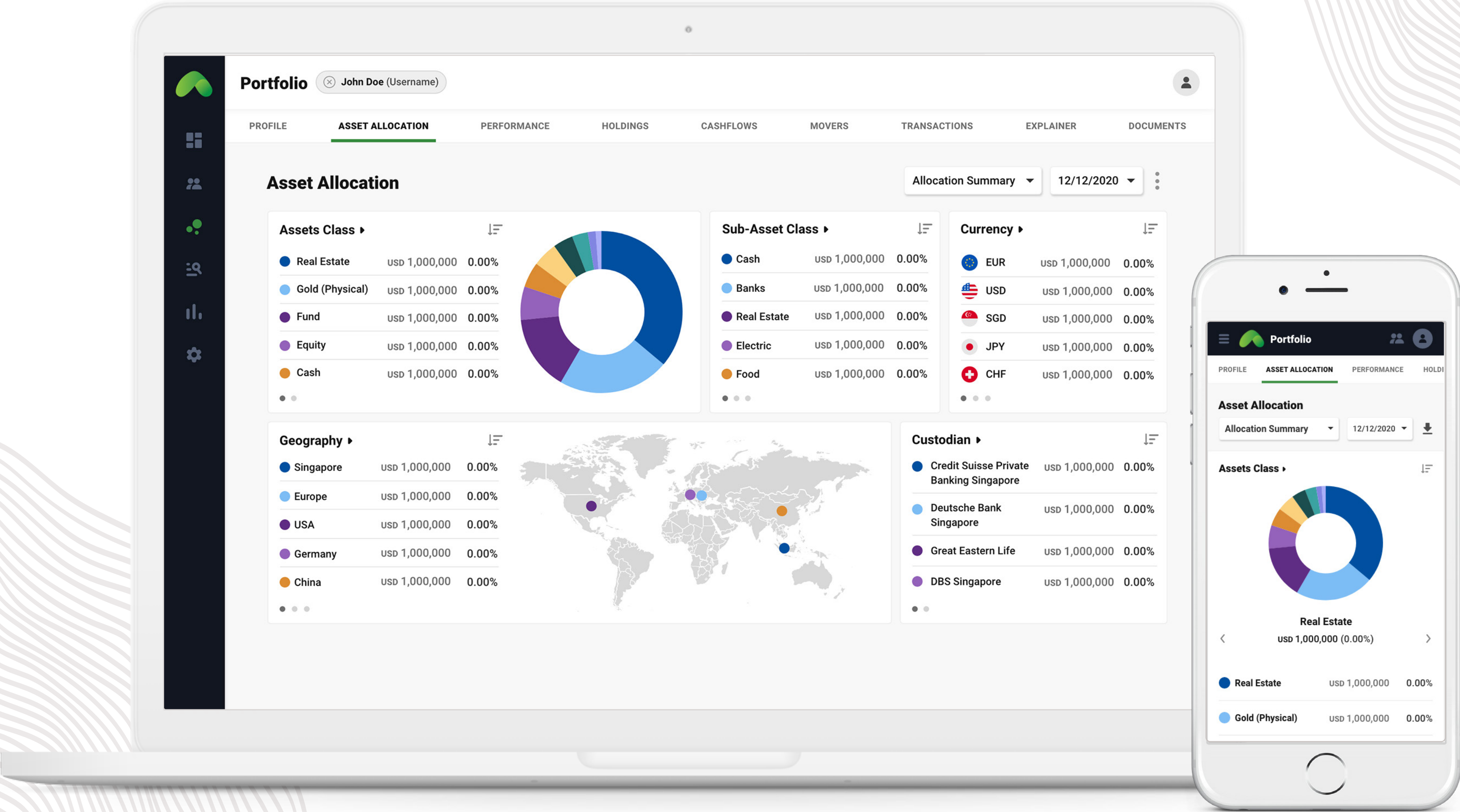
The internal team has also shared that the interface aesthetics has been generally overlooked, resulting in UX inconsistencies.

Solution

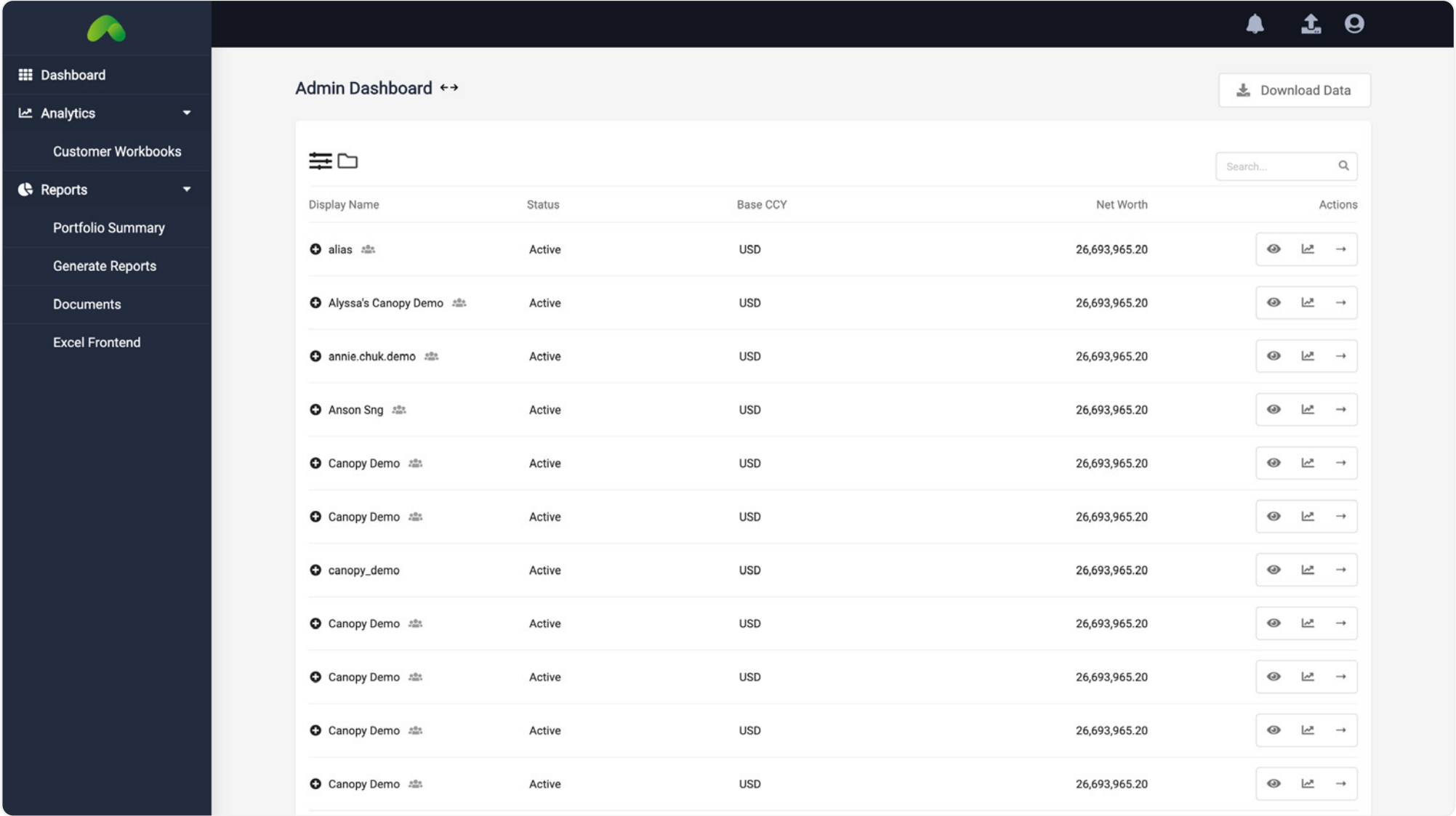
Revisiting the platform’s interface by applying a fresh and modern UI, better onboarding approach and ensuring an intuitive and personalised experience for all users.

