

# AI Test Results from testers.ai



The 'Banco de Chile' app's Home page presents several quality concerns. Accessibility issues, such as missing alt text for images and insufficient link context, impact users with disabilities. The presence of an outdated copyright notice and third-party tracking without explicit consent raise usability and ethical flags. Furthermore, the detection of CSP violations leading to blocked image loading, alongside a security misconfiguration, are significant security vulnerabilities that need immediate attention.

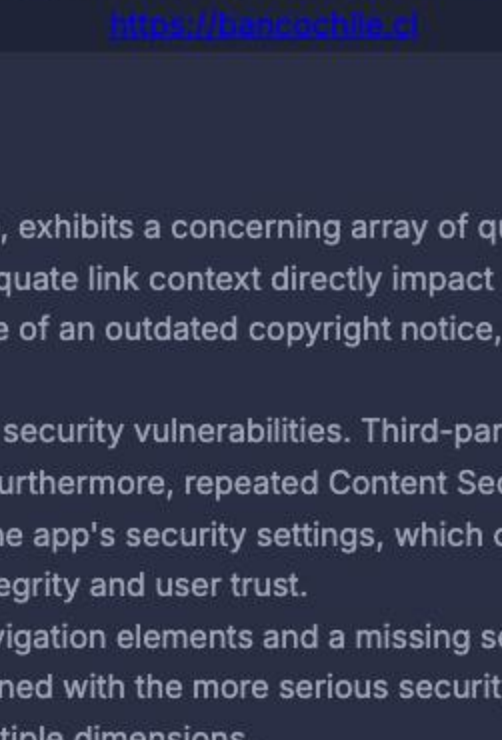
## Best Aspects

There is no user feedback so we cannot state there is any 'best' aspect of the app based on the provided data.

## Areas for Improvement

The app's worst aspects include serious accessibility violations (missing alt text, ambiguous links) and critical security misconfigurations (CSP violations, unauthorized third-party tracking).

## Quality Summary



<https://bancochile.cl>

### Detailed Analysis

The 'Banco de Chile' app, particularly its Home page, exhibits a concerning array of quality defects. A significant number of accessibility bugs related to missing alt text for images and inadequate link context directly impact usability for users with disabilities, reflecting a lack of attention to inclusive design principles. The presence of an outdated copyright notice, while seemingly minor, suggests a broader neglect of content management and maintenance. More critically, the application demonstrates serious security vulnerabilities. Third-party tracking without explicit consent is a direct violation of GDPR principles, potentially exposing user data. Furthermore, repeated Content Security Policy (CSP) violations leading to blocked image loading indicate a fundamental misconfiguration in the app's security settings, which could be exploited to inject malicious content. These shortcomings significantly compromise the app's integrity and user trust. Finally, several general bugs such as missing top navigation elements and a missing search icon detract from the app's user-friendliness and overall visual appeal. These issues, when combined with the more serious security and accessibility flaws, paint a picture of an app that requires significant quality improvements across multiple dimensions.

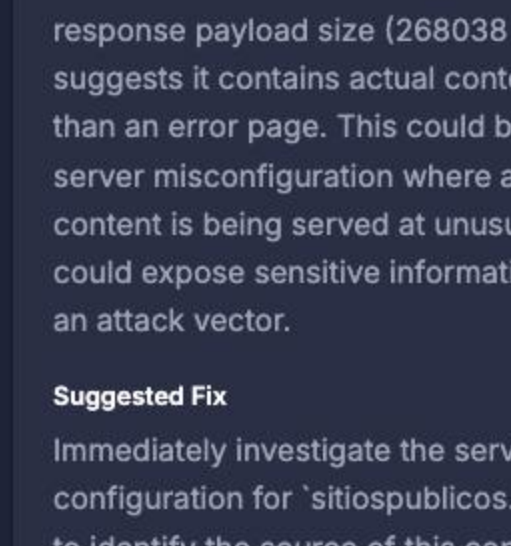
### Key Suggestions

- Conduct a thorough accessibility audit of the entire app, focusing on WCAG compliance.
- Implement a robust Content Security Policy to prevent XSS attacks and unauthorized content loading.
- Review and update the app's privacy policy to ensure transparency regarding data collection and usage.
- Implement a consent mechanism for third-party tracking to comply with GDPR.
- Establish a regular process for updating copyright notices and verifying content accuracy.

