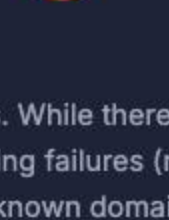


AI Test Results from testers.ai



The 'Chime' app's HOME page shows several issues. While there's no user input feedback provided, the bug data reveals significant problems. Network resource loading failures (net::ERR_NAME_NOT_RESOLVED) impact performance. Multiple failed network requests to unknown domains, suggesting misconfigured analytics or tracking mechanisms, a direct violation of GDPR principles if proper disclosure and consent aren't managed. Further exacerbating the issues are accessibility problems. The missing main navigation bar items in mobile view, coupled with the incorrect footer scaling and layout, limits the app's usability for individuals with disabilities. The focus issues on the 'Skip to main content' link compound these concerns, making keyboard navigation difficult. In addition, the presence of an outdated jQuery library opens the door for security vulnerabilities and negatively impacts maintainability. Even minor issues, such as the misspelling of 'goodbye', reflect a lack of attention to detail.

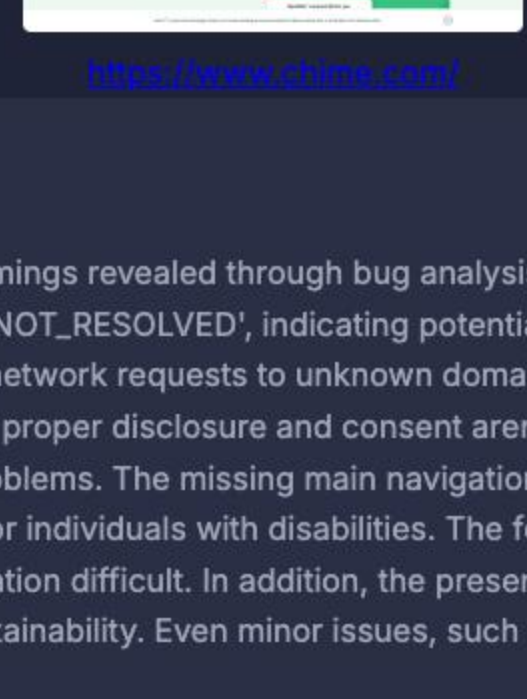
Best Aspects

While the bug list is long, the 'Chime' app's ability to "function" as a utility app at all, despite these errors, suggests a solid foundation that can be built upon. It is not crashing or throwing exceptions, which is a sign of a basic, albeit flawed, level of design.

Areas for Improvement

The high number of critical issues including network failures, security vulnerabilities due to the outdated jQuery library, accessibility violations, and potential GDPR compliance failures. These are significant issues that negatively impact the user experience and legal compliance.

Quality Summary



<https://www.chime.com>

Detailed Analysis

The 'Chime' app's HOME page has notable shortcomings revealed through bug analysis. Performance is immediately impacted by multiple failed resource loads, specifically 'net::ERR_NAME_NOT_RESOLVED', indicating potential infrastructure or configuration issues. Privacy and data protection concerns arise from multiple failed network requests to unknown domains, suggesting misconfigured analytics or tracking mechanisms, a direct violation of GDPR principles if proper disclosure and consent aren't managed. Further exacerbating the issues are accessibility problems. The missing main navigation bar items in mobile view, coupled with the incorrect footer scaling and layout, limits the app's usability for individuals with disabilities. The focus issues on the 'Skip to main content' link compound these concerns, making keyboard navigation difficult. In addition, the presence of an outdated jQuery library opens the door for security vulnerabilities and negatively impacts maintainability. Even minor issues, such as the misspelling of 'goodbye', reflect a lack of attention to detail.

Key Suggestions

- Prioritize fixing the network resource loading failures to improve the performance and user experience.
- Conduct a comprehensive audit of all third-party libraries and dependencies, and update or replace them to address security vulnerabilities.
- Implement accessibility best practices to ensure the app is usable by individuals with disabilities.
- Review and update the app's privacy policy and user consent mechanisms to comply with GDPR regulations.
- Implement automated testing to catch regressions and prevent future issues.

