



In this benchmark, we discover what mobile banking features the top 24 retail banks in the US have to offer.

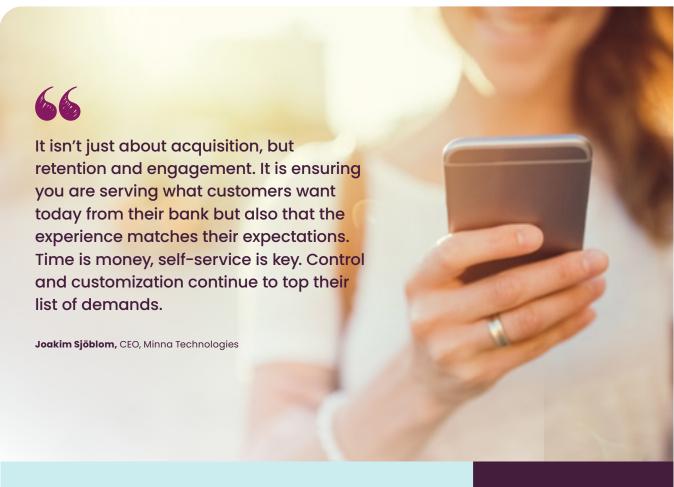


The Need for Mobile Banking Features

Digitalization within the banking sector has been on the rise for the last decade, accelerated substantially by COVID-19. In parallel, the neobanks reimagined digital consumer expectations, raising the bar for all banking services providers globally.

A bank now needs to be customized, self-serviced, and digitally enabled while maintaining consumer protection at its core. Consumers expect convenience, simplicity, and data security.

In Minna's 2021 US Mobile Banking Benchmark Report, we compare US retail banks based on their entire mobile banking solution set. The data provided in the benchmark was collected by aggregating secondary data sources such as publicly available website information and app store information provided by each financial institution.



About Minna

Minna Technologies launched in Gothenburg, Sweden in 2016 and has since expanded to 8 countries including the US and the UK. Our software has been adopted by top-tier banks. Together we deliver powerful digital experiences for 20 million active users within the subscription economy.

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Intuitive solutions for consumers adds up for banks

Our benchmark compares features within various mobile banking apps as outlined below. The scoring model is based on the total number of features within each category, where five (5) is the highest possible score and zero (0) is the lowest. The score represents the total number of features offered out of the total

number of category-specific features. We have collected all available mobile banking application features and separated them into five categories.

Below you will find the highest scoring mobile banking application for each category.

Feature Category Average Score Highest Score



Payment & Card Features

This category includes basic banking features such as the ability to lock and unlock cards, mobile payment options such as Apple Pay and Google Pay, and the capability to pay bills and transfer funds.



3.5

5.0Citi



Expense Management

This category includes features that give banking customers an overview and management of their expenses including recurring payment management, budgeting tools, and spending overview.



2.6

4.0Bank of America



Savings & Investments

This category includes features enabling bank customers to manage and view their savings as well as features that allow stock and funds management, setting automatic savings by rounding up payments, and receiving cashback and/or rewards.



3.3

5.0 Chase



Customer Support

This category includes features such as the option to digitally open an account, AI bot & chat support, and assistance in locating an ATM.



1.9

5.0 Capital One



Security

This category includes specialized and improved security features such as fraud alerts, digital ID solutions, and biometric/face identification verification.



3.8

5.0

Chase, Citi, Capital One, Bank of America, U.S. Bank, PNC, Truist, Wells Fargo, Fifth Third



In the following pages, you will find the full benchmark data for the 24 industry leading retail banks. The data provided in the benchmark was collected by aggregating secondary data sources such as publicly available website information and app store

information provided by each financial institution. The scoring model is based on the total number of features within each category, where five (5) is the highest possible score and zero (0) is the lowest.