### Priority Improvements

- Implement Content Security Policy (CSP) correctly to prevent image loading blocks and mitigate potential XSS vulnerabilities.
- Ensure all images have appropriate alt text to meet WCAG accessibility standards.
- Obtain explicit user consent before enabling any third-party tracking via Google Tag Manager to comply with GDPR regulations.
- Review and update all link text to be clear and unambiguous for improved usability.
- Add visible focus indicators on all interactive elements, including carousel controls, to enhance keyboard navigation accessibility.

## Issues Found by AI Testers



HOME

**Sharon**  
API and Networking Tester

**Unexpected Content at Non-Standard URL**  
Priority: 8/10 Confidence: 8/10

general security

**Why is this a bug?**  
The URL https://sitiospublicos.bancochile.cl/mes-15-the-1r-se-y-doct-grangely-in-meet-awayward returns a 200 OK status code but the URL itself is highly irregular and nonsensical. The response payload size (268038 bytes) suggests it contains actual content, rather than an error page. This could be a sign of a server misconfiguration where arbitrary content is being served at unusual URLs. This could expose sensitive information or provide an attack vector.

**Suggested Fix**  
Immediately investigate the server configuration for 'sitiospublicos.bancochile.cl' to identify the source of this content. Implement URL validation and sanitization to prevent the serving of content from unexpected URLs. Ensure proper routing and error handling are in place.

**Why Fix This?**  
This vulnerability poses a significant security risk. The unexpected content served at this URL could be sensitive data, a backdoor into the system, or a resource that can be exploited in an attack. Addressing this issue promptly is crucial to protect the website and its users.

**Route To**  
Backend Engineer, Security Engineer

**Relevant Network Call**  
https://sitiospublicos.bancochile.cl/mes-15-the-1r-se-y-doct-grangely-in-meet-awayward

**Pete**  
Privacy and Security Tester

**Third-Party Tracking via Google Tag Manager without Explicit Consent**  
Priority: 7/10 Confidence: 8/10

GDPR Third-Party Tracking

**Why is this a bug?**  
The network logs show a request to 'https://www.googletagmanager.com/gtm.js?id=GTM-MRMSFSA'. Google Tag Manager (GTM) is a tag management system that allows the website owner to deploy and manage marketing pixels, analytics, and other third-party tracking tools. The presence of GTM without explicit user consent or a clear privacy policy explaining its usage violates GDPR and other privacy regulations. The website is collecting user data via third-party tools without proper user notification or opt-in consent.

**Suggested Fix**  
Implement a consent management platform (CMP) that explicitly asks for user consent before loading Google Tag Manager and associated tracking scripts. Clearly disclose the purpose of GTM and the types of data collected in the privacy policy.

**Why Fix This?**  
Failure to obtain proper consent for third-party tracking violates GDPR and can lead to significant fines and reputational damage.

**Route To**  
Privacy Engineer/Frontend Developer

**Relevant Network Call**  
https://www.googletagmanager.com/gtm.js?id=GTM-MRMSFSA

**Isabella**  
Usability Tester

**Missing Alt Text for Images in Slider**  
Priority: 7/10 Confidence: 9/10

WCAG Accessibility

**Why is this a bug?**  
The images within the banner sliders (specifically identified by classes 'slide\_controls\_prev', 'slide\_controls\_next', 'slide\_controls\_pause') are missing alternative text. This violates WCAG guidelines for providing text alternatives for non-text content, making the content inaccessible to screen reader users.

**Suggested Fix**  
Add descriptive alt text to the 'slide\_controls\_prev', 'slide\_controls\_next', and 'slide\_controls\_pause' images. The alt text should describe the function of each control (e.g., 'Previous Slide', 'Next Slide', 'Pause Slider').

**Why Fix This?**  
Addresses WCAG 2.0 success criterion 1.11 (Non-text Content) and improves accessibility for screen reader users by providing context for visual elements.