My Role

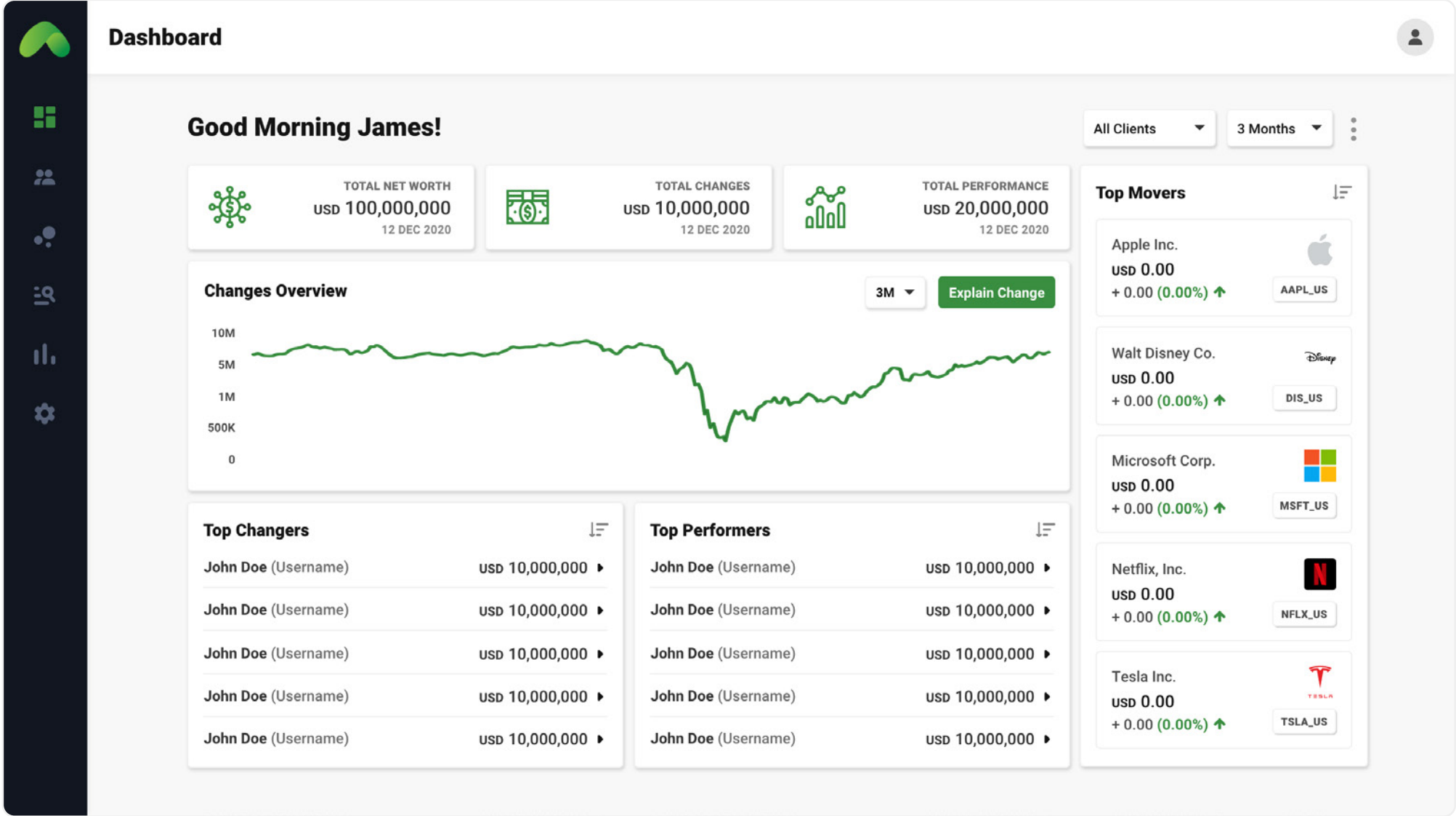
I worked closely with the project manager; gathering research on competitor platforms and feedback from users. I also proposed alternative user flows, content architecture and overall improved user experience.