Company	Payment & Card	Expense Management	Savings & Investments	Customer Support	Security
Chase Mobile	4.3	3.0	5.0	4.0	5.0
Citi Mobile	5.0	3.0	4.0	3.0	5.0
Capital One Mobile	4.3	2.5	3.0	5.0	5.0
Bank of America Mobile Banking	3.6	4.0	4.0	2.0	5.0
U.S. Bank	3.6	3.0	3.0	3.0	5.0
PNC Mobile Banking	3.6	2.5	3.0	3.0	5.0
Ally Mobile	3.6	2.5	4.0	3.0	3.3
Chime - Mobile Banking	4.3	2.5	2.0	3.0	3.3
Truist Mobile	3.6	3.0	3.0	1.0	5.0
Wells Fargo Mobile	3.6	2.5	3.0	1.0	5.0
Discover Mobile	3.6	2.5	2.0	3.0	1.7
Fifth Third Mobile Banking	3.6	1.5	3.0	2.0	5.0
Huntington Mobile	3.6	2.5	2.0	1.0	3.3
Varo Bank: Mobile Banking	2.9	2.0	3.0	2.0	1.7
Marcus by Goldman Sachs	0.7	2.5	4.0	1.0	3.3
First Republic Mobile	3.6	2.0	1.0	1.0	3.3
First Horizon Mobile Banking	3.6	2.0	1.0	1.0	3.3
Regions Mobile	4.3	1.5	1.0	1.0	3.3
TD Bank, N.A.	3.6	1.5	1.0	1.0	3.3
Bank of the West Mobile	3.6	1.5	1.0	1.0	3.3
Citizens Bank Mobile Banking	3.6	1.0	1.0	1.0	3.3
BOH Mobile Banking	2.9	2.0	0.0	1.0	3.3
Amex	1.4	1.5	2.0	1.0	1.7
HSBC US	2.9	1.5	0.0	2.0	3.3
Average overall score	3.5	2.6	2.3	1.9	3.8

Company Information	Chase Mobile	Citi Mobile	Capital One Mobile	Bank of America Mobile Banking	U.S. Bank
Number of active US moible banking users	43M (2021)	13M (2021)	N/A	32M (2021)	N/A
AppStore rating (# of votes)	4.8 (3.7M)	4.9 (2.6M)	4.8 (4.3M)	4.8 (3.2M)	4.8 (1.2M)
Google Play rating (# of votes)	4.4 (1.7M)	4.7 (731K)	4.7 (1.2M)	4.6 (884K)	4.6 (288K)
Total mobile banking services	24	22	22	22	20
Payments & Cards					
Create disposable virtual card		V	~		
Deposit checks	V	V	V	V	V
Dispute credit card transactions	V	V			
ock and unlock cards	V	V	V	V	V
Mobile payments (e.g., Apple Pay & Google Pay)	V	✓	~	V	V
Pay bills (schedule payments, add payees etc.)	✓	✓	~	V	V
Transfer money (e.g., with Zelle®)	✓	✓	V	V	V
Fotal Payment & Card Features Expense Management	6	7	6	5	5
Cancel & block subscriptions and recurring payments					
Create budgets	V			<u> </u>	
ink external bank accounts		V		V	<i>V</i>
Set spending alerts & purchase notifications	✓	✓	· ·	✓	/
Switch utilities, telcos etc.					
/iew account balances	✓	· ·	· ·	✓	/
/iew credit score	· ·	· ·	<i>'</i>	/	V
/iew spending insights & categories	✓	V		· ·	V
/iew statements & transactions	· ·	✓	· ·	✓	· ·
/iew recurring bills, subscriptions & memberships			V	· ·	
Fotal Expense Management Features	6	6	5	8	6
Savings & Investments					
Cashback & rewards	✓		~	V	~
Create savings goals	✓	V	V		
Manage investments	✓	V		V	
Manage loans & mortgages	✓	V	V	✓	✓
Set automates savings	✓	✓		✓	V
otal Savings & Investments Features	5	4	3	4	3
Customer Support					
Chat support	V	✓	~		
Al chatbot	✓		V		
Fully digital account opening		V	V		V
ocate ATM	✓	~	V	V	V
/irtual voice assistant	✓		V	V	V
otal Customer Support Features	4	3	5	2	3
Security					
Alerts about suspicious charges & fraud	V	V	V	V	~
Biometric sign-in (fingerprint or FaceID)	V	V	~	V	V
Cardless ATM withdrawals	V	V	V	V	V
Total Security Features	3	3	3	3	3