Priority Improvements

1. Resolve all 'net::ERR_NAME_NOT_RESOLVED' errors by identifying and fixing the root cause of DNS resolution failures for the affected resources (check DNS configurations, CDN settings, and resource availability).
2. Audit and reconfigure all third-party analytics and tracking integrations to ensure full GDPR compliance, including clear disclosure of data collection practices and explicit user consent mechanisms. Remove or replace any tracking services that cannot be made compliant.
3. Update the jQuery library to the latest stable version to address known security vulnerabilities and improve overall application security.
4. Implement and test the missing main navigation bar items in the mobile view to ensure accessibility on smaller screens.
5. Fix the incorrect footer scaling and layout issues to maintain a consistent user experience across different devices.
6. Ensure the "Skip to main content" link is always visible on focus and provides a clear visual indicator for keyboard navigation.
7. Correct the misspelling of 'goodbye' to improve the app's overall polish and credibility.

Issues Found by AI Testers



HOME

Adela
Mobile Responsive Tester

Missing Main Navigation Bar Items in Mobile View

Priority: 8/10 Confidence: 9/10

general WCAG

Why is this a bug?
The navigation bar items (Online Banking, Manage Money, Who We Are, For Employers, Log In) present in the desktop view are completely missing in the mobile view. This makes it difficult for mobile users to navigate the website and access key sections, especially users relying on assistive technologies.

Suggested Fix
Implement a functional mobile navigation menu, such as a hamburger menu, to provide access to the main navigation items. Ensure the menu is accessible and easy to use on touch devices.

Why Fix This?
This is critical for mobile users to access all the website's sections and information, which is essential for a positive user experience and accessibility compliance.

Route To
Front-end Engineer

Relevant Network Call
None

Sophia
Content Tester

Misspelling of 'goodbye'

Priority: 7/10 Confidence: 9/10

Spelling and Grammar Errors

Why is this a bug?
The word 'goodbye' is clearly a misspelling of 'goodbye!'. This detracts from the professionalism of the website.

Suggested Fix
Correct the spelling to 'goodbye!'.

Why Fix This?
Correcting the misspelling will improve the website's credibility and user experience.

Route To
Frontend developer

Jason
AI Tester

Multiple Failed Resource Loads (net::ERR_NAME_NOT_RESOLVED)

Priority: 7/10 Confidence: 8/10

network performance

Why is this a bug?
This 'Failed to load resource: net::ERR_NAME_NOT_RESOLVED' errors indicate that the application is unable to resolve the hostnames of the resources it is trying to load. This can be due to network connectivity issues, DNS problems, or incorrect resource paths in the application code. The sheer number of these errors suggests a systemic issue rather than an isolated incident.

Suggested Fix
1. Investigate network connectivity and DNS resolution from the client-side environment. 2. Verify that the resource paths in the application code are correct and accessible. 3. Implement error handling to gracefully handle resource loading failures and prevent cascading errors.

Why Fix This?
Users may experience incomplete or broken functionality if required resources cannot be loaded. This can lead to a poor user experience and potentially prevent users from completing their tasks.

Route To
Frontend Engineer, Backend Engineer, DevOps Engineer

Pete
Privacy and Security Tester

Multiple Failed Network Requests to Unknown Domains Suggesting Misconfigured Analytics or Tracking

Priority: 7/10 Confidence: 8/10

GDPR Data Collection Transparency Third-Party Tracking

Why is this a bug?
The console logs show numerous 'Failed to load resource: net::ERR_NAME_NOT_RESOLVED' errors. This typically indicates attempts to load resources from domains that are either no longer active or are being blocked. Since these are numerous, and several occur after 'tags.chime.com tag loaded', and others are related to deprecated analytics calls, it suggests potential issues with analytics tracking or a misconfigured consent management platform, resulting in attempted calls to blocked third-party trackers. This implies a lack of transparency about what data "is" being attempted to be gathered.

Suggested Fix
Investigate the root cause of the failed network requests. Remove or update any outdated or broken analytics/tracking integrations. Ensure the consent management platform is correctly configured to block requests to unauthorized domains until consent is given.

Why Fix This?
Attempting to load resources from blocked or non-existent domains degrades performance and may expose users to privacy risks if the intended trackers were malicious. It also suggests a potential disregard for user consent preferences.