**Route To**  
Frontend Developer

**Sophia**  
Content Tester

**Outdated Copyright Notice**  
Priority: 7/10 Confidence: 8/10

general content

**Why is this a bug?**  
The copyright notice at the bottom of the page displays the incorrect year '© 2024 Banco de Chile', which is not current (current year: 2025). This undermines the perceived professionalism and accuracy of the website.

**Suggested Fix**  
Update the copyright notice at the bottom of the page to reflect the current year: '© 2025 Banco de Chile'

**Why Fix This?**  
Ensuring that the copyright notice reflects the current year maintains a professional image and indicates that the website is actively maintained.

**Route To**  
Front-end developer or webmaster

**Pete**  
Privacy and Security Tester

**Content Security Policy (CSP) Violation - Image Loading Blocked**  
Priority: 5/10 Confidence: 7/10

OWASP Sensitive Data Exposure

**Why is this a bug?**  
The console logs contain errors indicating that images from 'checkie.ai' are being blocked due to a Content Security Policy (CSP) violation. Specifically, the 'img-src' directive does not allow loading images from that domain. This can indicate that the website is attempting to load resources from an untrusted source, or that the CSP is not configured correctly and blocking legitimate resources, implying a lack of control over data flow and potential unintended exposure of user-related data to third-party tools/sites.

**Suggested Fix**  
Review and update the Content Security Policy to ensure that it allows loading resources from trusted sources only. If 'checkie.ai' is a legitimate resource, add it to the 'img-src' directive. Investigate why the website is attempting to load resources from a domain that is not explicitly trusted.

**Why Fix This?**  
A misconfigured CSP can lead to Cross-Site Scripting (XSS) vulnerabilities and data leakage, compromising user privacy and website security.

**Route To**  
Security Engineer/DevOps

**Alejandro**  
Accessibility Tester

**Missing Focus Indicators on Carousel Controls**  
Priority: 7/10 Confidence: 7/10

WCAG Keyboard Navigation

**Focus Indicators**

**Why is this a bug?**  
The carousel controls (identified by class names 'slide\_controls\_prev', 'slide\_controls\_next', 'slide\_controls\_pause') are likely interactive elements (as implied by their class names) but are missing visible focus indicators when navigated to via keyboard. This violates WCAG 2.4.7 Focus Visible because users navigating with a keyboard might not be able to determine which element currently has focus. This is a high confidence issue because the missing visual cue directly impacts keyboard users' ability to interact with a core element of the page.

**Suggested Fix**  
Add a clear and visible focus indicator (e.g., a high-contrast border or outline) to the carousel control elements when they receive focus.

**Why Fix This?**  
Without visible focus indicators, keyboard users cannot easily determine which carousel control is currently active, making it difficult to navigate and interact with the carousel effectively.

**Route To**  
Frontend Engineer

**Adeela**  
Mobile Responsive Tester

**Top Navigation Bar Elements Missing**  
Priority: 7/10 Confidence: 9/10

general WCAG

**Why is this a bug?**  
The top navigation bar elements (Personas, Privada, Empresas y Pyme, Nuestro Banco, Beneficios, Ayuda, Centro de Ayuda, Accesibilidad, Hazte Cliente, Banco en Línea) visible in the large browser window are completely missing in the iPhone view. This severely hinders navigation and accessibility on mobile devices.

**Suggested Fix**  
Implement a responsive navigation menu that adapts to smaller screen sizes, such as a hamburger menu that expands to show the navigation options or a bottom navigation bar with key actions.

**Why Fix This?**  
Essential navigation links are completely inaccessible in the mobile view. Missing core navigation elements breaks the user experience.