Company Information	PNC Mobile Banking	Ally Mobile	Chime Mobile Banking	Truist Mobile	Wells Fargo Mobile
Number of active US moible banking users	N/A	2.3M (2021)	12M (2021)	N/A	27M (2021)
AppStore rating (# of votes)	4.8 (1M)	4.7 (35K)	4.8 (300K)	1.7 (4.3K)	4.8 (6.2M)
Google Play rating (# of votes)	4.6 (168K)	4.1 (20K)	4.5 (264K)	1.7 (3.5K)	4.8 (1.2M)
Total mobile banking services	19	19	18	18	17
Payments & Cards					
Create disposable virtual card			V		
Deposit checks	V	V	V	V	V
Dispute credit card transactions					
ock and unlock cards	V	V	V	V	V
Mobile payments (e.g., Apple Pay & Google Pay)	V	V	V	V	V
Pay bills (schedule payments, add payees etc.)	V	V	V	V	
Transfer money (e.g., with Zelle®)	V	· ·	· ·		
Total Payment & Card Features	5	5	6	5	5
expense Management					
Cancel & block subscriptions and recurring payments					
Create budgets	V			✓	
ink external bank accounts			✓	V	
Get spending alerts & purchase notifications	V	V	V	V	V
Switch utilities, telcos etc.					
View account balances	V	V	V	V	V
view credit score		V	V		V
View spending insights & categories	V	V		V	
View statements & transactions	V	V	V	V	V
View recurring bills, subscriptions & memberships					V
Total Expense Management Features	5	5	5	6	5
Savings & Investments					
Cashback & rewards	✓	V		V	V
Create savings goals	V	V	V	V	
Manage investments		V		V	V
Manage loans & mortgages					V
Set automates savings	V	V	V		
Fotal Savings & Investments Features	3	4	2	3	3
Customer Support					
Chat support	✓	V	V		
Al chatbot					
Fully digital account opening		V	V		
ocate ATM	V	V	V	V	V
Virtual voice assistant	V				
Total Customer Support Features	3	3	3	1	1
Security					
Alerts about suspicious charges & fraud	✓	V	✓	V	V
Biometric sign-in (fingerprint or FaceID)	V	V	V	V	V
Cardless ATM withdrawals	V			V	V
Total Security Features	3	2	2	3	3

Company Information	Discover Mobile	Fifth Third Mobile Banking	Huntington Mobile	Varo Bank Mobile Banking	Marcus by Goldman Sachs
Number of active US moible banking users	N/A	N/A	2.1M (2021)	2.7M (2021)	N/A
AppStore rating (# of votes)	4.9 (3.2M)	4.5 (16K)	4.8 (168K)	4.6 (10K)	4.9 (66K)
Google Play rating (# of votes)	4.6 (213K)	4.3 (45K)	3.8 (31K)	4.5 (28K)	3.7 (4.5K)
Fotal mobile banking services	16	16	15	14	13
Payments & Cards					
Create disposable virtual card					
Deposit checks	V	V	V	V	
Dispute credit card transactions					
ock and unlock cards	V	V	V	V	
Mobile payments (e.g., Apple Pay & Google Pay)	V	V	V	V	
Pay bills (schedule payments, add payees etc.)	V	V	V		
Transfer money (e.g., with Zelle®)	V	V	V	V	V
otal Payment & Card Features	5	5	5	4	1
Expense Management					
Cancel & block subscriptions and recurring payments					
Create budgets			V		
ink external bank accounts					V
Set spending alerts & purchase notifications	✓	V	✓	✓	V
Switch utilities, telcos etc.					
/iew account balances	✓	V	✓	✓	V
/iew credit score	V				
/iew spending insights & categories	V		V		V
/iew statements & transactions	V	V	V	V	V
/iew recurring bills, subscriptions & memberships				V	
otal Expense Management Features	5	3	5	4	5
Savings & Investments					
Cashback & rewards	V	V		V	
Create savings goals		V	V	V	V
Manage investments					V
Manage loans & mortgages	V				V
Set automates savings		V	V	V	V
otal Savings & Investments Features	2	3	2	3	4
Customer Support					
Chat support	✓	v			
Al chatbot					
Fully digital account opening	V			V	V
ocate ATM	V	V	V	V	
/irtual voice assistant					
Total Customer Support Features	3	2	1	2	1
Security					
Alerts about suspicious charges & fraud	~	V	V	V	V
Biometric sign-in (fingerprint or FaceID)		V	✓		V
Cardless ATM withdrawals		V			
Fotal Security Features	1	3	2	1	2