Old Canopy Screen



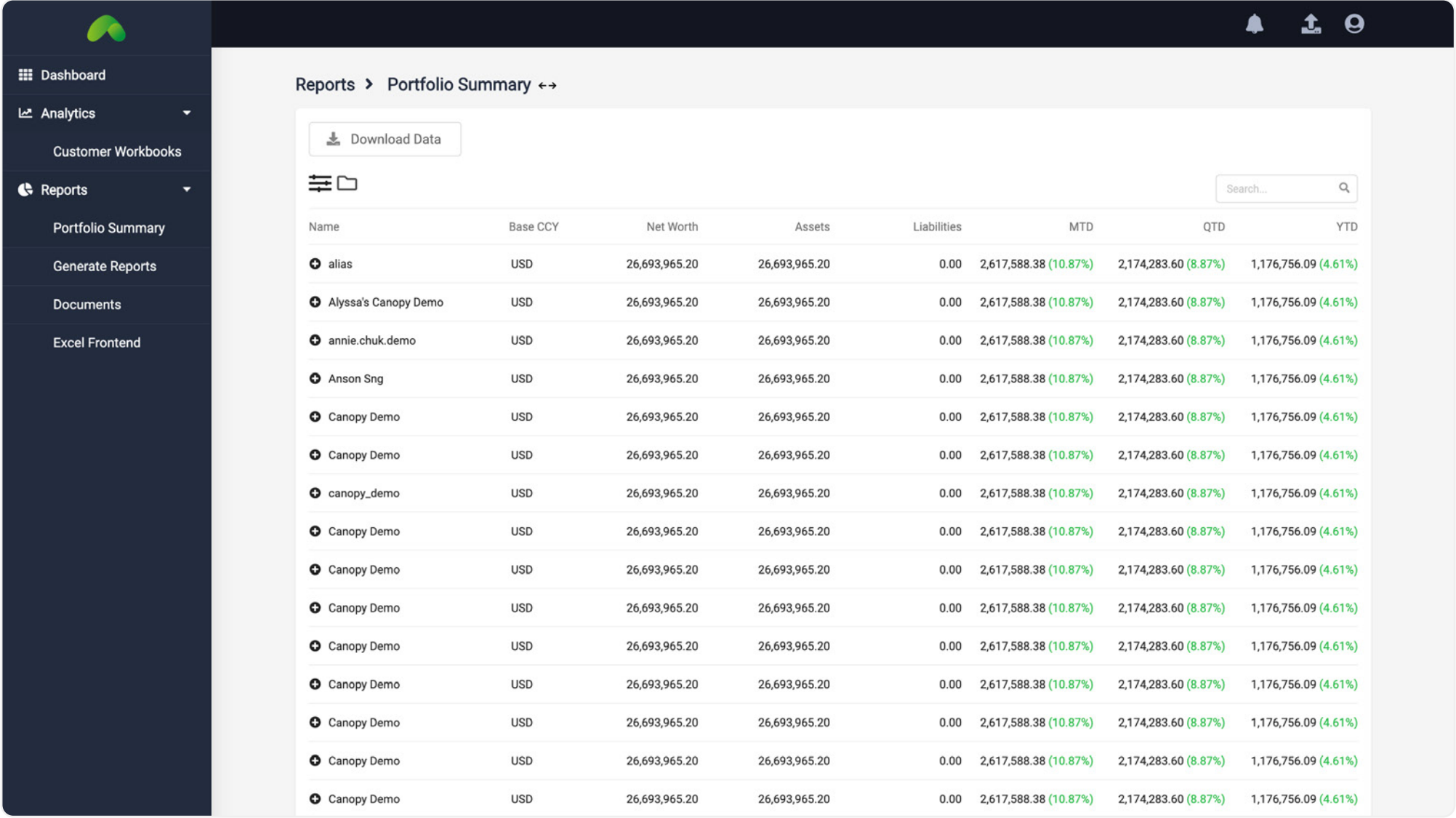
New Canopy Screen



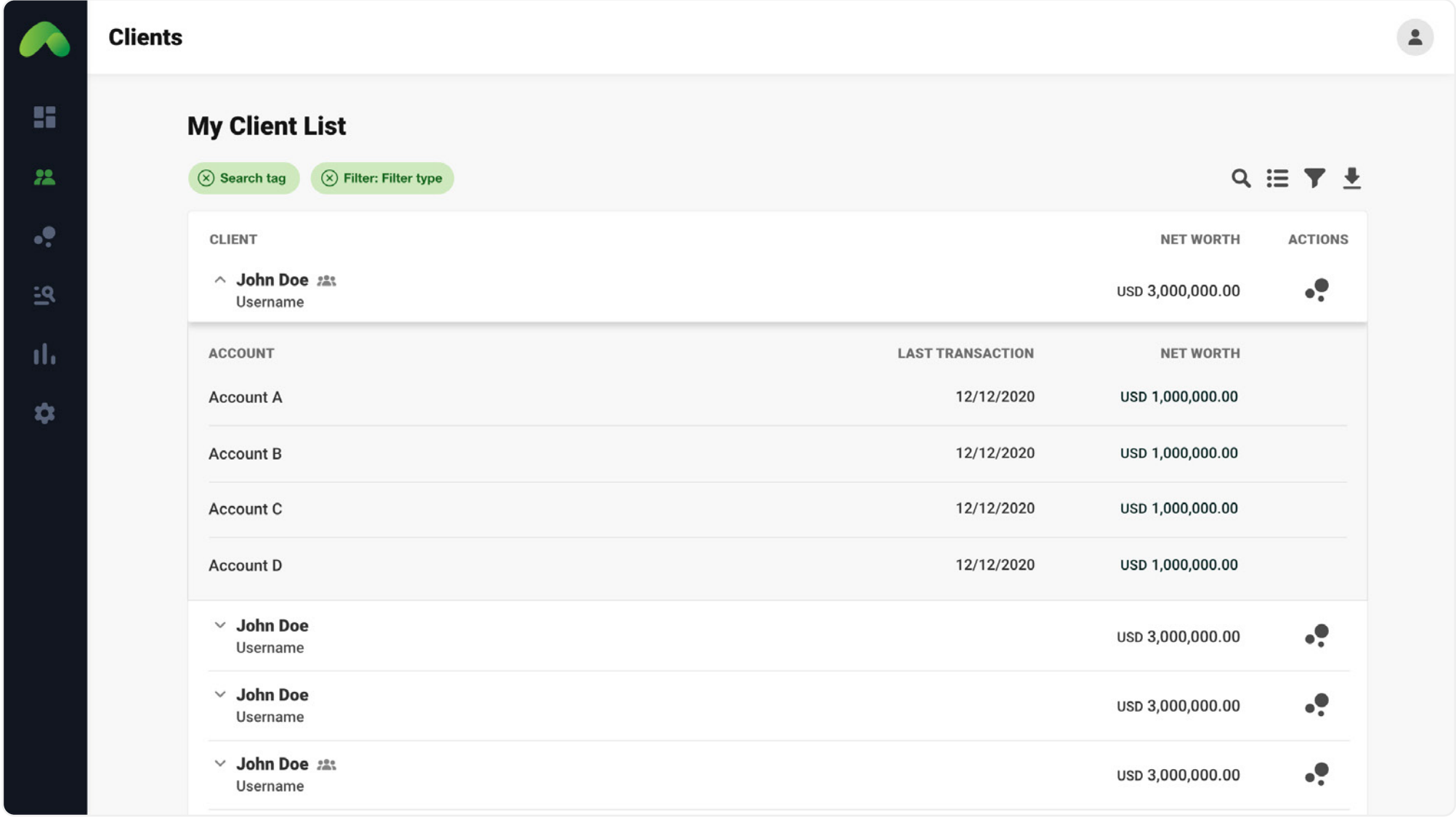
Manager Dashboard

The new dashboard was revisited, adding overview data of all clients such changes, performers and movers