**Route To**  
Frontend Engineer

## AI Generated Functional Test Results

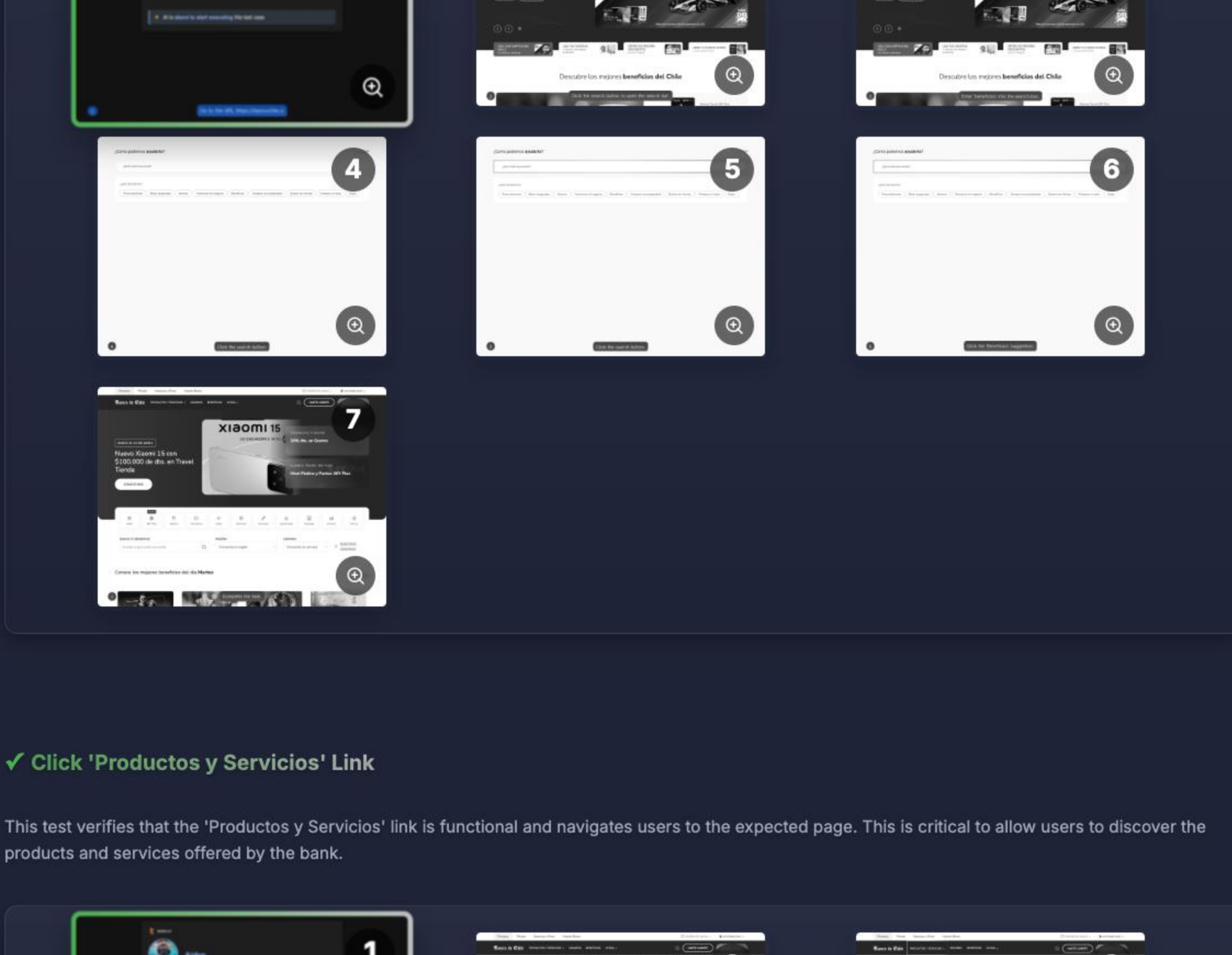
### Start Page: HOME



Aiden  
Demo\_Tests

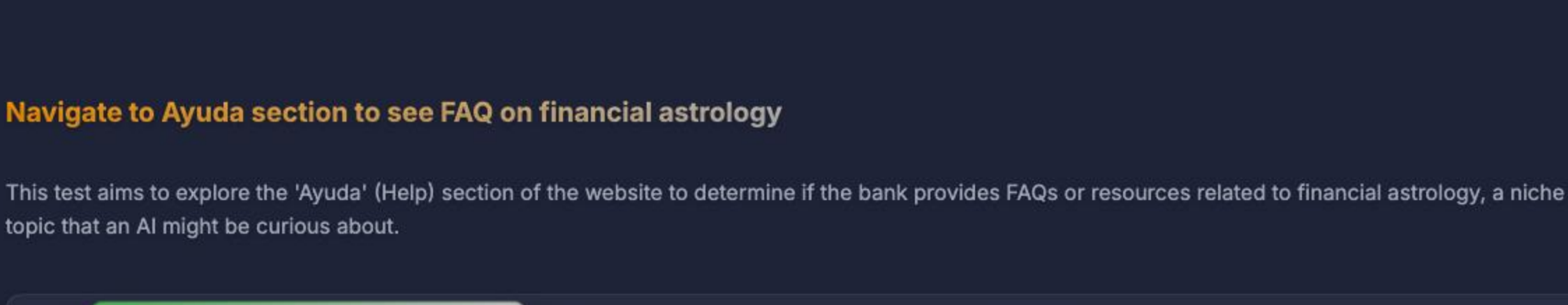
✓ Search for a valid query

This test validates the search functionality by entering a valid search term and verifying that relevant results are returned. It ensures that the search algorithm correctly matches the query with the available content. A valid query should yield results that are closely related.



