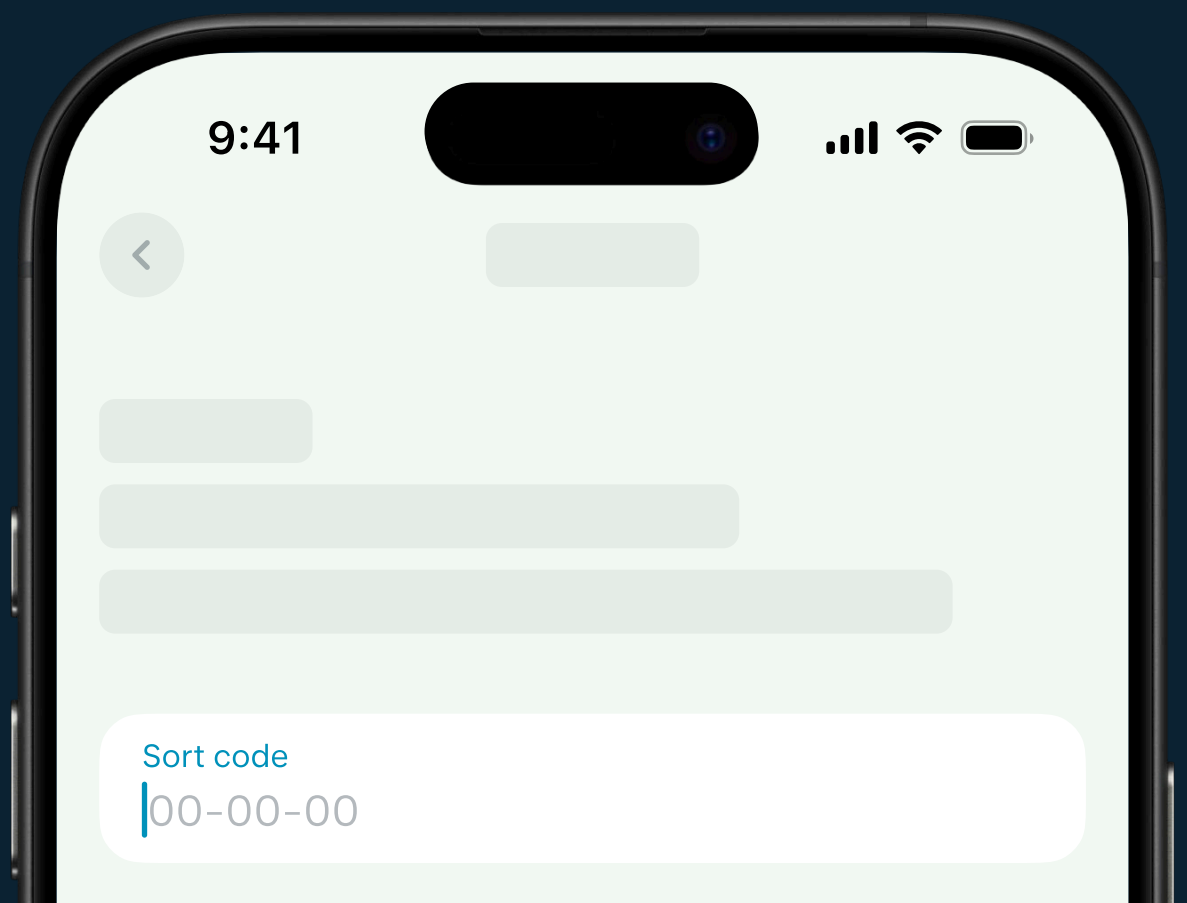


HINT TEXT



A good one...

Uses examples rather than repeating labels.

What it's for

Hint text typically appears greyed out and in a text entry field. Its job is to show the customer where we expect them to tell us something, like their first name or date of birth, or to describe fraudulent activity.

Writing an example response means we're more likely to get the right information (for example: first name rather than full name, or the correct format for their date of birth) and help the customer complete whatever they're trying to do.

Best practice

Don't use instructional language

Customers know how text entry fields work, there's no need to write things like, 'Enter your name' or 'Tell us what happened'.

If you've used other elements on the screen effectively, like the header and body, you don't need to spell it out for them in this way. Giving them a prompt is a better use of the space.



Feedback

I'd like you to improve this feature by...



Feedback

Enter your feedback here