Old Canopy Screen



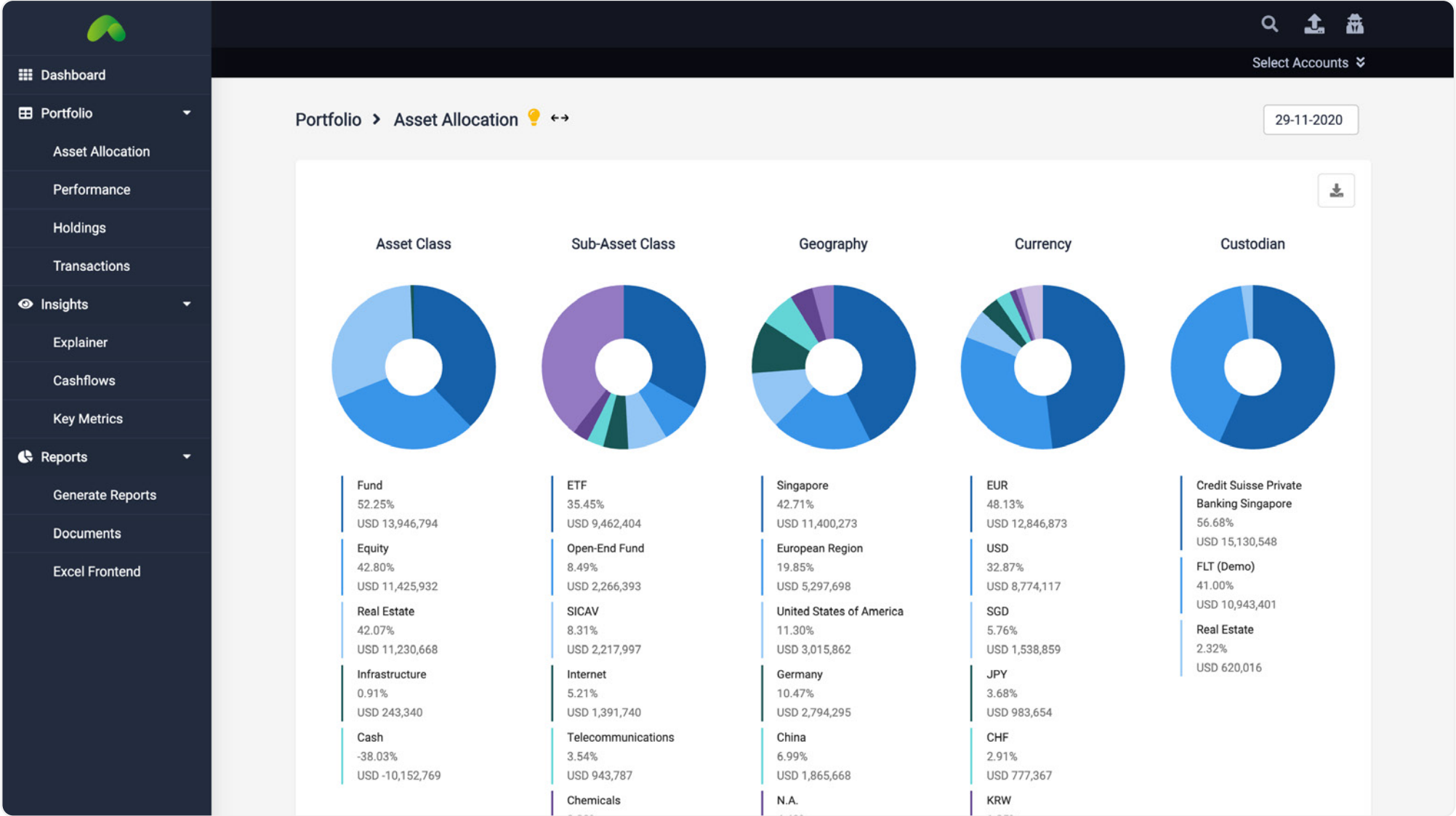
New Canopy Screen



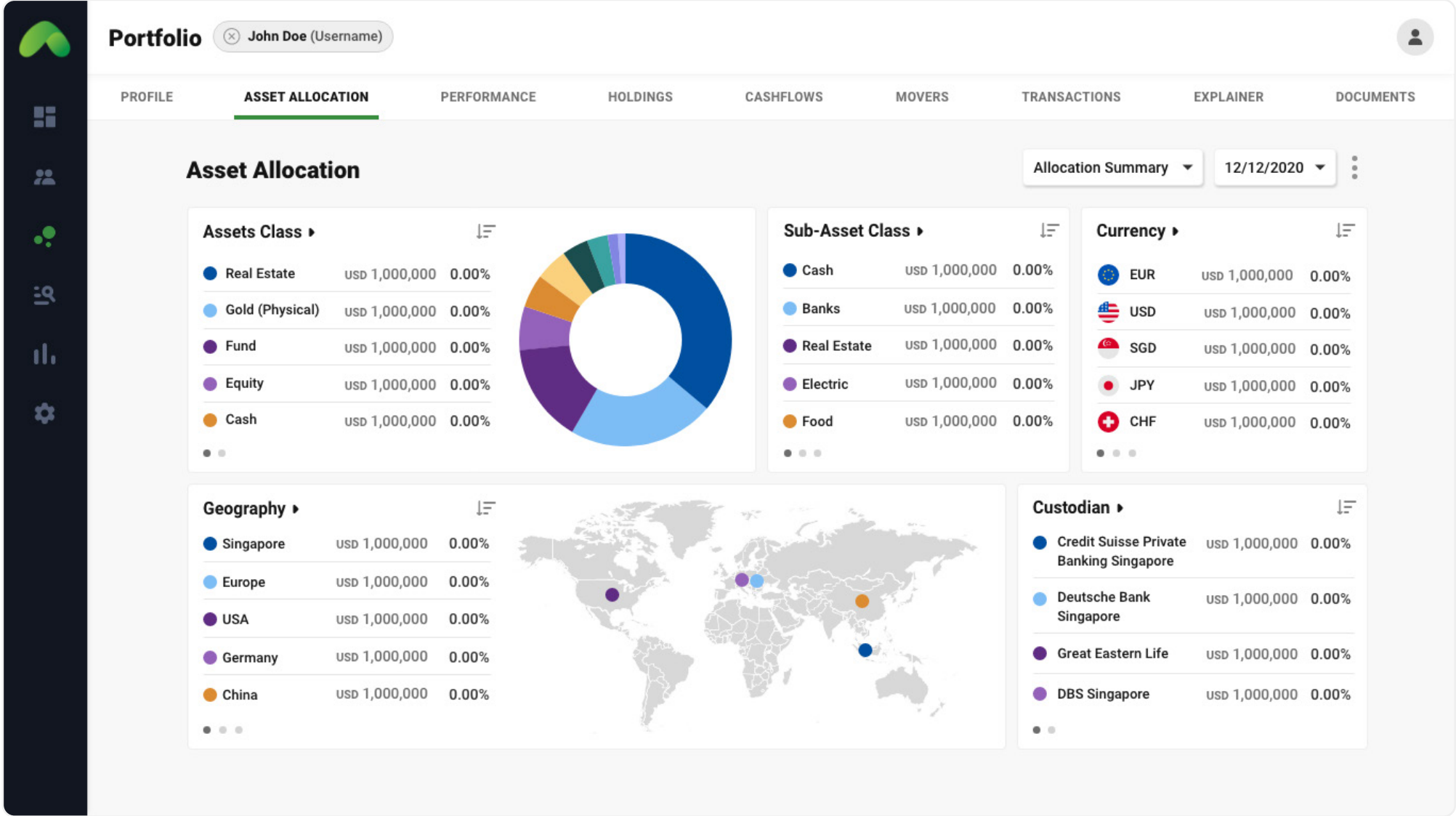
Clients list

The new client list allows users to customise and save the format of the list for users to easily toggle between usage formats