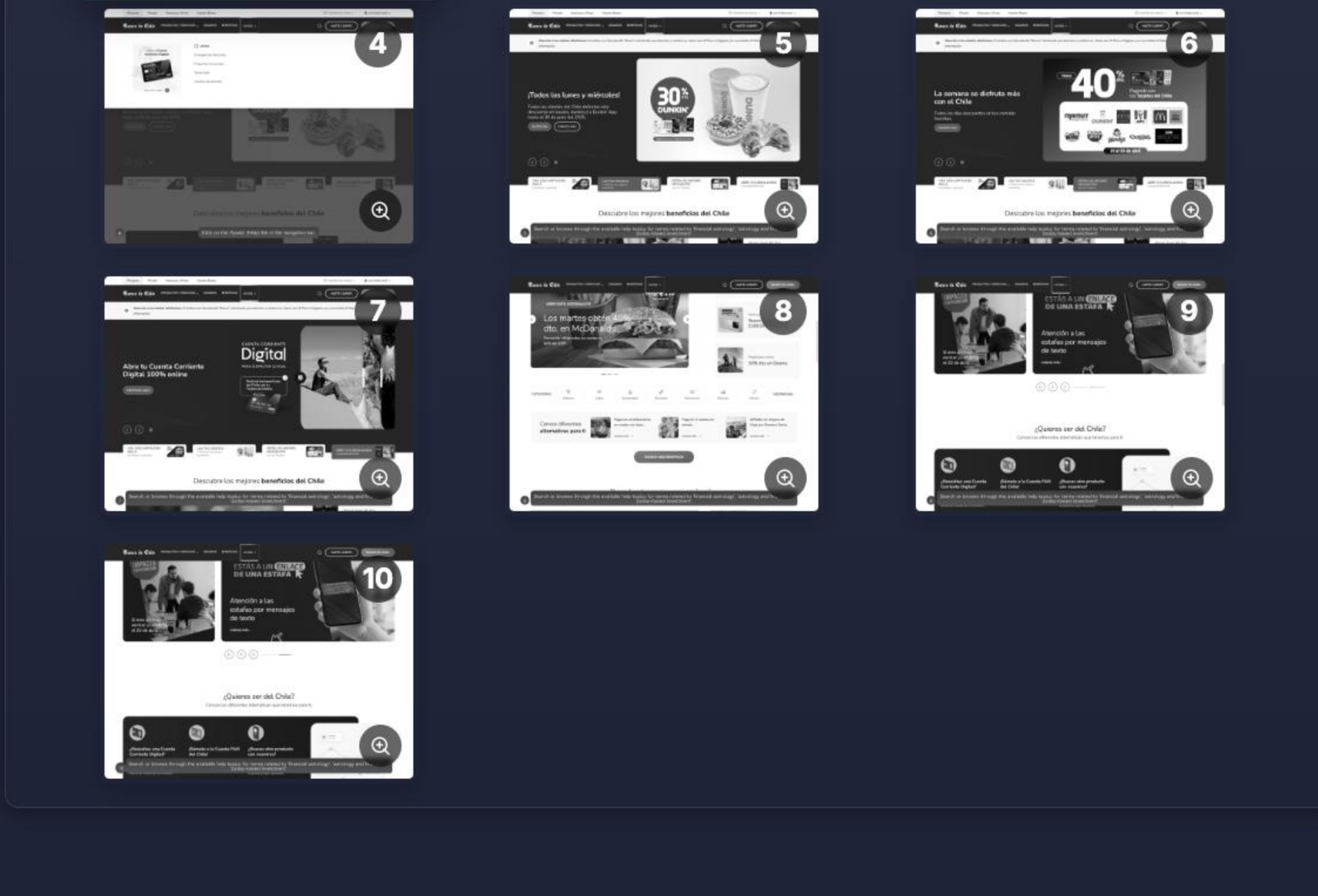
✓ Click 'Productos y Servicios' Link

This test verifies that the 'Productos y Servicios' link is functional and navigates users to the expected page. This is critical to allow users to discover the products and services offered by the bank.



Navigate to Ayuda section to see FAQ on financial astrology

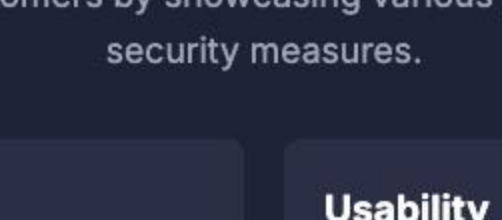
This test aims to explore the 'Ayuda' (Help) section of the website to determine if the bank provides FAQs or resources related to financial astrology, a niche topic that an AI might be curious about.



## User Persona Feedback Summary



HOME



The webpage serves as the main landing page for Banco de Chile, aiming to attract and serve both existing and potential customers by showcasing various products, services, and security measures.

Overall Score	Visual Design	Usability	Content Quality
★★★★★	★★★★☆	★★★★☆	★★★★★
The website provides a decent overview of Banco de Chile's offerings. However, the design could be modernized, and the navigation streamlined, and the content better tailored to different user segments. Accessibility should also be improved.	The visual design is a bit dated. Some of the images could be more modern and the overall layout feels overcrowded.	The site is generally usable, but the amount of information presented can be overwhelming. Streamlining the navigation and making it easier to find specific information would enhance the user experience.	The content is comprehensive, covering a wide range of products, services, and benefits. However, it could be better organized and tailored to different user segments.

### Individual User Persona Feedback

<p><b>Elena Rodriguez, 35</b></p> <p>Persona: Elena is a busy professional working as a marketing manager. She's married with two young children and needs convenient banking solutions to manage her finances effectively.