Route To
Privacy Engineer, Front-End Developer

Sharon
API and Networking Tester

Outdated jQuery Library

Priority: 7/10 Confidence: 8/10

Security Third-Party Library

Why is this a bug?
The website is loading 'jquery.min.js?ver=1.451.0' and 'jquery-migrate.min.js?ver=1.451.0'. While the version number might be custom, the inclusion of 'jquery-migrate.min.js' often indicates compatibility support for older jQuery versions. Using outdated jQuery versions introduces known security vulnerabilities that could be exploited. The 'project-sscms-2025-04-11T22-35-36' directory name suggests this has not been updated recently.

Suggested Fix
Investigate the actual version of jQuery being used. If it is indeed an outdated version, update to the latest stable release to patch known security vulnerabilities. Consider removing 'jquery-migrate.min.js' if it's no longer necessary.

Why Fix This?
Using outdated libraries exposes the website to security vulnerabilities, potentially leading to data breaches or other malicious activities. Updating to the latest version ensures that security patches are applied.

Route To
Frontend Engineer / Security Engineer

Relevant Network Call
<https://www.chime.com/wp-includes/js/jquery/jquery.min.js?ver=1.451.0>

Pete
Privacy and Security Tester

Use of OneTrust Implies Cookie Consent Management, Verification Needed

Priority: 5/10 Confidence: 6/10

GDPR User Consent Management

Why is this a bug?
The presence of 'otAutoBlock.js' and 'otSDKStub.js' in the network requests indicates the use of OneTrust, a popular cookie consent management platform. However, it's crucial to verify that OneTrust is correctly configured to block cookies and tracking scripts "before" user consent is obtained, as required by GDPR. If cookies are being set before consent, this is a violation.

Suggested Fix
Audit the OneTrust configuration to ensure that all cookies and tracking scripts are blocked by default and only enabled after explicit user consent. Use browser developer tools to inspect cookies and network requests before and after consent is given.

Why Fix This?
Incorrectly configured cookie consent management can lead to GDPR fines and legal repercussions.

Route To
Privacy Engineer, Front-End Developer

Relevant Network Call
<https://www.chime.com/wp-content/uploads/OneTrust/consent/147f98af-3443-4898-9795-39ad5e74168/otAutoBlock.js>, <https://www.chime.com/wp-content/uploads/OneTrust/script/otSdkStub.js>

Alejandro
Accessibility Tester

Missing Focus Indicator on Skip Navigation Link

Priority: 7/10 Confidence: 8/10

WCAG Keyboard Navigation Focus Indicators

Why is this a bug?
The 'Skip to main content' link has the class 'screen-reader-text', suggesting it is intended to be visually hidden and only revealed on focus. If there is no visible focus indicator when this link receives focus (e.g., by pressing tab), keyboard users may not be aware that the link has focus, and they will not be able to skip to the main content effectively. This violates WCAG 2.4.7 Focus Visible.

Suggested Fix
Ensure that the 'Skip to main content' link has a clearly visible focus indicator when it receives focus.

Why Fix This?
Without a visible focus indicator, keyboard users might not be able to effectively bypass the navigation and access the main content, leading to a poor user experience.

Route To
Front-end Engineer

Aisha
Tester for Missing Aspects

"Skip to main content" link not always visible on focus

Priority: 7/10 Confidence: 8/10

WCAG Accessibility

Why is this a bug?
The "Skip to main content" link is present, but may not be visually apparent or consistently focused when navigating with a keyboard. This hinders keyboard-only users and screen reader users from quickly bypassing the navigation and accessing the main content.

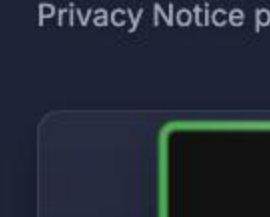
Suggested Fix
Ensure the "Skip to main content" link is visually apparent when it receives focus. Consider using CSS to ensure the link is always visible when focused (e.g., using 'outline' or a background color change). Verify it correctly moves focus to the main content area.