Old Canopy Screen



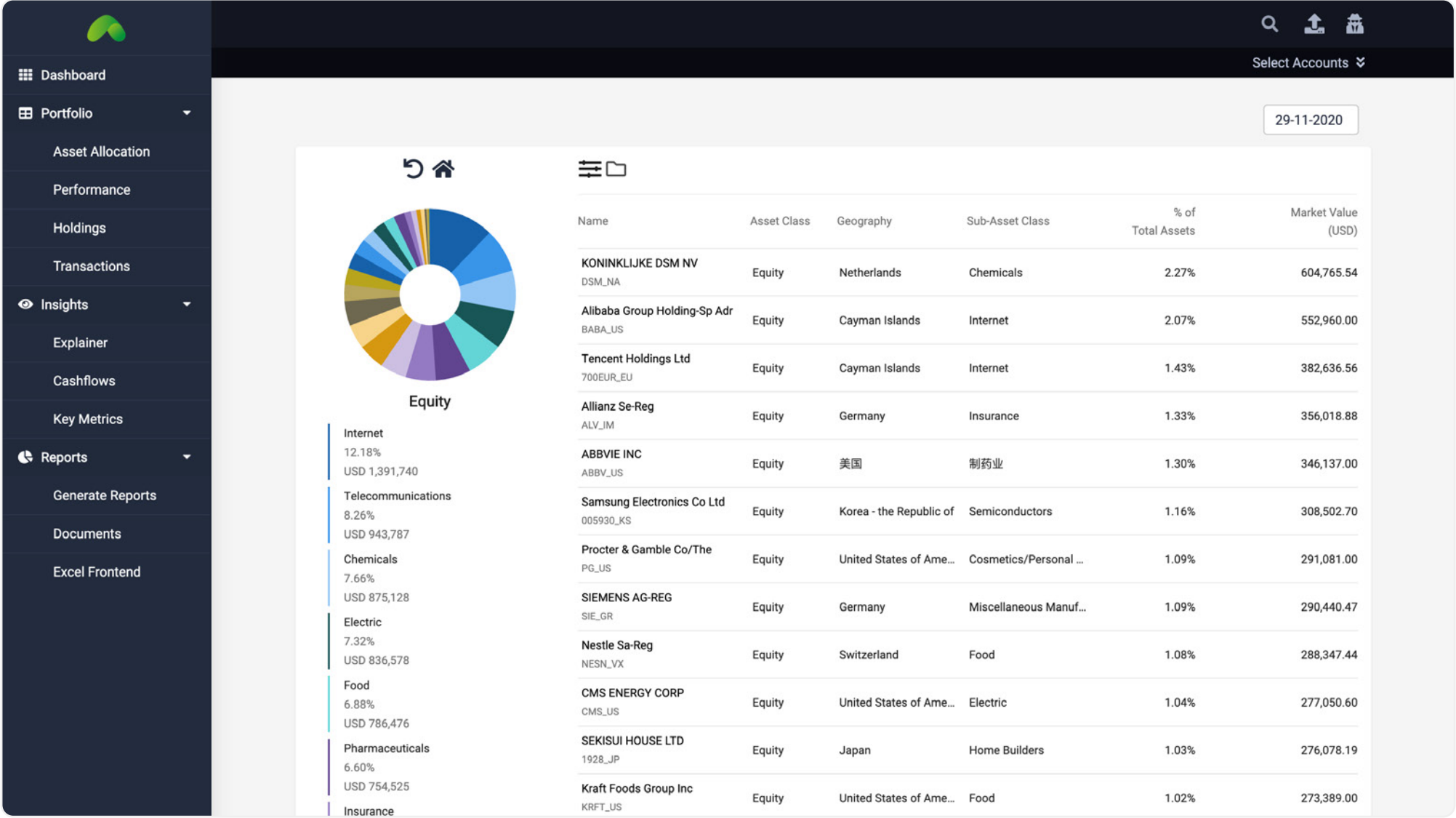
New Canopy Screen



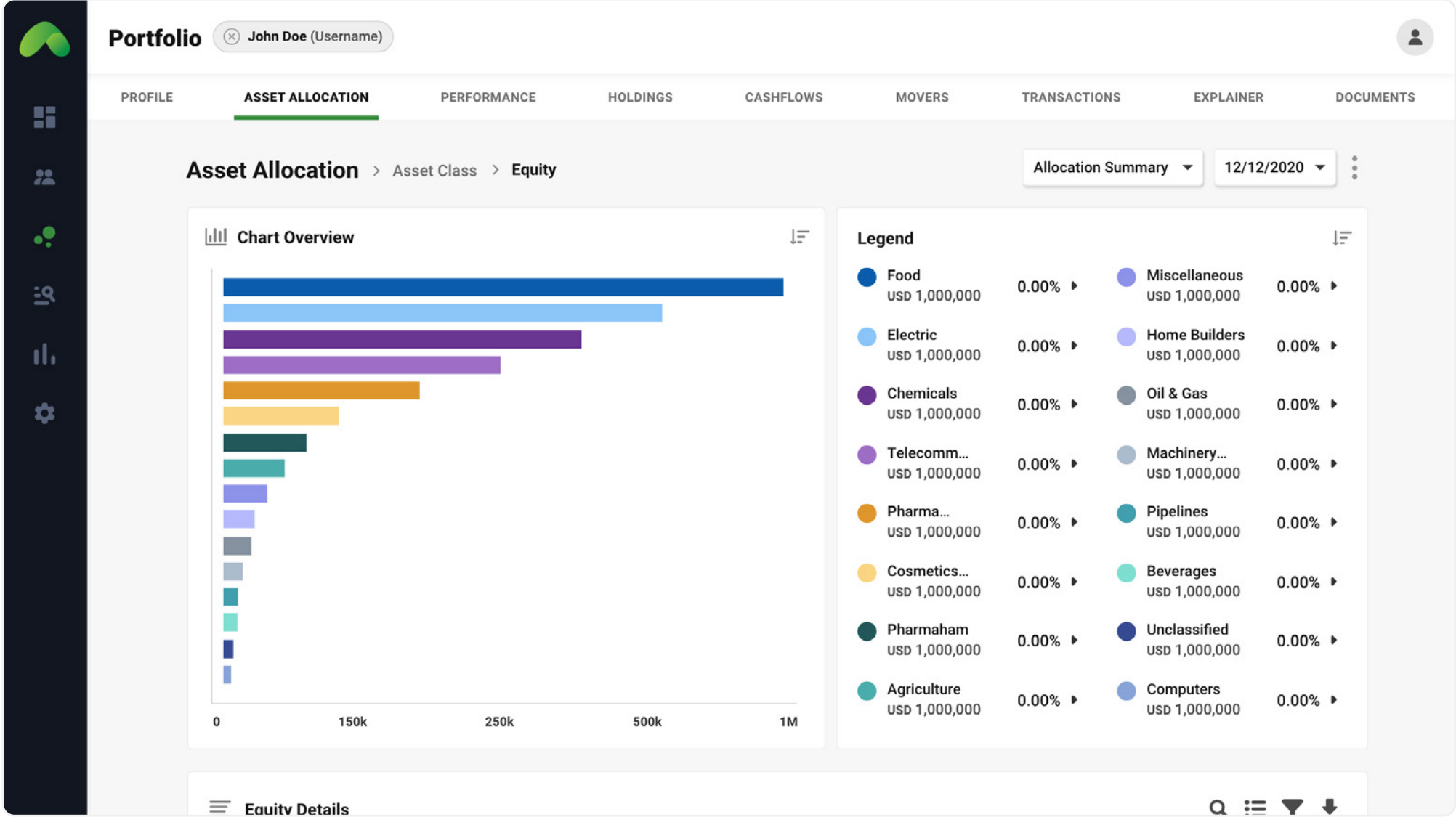
Portfolio: Asset Allocation

The new layout is much more visual, with interactive charts, maps and country icons for an overall engaging experience