Company Information	First Republic Mobile	First Horizon Mobile Banking	Regions Mobile	TD Bank, N.A.	Bank of the West Mobile
Number of active US moible banking users	N/A	N/A	1.9M (2021)	10м (2021)	N/A
AppStore rating (# of votes)	4.8 (42K)	2.3 (1K)	4.8 (223K)	4.8 (210K)	4.8 (105K)
Google Play rating (# of votes)	3.7 (1K)	3.5 (4K)	4.0 (36K)	4.5 (71K)	3.7 (9K)
Total mobile banking services	13	13	13	12	12
Payments & Cards					
Create disposable virtual card					
Deposit checks	✓	V	✓	V	V
Dispute credit card transactions			✓		
ock and unlock cards	✓	V	✓	✓	~
Mobile payments (e.g., Apple Pay & Google Pay)	V	V	V	✓	V
Pay bills (schedule payments, add payees etc.)	V	V	V	V	V
Transfer money (e.g., with Zelle®)	V	V	V	V	V
Total Payment & Card Features	5	5	6	5	5
Expense Management					
Cancel & block subscriptions and recurring payments					
Create budgets		V			
ink external bank accounts	V				
Get spending alerts & purchase notifications	V	V	V	V	
Switch utilities, telcos etc.					
/iew account balances	✓	✓	✓	V	V
/iew credit score					
/iew spending insights & categories					V
/iew statements & transactions	✓	V	✓	V	V
/iew recurring bills, subscriptions & memberships					
Total Expense Management Features	4	4	3	3	3
Savings & Investments					
Cashback & rewards			✓		
Create savings goals	V	V			V
Manage investments					
Manage loans & mortgages					
Set automates savings				V	
otal Savings & Investments Features	1	1	1	1	1
Customer Support					
Chat support					
Al chatbot					
Fully digital account opening				V	
ocate ATM	V	V	✓		V
/irtual voice assistant					
Total Customer Support Features	1	1	1	1	1
Security					
Alerts about suspicious charges & fraud	✓	~	✓	✓	V
Biometric sign-in (fingerprint or FaceID)	V	V	V	V	V
Cardless ATM withdrawals					
Total Security Features	2	2	2	2	2