</p> <p><b>Overall Rating</b> ★★★★★</p> <p><i>As a busy mom, I need a website that's quick and easy to use. I like the promotions, but the site looks a bit cluttered. I want to easily check my balance and find the best credit card for family travel.</i></p> <p><b>Actions Performed</b></p> <ul style="list-style-type: none"> <li>Explore credit card options</li> <li>Check account balance and transactions</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>Clearer sections for different user needs.</li> <li>A mobile app for convenient quick banking.</li> </ul>	<p><b>Rajesh Patel, 60</b></p> <p>Persona: Rajesh is a retired engineer who manages his investments and savings carefully. He values security and clear information about banking products.</p> <p><b>Overall Rating</b> ★★★★★</p> <p><i>I'm looking for straightforward information on investments and security. The website has a lot, but it's not easy to navigate. I want to know my money is safe.</i></p> <p><b>Actions Performed</b></p> <ul style="list-style-type: none"> <li>Review investment options</li> <li>Check the security measures</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>Simplified site map for investments.</li> <li>Dedicated security information section.</li> </ul>	<p><b>Ava Sharma, 28</b></p> <p>Persona: Ava is a tech-savvy young professional working in software development. She's always on the lookout for innovative and user-friendly digital banking solutions.</p> <p><b>Overall Rating</b> ★★★★★</p> <p><i>I'm pretty impressed with the online banking options. I want the app to be easy to use. The benefits and offers are appealing if they're actually useful.</i></p> <p><b>Actions Performed</b></p> <ul style="list-style-type: none"> <li>Check out the mobile app features</li> <li>Explore new digital products</li> </ul> <p><b>Suggestions</b></p> <ul style="list-style-type: none"> <li>Add integration with more payment platforms.</li> <li>Show the security implementations of the app.</li> </ul>
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