Why Fix This?
This ensures accessibility for keyboard and screen reader users, allowing them to bypass navigation and quickly access the main content, fulfilling WCAG 2.4.1 (Bypass Blocks) requirements.

Route To
Front-end Engineer

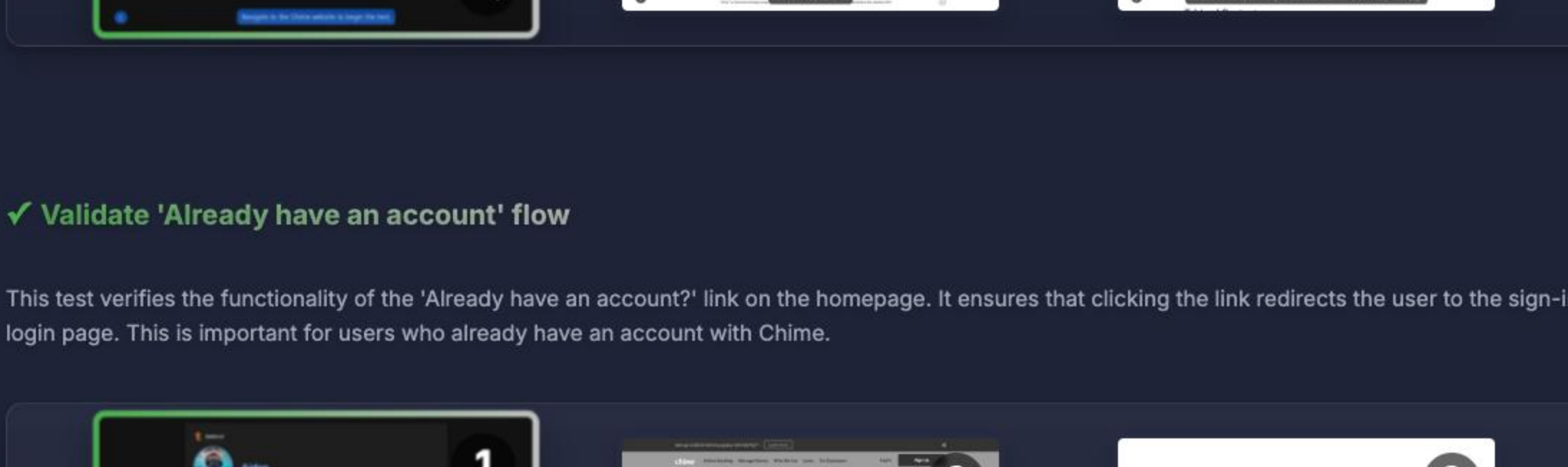
AI Generated Functional Test Results

Start Page: HOME



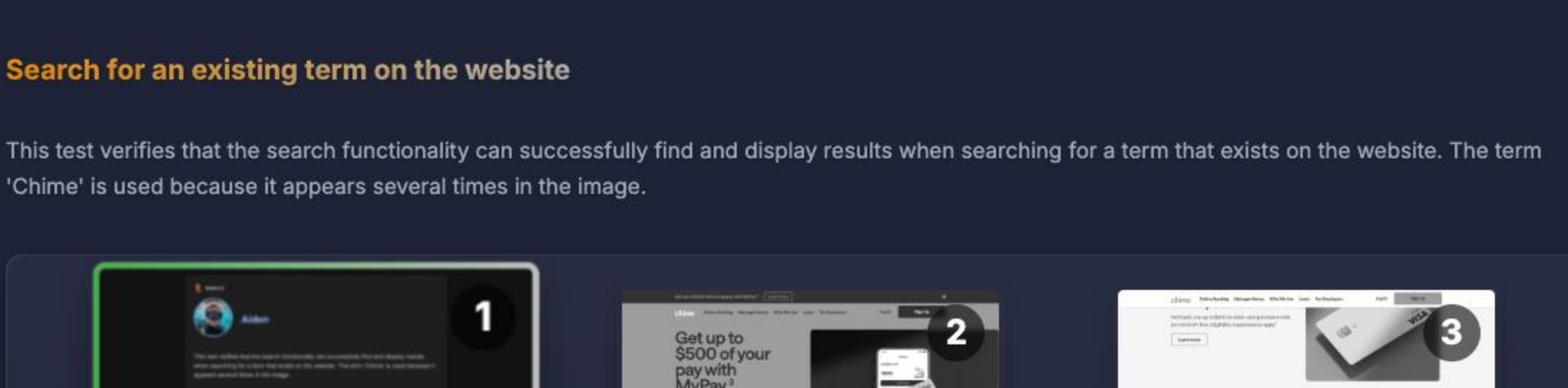
Validate Terms of Service and Privacy Notice