Number of active US moible banking users	Company Information	Citizens Bank Mobile Banking	BOH Mobile Banking	Amex	HSBC US
AppStore rating (# of votes)	· <i>′</i>	<u> </u>	<u> </u>	N/Δ	Ν/Δ
A					
Total mobile banking services					
Payments & Cards Create disposable virtual cord Deposit checks					
Create disposable virtual card Deposit checks V				-	-
Deposit checks	Payments & Cards				
Dispute credit card transactions Lock and unlock cards V V V Pay bills (schedule payments, add payees etc.) Pay bills (schedule payments, add payees etc.) V V V V Pay bills (schedule payments, add payees etc.) V V V V Tronsfer money (a.g., with Zaller) V Total Payment & Card Features 5 4 2 4 Expense Management Conceal & block subscriptions and recurring payments Create budgets Link external payments Get spending alerts & purchase notifications V V V V Switch utilities, teleos etc. View account bolances View account bolances View pending insights & categories View spending bills, subscriptions & memberships Total Expense Management Features 2 4 3 3 3 Savings & investments Cashback & rewards Create savings gools Monage loves tements Monage loons & mortgages V Total Savings & investments Features 1 0 2 0 Customer Support Chat support Al Chatbot First (all and account opening Locato ATM V V V V V V V V V V V V V V V V V V V	Create disposable virtual card				
Cock and unlock cards	Deposit checks	✓	✓		V
Mobile payments (e.g., Apple Pay & Google Pay) Any bills (schedule payments, add payees etc.) Any bills (schedule payments, add payees) Expense Management Cancel & block subscriptions and recurring payments Carcel budgets Link external bank accounts Any with a start expenses and featuring payments Carcel budgets Link external bank accounts Any with a start expenses and features Wiew account balances Any with a start expenses and features Wiew account balances Any with a start expenses and features Wiew account balances Any with a start expenses and features Wiew account balances Any with a start expenses and features Wiew account balances Any with a start expenses and features Any with a start ex	Dispute credit card transactions				
Pay bills (schedule payments, add payees etc.) V V V V V V V V V V V V V V V V V V V	Lock and unlock cards	✓	V	✓	
Transfer money (e.g., with Zelle*) Total Payment & Card Features 5 4 2 2 4 Expense Management Cancel & Block subscriptions and recurring payments Create budgets Link external bank accounts Set spending alerts & purchase notifications View account balances View account balances View account balances View readit score View readit score View statements & transactions View statements & transactions View statements & transactions View curring bills, subscriptions & Management Features Total Expense Management Features Set automates savings View reading alerts & purchase memberships Total Savings & Investments Manage loans & mortgages View reading sories Manage loans & mortgages View reading sories Manage loans & mortgages View reading silvestments Features Total Savings & Investments Features Total Savings & Investments Features Total Customers Support Customer Support Chall support Chall support Chall support Chall count of the support Features Total Customer Support Features	Mobile payments (e.g., Apple Pay & Google Pay)	✓			V
	Pay bills (schedule payments, add payees etc.)	✓	✓	✓	V
	Transfer money (e.g., with Zelle®)	V	V		V
Cancel & block subscriptions and recurring payments Create budgets Link external bank accounts Link external bank		5	4	2	4
and recurring payments Circate budgets Link externed bank accounts Set spending olerts & purchase notifications V Switch utilities, telcos etc. View account balances View account balances View spending insights & categories View spending insights & categories View recurring bills, subscriptions & memberships Total Expense Management Features Cashback & rewards Create savings goals Manage investments Manage investments Set automates savings V Create savings & Investments Features 1 0 2 0 Customer Support Chat support support Features 1 1 1 1 0 Chat support Chat support support Features Chat support	Expense Management				
Cest spending allerts & purchase notifications	Cancel & block subscriptions and recurring payments				
Set spending alerts & purchase notifications Wiley account balances View account balances View account balances View account balances View spending insights & categories View spending insights & categories View recurring bills, subscriptions & memberships Total Expense Management Features 2 4 3 3 3 Savings & Investments Cashback & rewards Create savings goals Manage investments Manage investments Manage loans & mortgages View account opening Customer Support Chat support All chabbot Fully digital account opening Locate ATM Virtual voice assistant Total Customer Support Features 1 1 1 1 0 Security Malers about suspicious charges & fraud View account of Faceib) View of View o	Create budgets				
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View account balances V V V View credit score View spending insights & categories V	Get spending alerts & purchase notifications		V	V	