Old Canopy Screen



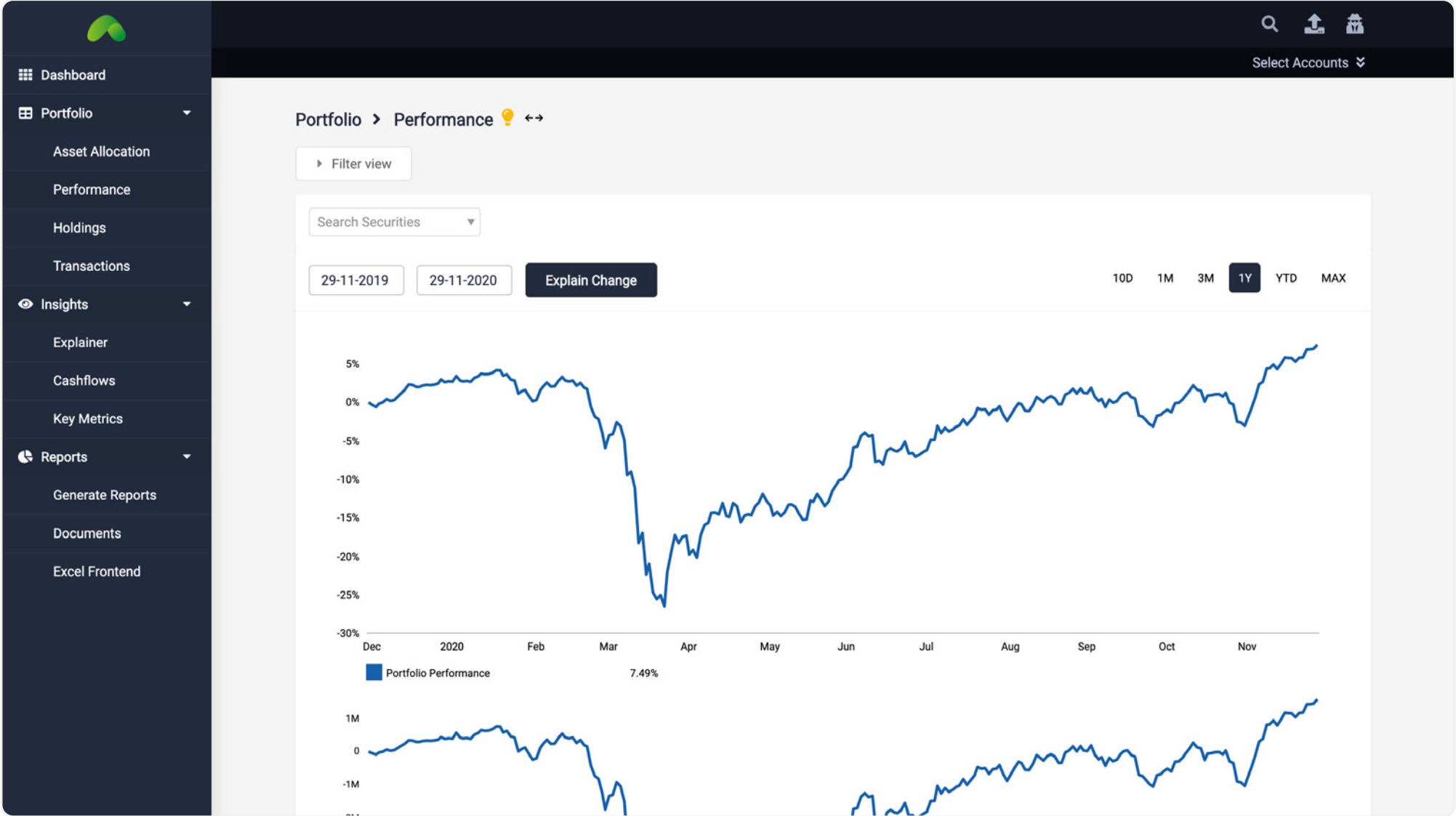
New Canopy Screen



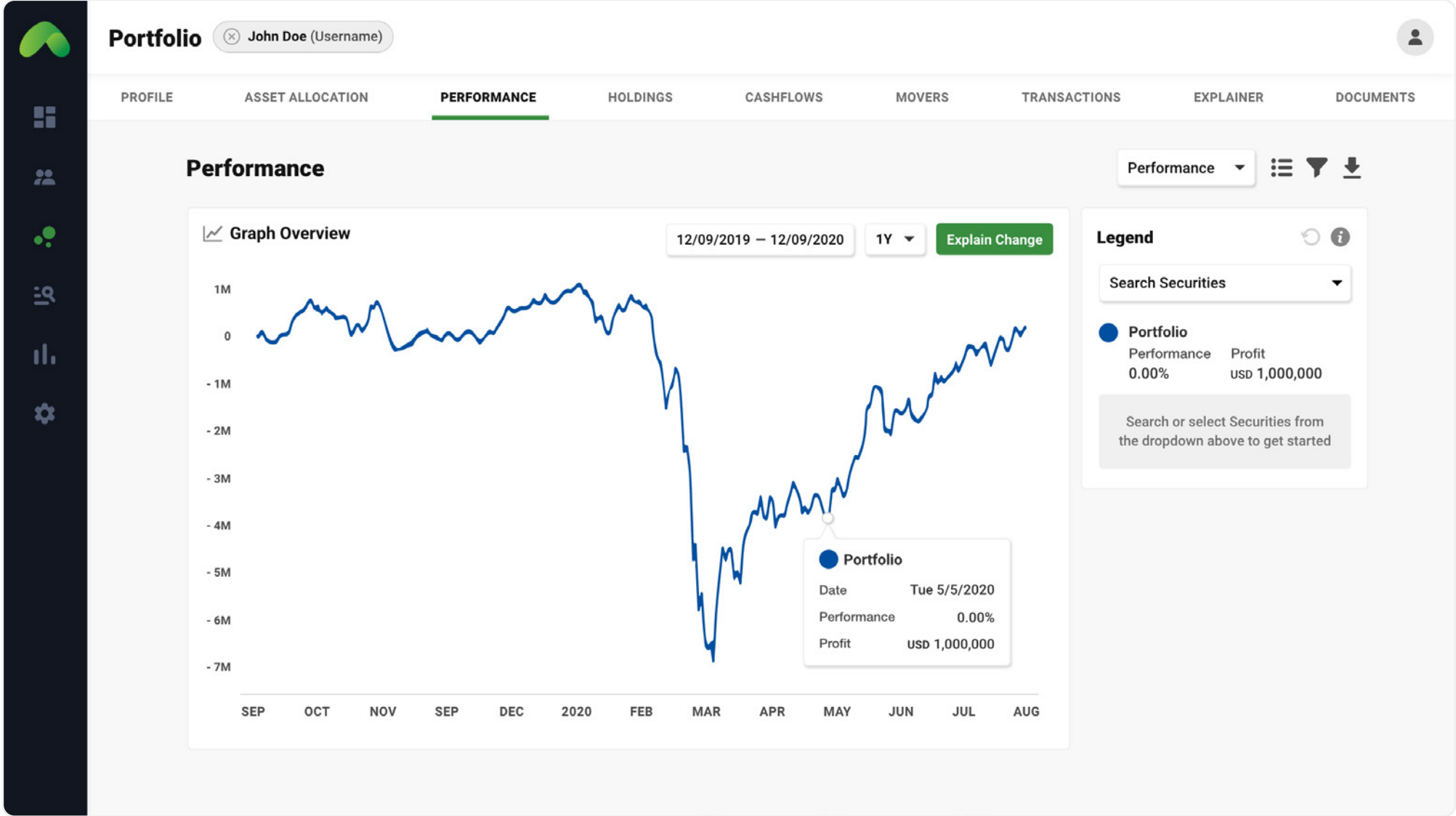
Asset Allocation: Equity

To avoid text visual fatigue, a chart format is proposed, also solving the issue of subpage navigation with breadcrumbs in the title