This test verifies that the 'Learn how we collect and use your information by visiting our Privacy Notice' link functions as expected, directing users to the Privacy Notice page. This ensures transparency and compliance with privacy regulations.



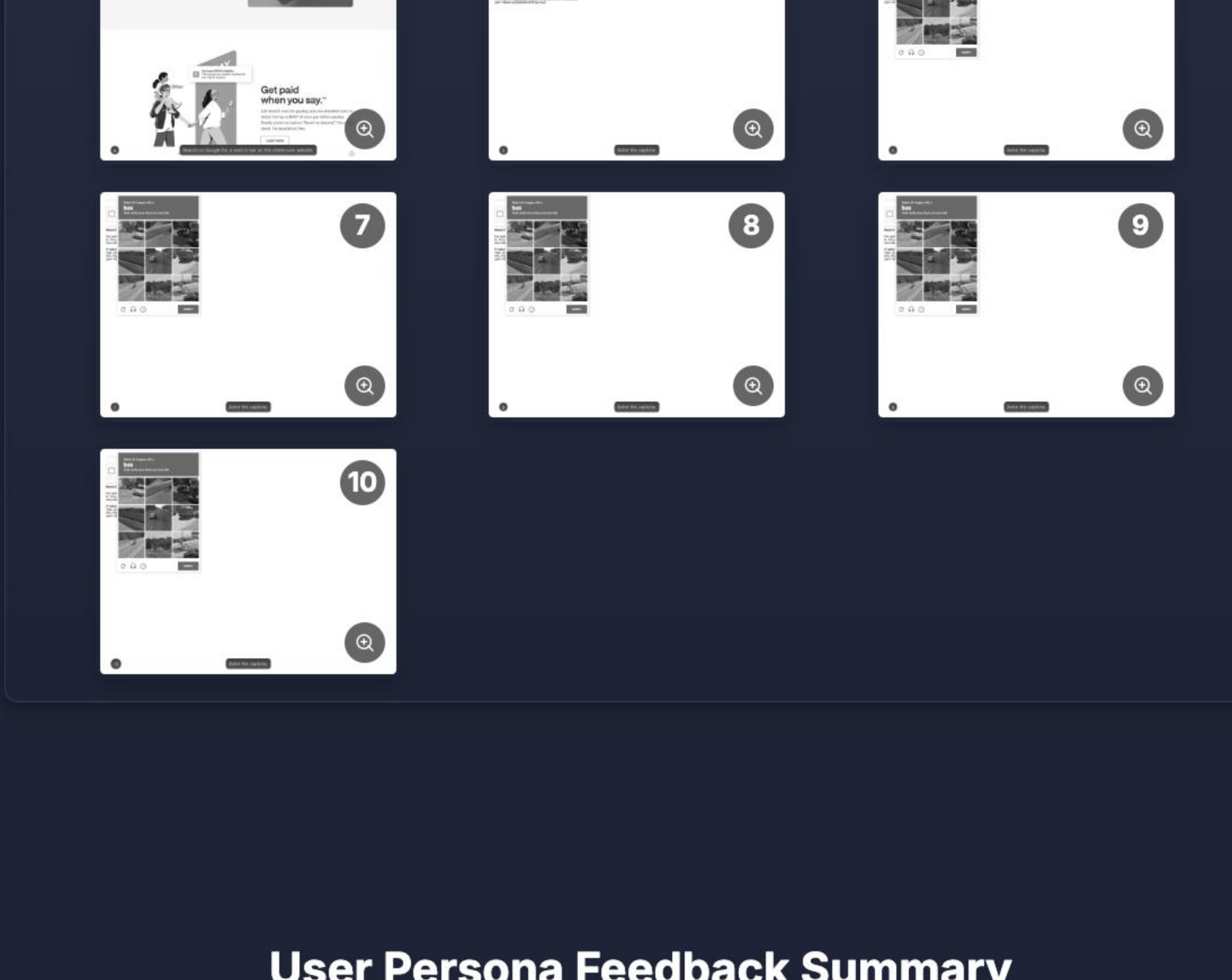
Validate 'Already have an account?' flow

This test verifies the functionality of the 'Already have an account?' link on the homepage. It ensures that clicking the link redirects the user to the sign-in or login page. This is important for users who already have an account with Chime.