View credit score View spending insights & categories View statements & transactions View recurring bills, subscriptions & memberships Total Expense Management Features 2 4 3 3 3 Savings & Investments Cashback & rewards Create savings goals Manage investments Manage loans & mortgages Fotal Savings & Investments Cashback & rewards View recurring bills, subscriptions & remberships Total Savings & Investments Manage investments Manage investments Manage loans & mortgages View Total Savings & Investments Features 1 0 2 0 Customer Support Customer Support Chat support Chat support Chat support Virtual voice assistant Total Customer Support Features 1 1 1 1 0 Security Alerts about suspicious charges & fraud V V V V Eliometric sign-in (fingerprint or Facelb) V Cardless ATM withdrawals	Switch utilities, telcos etc.				
View spending insights & categories V	View account balances	V	V	V	V
View statements & transactions V V V View recurring bills, subscriptions & memberships 3 3 Savings & Investments Cashback & rewards V V Creete savings goals V V Manage investments V V Manage loans & mortgages V V Set automates savings V V Total Savings & Investments Features 1 0 2 0 Customer Support V V V Al chatbot V V V Fully digital account opening V V V Locate ATM V V V Virtual voice assistant Total Customer Support Features 1 1 1 0 Security Alerts about suspicious charges & fraud V V V V Cardless ATM withdrawals V V V V	View credit score				
View recurring bills, subscriptions & memberships	View spending insights & categories		V		
	View statements & transactions	V	V	V	V
Savings & Investments Cashback & rewards Create savings goals Manage investments Manage loans & mortgages Set automates savings I 0 2 0 Customer Support Chat support Chat support Chat batbot Fully digital account opening Locate ATM V V Virtual voice assistant Total Customer Support Features I 1 1 1 0 Security Alerts about suspicious charges & fraud V Cardless ATM withdrawals	View recurring bills, subscriptions & memberships				
Cashback & rewards	Total Expense Management Features	2	4	3	3
Create savings goals Manage investments Manage loans & mortgages Set automates savings Total Savings & Investments Features 1 0 2 0 Customer Support Chat support Chat support Chal chatbot Fully digital account opening Locate ATM Virtual voice assistant Total Customer Support Features 1 1 1 1 0 Security Alerts about suspicious charges & fraud V Cardless ATM withdrawals	Savings & Investments				
Manage investments Manage loans & mortgages Set automates savings Fotal Savings & Investments Features 1 0 2 0 Customer Support Chat support All chatbot Fully digital account opening Locate ATM Virtual voice assistant Total Customer Support Features 1 1 1 1 0 Security Alerts about suspicious charges & fraud V Cardless ATM withdrawals	Cashback & rewards			V	
Manage investments Manage loans & mortgages Set automates savings Fotal Savings & Investments Features 1 0 2 0 Customer Support Chat support All chatbot Fully digital account opening Locate ATM Virtual voice assistant Total Customer Support Features 1 1 1 1 0 Security Alerts about suspicious charges & fraud V Cardless ATM withdrawals	Create savings goals				
Manage loans & mortgages Set automates savings V Total Savings & Investments Features 1 0 2 0 Customer Support Chat support Chat support Chat support V Al chatbot Fully digital account opening Locate ATM V V Virtual voice assistant Total Customer Support Features 1 1 1 1 0 Security Alerts about suspicious charges & fraud V Cardless ATM withdrawals					
Set automates savings				V	
Total Savings & Investments Features 1 0 2 0 Customer Support Chat support Al chatbot Fully digital account opening Locate ATM Virtual voice assistant Total Customer Support Features 1 1 1 1 0 Security Alerts about suspicious charges & fraud Biometric sign-in (fingerprint or FaceID) Cardless ATM withdrawals		V			
Chat support Al chatbot Fully digital account opening Locate ATM Virtual voice assistant Total Customer Support Features 1 1 1 1 0 Security Alerts about suspicious charges & fraud Biometric sign-in (fingerprint or FaceID) Cardless ATM withdrawals			0	2	0
Al chatbot Fully digital account opening Locate ATM Virtual voice assistant Total Customer Support Features 1 1 1 1 0 Security Alerts about suspicious charges & fraud Biometric sign-in (fingerprint or FaceID) Cardless ATM withdrawals	Customer Support				
Al chatbot Fully digital account opening Locate ATM Virtual voice assistant Total Customer Support Features 1 1 1 1 0 Security Alerts about suspicious charges & fraud Biometric sign-in (fingerprint or FaceID) Cardless ATM withdrawals	Chat support			V	
Fully digital account opening Locate ATM					
Locate ATM Virtual voice assistant Total Customer Support Features 1 1 1 1 0 Security Alerts about suspicious charges & fraud Biometric sign-in (fingerprint or FaceID) Cardless ATM withdrawals					
Virtual voice assistant Total Customer Support Features 1 1 1 0 Security Alerts about suspicious charges & fraud V V V V Biometric sign-in (fingerprint or FaceID) Cardless ATM withdrawals		V	V		
Total Customer Support Features 1 1 1 1 0 Security Alerts about suspicious charges & fraud		<u> </u>	<u> </u>		
Alerts about suspicious charges & fraud Biometric sign-in (fingerprint or FaceID) Cardless ATM withdrawals		1	1	1	0
Alerts about suspicious charges & fraud Biometric sign-in (fingerprint or FaceID) Cardless ATM withdrawals	Security				
Biometric sign-in (fingerprint or FaceID) Cardless ATM withdrawals		V	V	V	V
Cardless ATM withdrawals		V			V
		<u> </u>			-
	Total Security Features	2	-	1	2