Old Canopy Screen



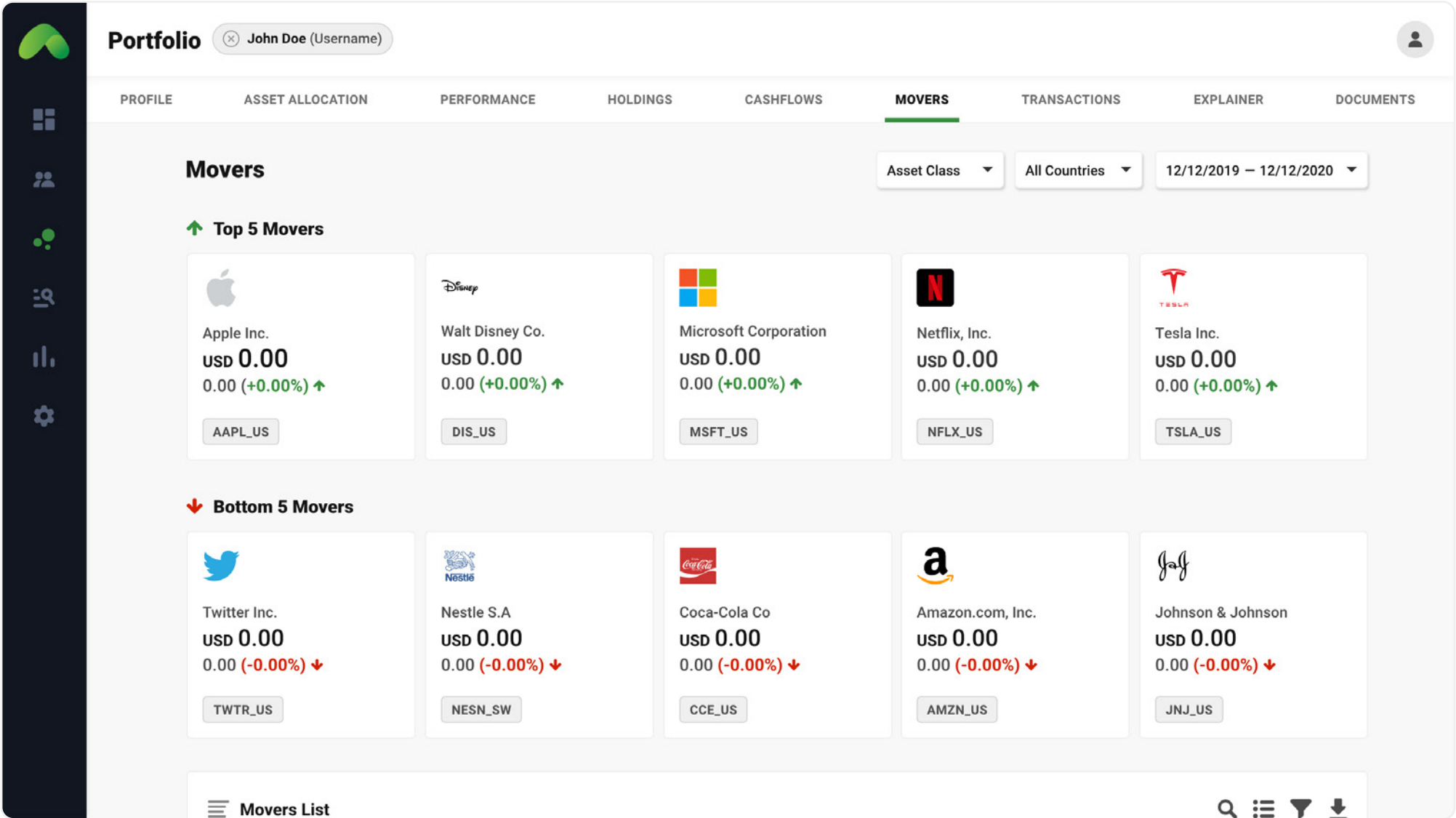
New Canopy Screen



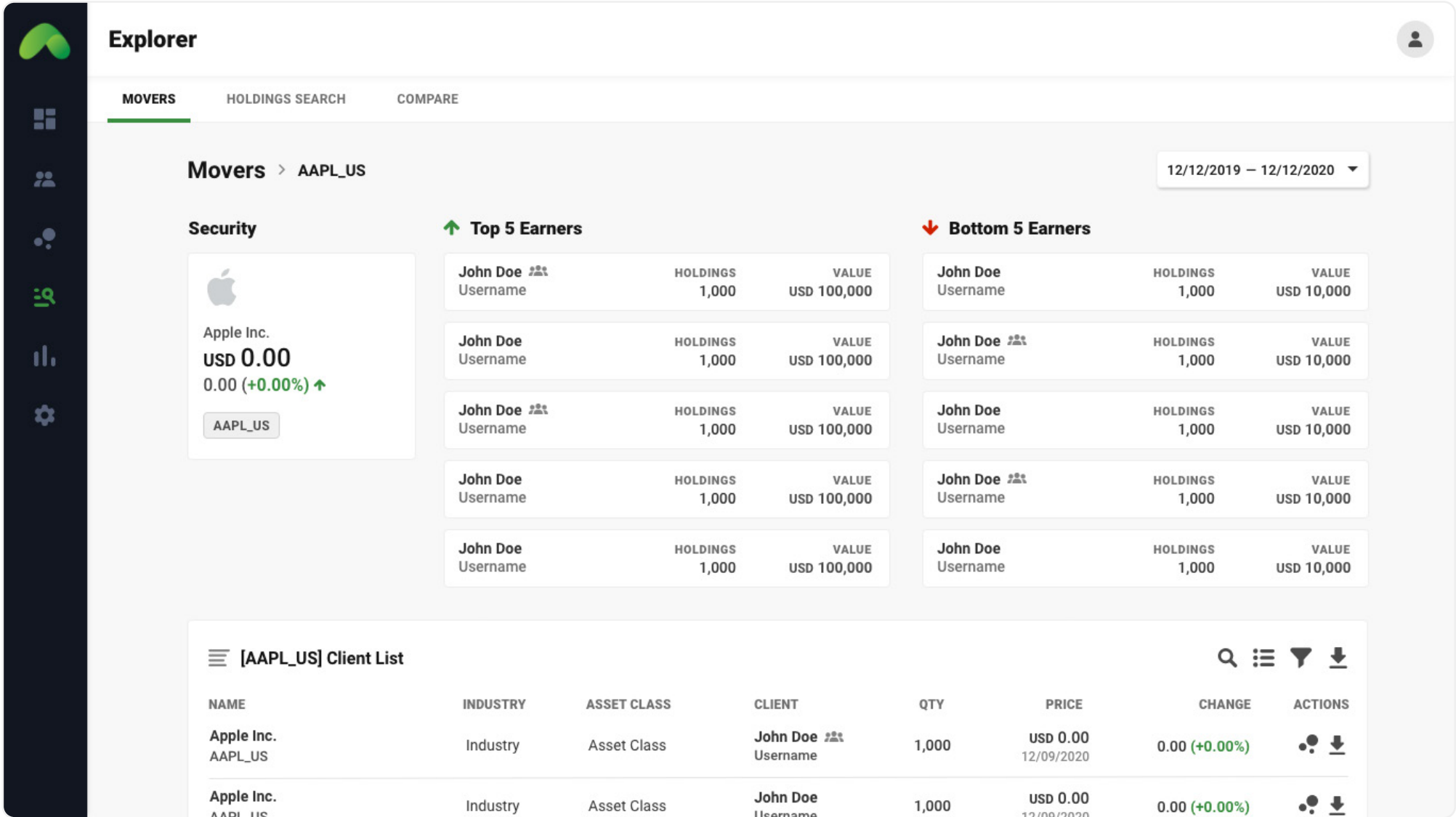
Portfolio: Performance

The initial layout has two charts and the new format combines them to eliminate confusion for the user

Portfolio: Movers



Explorer: Mover Details



Movers Feature

A new movers feature is introduced for users to view and manage movers on a single screen

alyx
twn:

Thank You For Viewing!

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