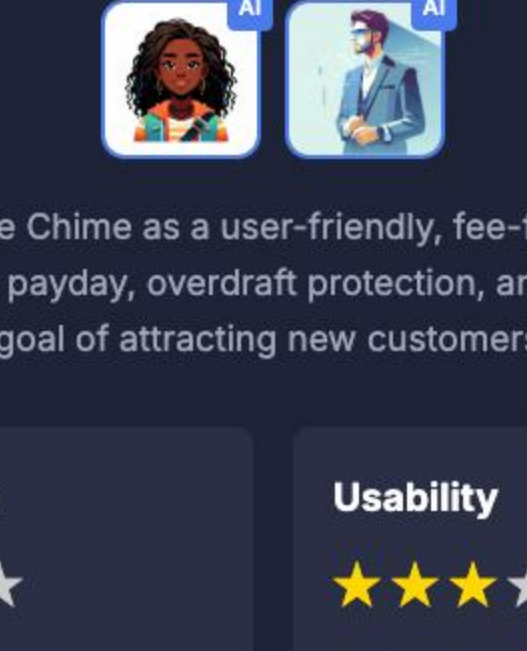


Search for an existing term on the website

This test verifies that the search functionality can successfully find and display results when searching for a term that exists on the website. The term 'Chime' is used because it appears several times in the image.



User Persona Feedback Summary



The webpage aims to promote Chime as a user-friendly, fee-free online banking alternative, highlighting features like early payday, overdraft protection, and credit building tools, with the goal of attracting new customers.

<p>Overall Score</p> <p>★★★★★</p> <p>The Chime website is visually appealing and emphasizes its benefits like no monthly fees and early access to paychecks. Some potential users may be wary about the 'fintech, not a bank' disclaimer and crave additional reassurance about security and regulatory compliance. While usability is generally good, simplifying navigation and adding more direct comparisons to traditional banks could enhance the user experience. Accessibility is decent but could use additional work.</p>	<p>Visual Design</p> <p>★★★★★</p> <p>The visual style is very modern and clean. It definitely appeals to a younger demographic.</p>	<p>Usability</p> <p>★★★★★</p> <p>The site is easy to use. I didn't have any problems with the site, but I'm very technical.</p>	<p>Content Quality</p> <p>★★★★★</p> <p>The content is well-written and easy to understand, however, it seems that some of the claims are dubious.</p>
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Individual User Persona Feedback

Aisha Jackson, 25

Persona: Aisha is a recent college graduate working as a barista while paying off student loans. She's looking for a convenient and affordable banking solution to manage her finances better.

Overall Rating

★★★★★

I'm really drawn to the idea of no monthly fees and getting my paycheck early! I just wish there was more info about how Chime protects my money, because I'm still nervous about it not being a 'real' bank.

Actions Performed

- Sign up for a Checking Account
- Explore MyPay and Get Paid Early features

Suggestions

- Add a security FAQ section.
- Include real user stories.
- Create a comparison chart with traditional banks.

David Chen, 38

Persona: David is a tech-savvy entrepreneur who runs a small online business. He is looking for a flexible and efficient banking solution to manage his business finances.

Overall Rating

★★★★★

While Chime looks user-friendly, I'm not sure it's robust enough for my business needs. I need more info on integrations and API access. And I'm a little skeptical about the no-fee model; how does Chime actually make money?

Actions Performed

- Explore features for business owners
- Check out the API and integration options

Suggestions

- Create a business-focused section with relevant features.
- Provide API documentation for developers.
- Explain the company's revenue model transparently.

Print Report